



Ministry
of Justice

CONTRACT

For

The Provision of Polycarbonate

Between

THE SECRETARY OF STATE FOR JUSTICE

(the "Authority") acting as part of the Crown.

And

Righton Ltd

Company Registration Number 143411

CONTRACT REFERENCE NUMBER: prj_1119 (ITT_969)



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SECTION 1

FORM OF AGREEMENT



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THIS AGREEMENT is made on the **20th July 2017** and shall commence on the **1st August 2017** for an initial period of 3 years with an option to extend for a further period of up to 2 years.

CONTRACT BETWEEN

Secretary of State for Justice (hereinafter called “the Authority”) acting through his representative in the Ministry of Justice Procurement Directorate; and **Righton Ltd** (hereinafter called “the Contractor”) of **25 High Street, Cobham, Surrey KT11 3DH**.

NOW THIS AGREEMENT WITNESSED as follows:

In this Contract words and expressions shall have the meanings assigned to them in the contract Terms and Conditions definitions and those additional definitions in the included within the additional contract schedules.

The following documents and their annexes and accompanying schedules, shall together constitute the Contract between the Authority and the Contractor and the term “the Contract” shall in all such documents be construed accordingly.

Section 1 Form of Agreement
Section 2 Standard Conditions

Each party acknowledges that this Contract constitutes the entire agreement and understanding between the parties with respect to the subject matter of this Contract and supersedes all prior discussions, understandings and agreements between the parties and their agents.

The Contractor also agrees that in entering into this Contract and the documents referred to within it, it is not relying on any statements, warranties or representations given or made (whether negligently or innocently or whether express or implied), or any acts or omissions by or on the part of the Authority in relation to the subject matter of this Contract, except those expressly set out in this Contract and hereby waives and releases the Authority in respect thereof absolutely.

In consideration of the award of this Contract the Contractor covenants with the Authority to provide Goods and Services in conformity with the provisions of the contract.

In case of conflict between any of the documents accompanying this form of agreement, the order of precedence shall be as follows:

Section 1 Form of Agreement
Section 2 Standard Conditions

The Authority hereby appoints the Ministry of Justice Commercial and Contract Management Directorate to act as Authority Representative for the purposes of this Contract.

The Contractor shall ensure that a contract manager shall be designated for the purposes of delivering this contract.

The Contract shall be governed and construed according to the laws of England and the parties hereby submit to the exclusive jurisdiction of the Courts of England.



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IN WITNESS OF WHICH THE CONTRACT HAS BEEN DULY EXECUTED BY THE PARTIES:

SIGNED for and on behalf of the Secretary of State for Justice

SIGNATURE	DSayles
NAME	Denise Sayles
POSITION	Senior Commercial Manager
DATE	20 th July 2017

SIGNED for and on behalf of Righton Ltd

SIGNATURE	SEllson
NAME	Simon Ellson
POSITION	Director
DATE	20 th July 2017



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STANDARD TERMS

1. Definitions and Interpretations

1.1. Definitions

In these Conditions:

"Approval" means the written consent of the Authority.

"Authority" means the Secretary of State for Justice acting as part of the crown through the authorised representative identified in the Contract Letter.

"Authority Confidential Information" means all Personal Data and any information, however it is conveyed, that relates to the business affairs, developments, trade secrets, know-how, personnel, and suppliers of the Authority, including all Intellectual Property Rights, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably to be considered to be confidential.

"Authority Data" means

- (a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are:
 - (i) supplied to the Contractor by or on behalf of the Authority; or
 - (ii) which the Contractor is required to generate, process, store or transmit pursuant to the Contract; or
- (b) any Personal Data for which the Authority is the Data Controller.

"Authority Personnel" means all employees, agents, consultants and sub-contractors of the Authority.

"Commencement Date" means the date specified in the Contract Letter.

"Basic Disclosure" means Disclosure Scotland's Basic Disclosure Certificate which contains details of convictions considered "unspent" under the Rehabilitation of Offenders Act 1974.

"Commercially Sensitive Information" means the information (i) listed in the Commercially Sensitive Information Schedule: or (ii) notified to the Authority in writing (prior to the commencement of this Contract) which has been clearly marked as Commercially Sensitive Information comprised of information:

- a) which is provided by the Contractor to the Authority in confidence for the period set out in that Schedule or notification; and/or



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b) that constitutes a trade secret

"**Condition**" means a condition of the Contract.

"**Confidential Contract Information Exceptions**" means the Information listed in the relevant Schedule.

"**Confidential Information**" means the Authority's Confidential Information and/or the Contractor's Confidential Information.

"**Contract**" means this written agreement between the Authority and the Contractor consisting of the Contract Letter, these terms and conditions, any attached Schedules and the Contractor's Tender.

"**Contract Letter**" means the letter identifying those documents which form the Contract.

"**Contract Period**" means the period from the Commencement Date to:

- (a) the date of expiry of the Initial Contract Period; or
- (b) following an extension pursuant to clause 31 (Extension of the Contract Term), the date of expiry of the extended period(s);

or such earlier date of termination or partial termination of the Contract in accordance with the Law or the provisions of the Contract.

"**Contract Price**" means the amount (exclusive of any applicable VAT), payable to the Contractor by the Authority under the Contract, as set out in the Pricing and Payment Schedule, exclusive of any price adjustment formula agreed between the Parties for the full and proper performance by the Contractor of its obligations under the Contract but before taking into account the effect of any adjustment.

"**Contracting Authority**" means any contracting authority as defined in Regulation 3 of the Public Contracts Regulations 2015.

"**Contractor**" means the person, firm or company with whom the Authority enters into the Contract and for the purposes of the Contract includes the Contractor's Personnel and where applicable the Key Personnel.

"**Contractor's Confidential Information**" means any information which has been designated as confidential by either party in writing or that ought reasonably to be considered as confidential, however it is conveyed, including information that relates to the business affairs, developments, trade secrets, know-how, personnel and suppliers of the Contractor, including IPRs, together with all information derived from the above, and any other information clearly designated as being confidential



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(whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential.

"Contractor's Personnel Vetting Procedure" means the Authority's procedures for the vetting of Contractor's Personnel, as advised to the Contractor by the Authority.

"Control" means that a person possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of another person (whether through the ownership of voting shares, by contract or otherwise) and **"Controls"** and **"Controlled"** shall be interpreted accordingly.

"Crown" means the government of the United Kingdom (including the Northern Ireland Executive Committee and the Northern Ireland Departments, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government and particular bodies and government agencies.

"Data Controller" shall have the same meaning as set out in the Data Protection Act 1998.

"Data Processor" shall have the same meaning as set out in the Data Protection Act 1998.

"Data Protection Legislation" means the Data Protection Act 1998 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner.

"Data Subject" shall have the same meaning as set out in the Data Protection Act 1998.

"Default" means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant Party or their Personnel in connection with or in relation to the subject matter of the Contract and in respect of which such Party is liable to the other.

"Environmental Information Regulations" means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

"Fees Regulations" means the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.



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"**FOIA**" means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.

"**Force Majeure**" means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; or any other disaster, natural or man-made, but excluding:

- (a) any industrial action occurring within the Contractor's or any sub-contractor's organisation; or
- (b) the failure by any sub-contractor to perform its obligations under any sub-contract.

"**Fraud**" means any offence under the Law creating offences in respect of fraudulent acts or at common law in respect of fraudulent acts in relation to the Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.

"**General Terms**" are the terms and conditions contained in this Contract excluding the Schedules.

"**Good Industry Practice**" means standards, practices, methods and procedures conforming to the Law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances.

"**Information**" has the meaning given under section 84 of the FOIA.

"**Initial Contract Period**" means the period from the Commencement Date to the date of expiry set out in the Contract Letter.

"**Intellectual Property Rights**" or "**IPRs**" means patents, inventions, trade marks, service marks, logos, design rights (whether registerable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off.



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"**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, judgment of a relevant court of law, or directives or requirements of any Regulatory Body with which the Contractor is bound to comply.

"**Management Information**" means the information specified in the Monitoring Schedule.

"**Month**" means a calendar month.

"**Monitoring Schedule**" means the Schedule containing details of the monitoring arrangements.

"**Party**" means a party to the Contract.

"**Personal Data**" shall have the same meaning as set out in the Data Protection Act 1998.

"**Personnel**" means all employees, agents, consultants and sub-contractors of either Party.

"**Premises**" means the location where the Goods or Services are to be delivered or provided as set out in the Specification.

"**Pricing and Payment Schedule**" means the Schedule containing details of the Contract Price.

"**Process**" has the meaning given to it under the Data Protection Legislation and, for the purposes of the Contract, it shall include both manual and automatic processing.

"**Property**" means the property, other than the real property, issued or made available to the Contractor by the Authority in connection with the Contract.

"**Quality Standards**" means the quality standards published by the British Standards Institute, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Specification Schedule.



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"**Receipt**" means the physical or electronic arrival of the invoice at the address of the Authority detailed at clause 6 or at any other address given by the Authority to the Contractor for the submission of invoices.

"**Regulatory Bodies**" means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Authority and "**Regulatory Body**" shall be construed accordingly.

"**Relevant Conviction**" means a conviction that is relevant to the nature of the Goods or Services or as listed by the Authority and/or relevant to the work of the Authority.

"**Replacement Contractor**" means any third party service provider appointed by the Authority to supply any Goods or Services which are substantially similar to any of the Goods or Services, and which the Authority receives in substitution for any of the Goods or Services following the expiry, termination or partial termination of the Contract.

"**Requests for Information**" shall have the meaning set out in FOIA or the Environmental Information Regulations as relevant (where the meaning set out for the term "request" shall apply).

"**Schedule**" means a schedule attached to, and forming part of, the Contract.

"**Services**" means the services to be supplied as detailed in the Specification Schedule.

"**Specification**" means the description of the Goods or Services to be supplied under the Contract as set out in Schedule G (Specification) including, where appropriate, the Contractor's Key Personnel, the Premises and the Quality Standards.

"**Tender**" means any document(s) submitted by the Contractor to the Authority in response to the Authority's invitation to suppliers for formal offers to supply it with the Goods or Services.

"**Variation**" has the meaning given to it in clause 28 (Variation).

"**VAT**" means value added tax in accordance with the provisions of the Value Added Tax Act 1994.

"**Working Day**" means a day (other than a Saturday or Sunday) on which banks are open for general business in the City of London.

1.2. Interpretation



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The interpretation and construction of the Contract shall be subject to the following provisions:

- (a) Words importing the singular meaning include where the context so admits the plural meaning and vice versa.
- (b) Words importing the masculine include the feminine and the neuter.
- (c) Reference to a clause is a reference to the whole of that clause unless stated otherwise.
- (d) Reference to any statute, enactment, order, regulation or other similar instrument where appropriate shall be construed as referring to any subsequent amendment or re-enactment of the same.
- (e) References to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted.
- (f) The words "**include**", "**includes**" and "**including**" are to be construed as if they were immediately followed by the words "**without limitation**".
- (g) Headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract.

2. Initial Contract Period

- 2.1. The Contract shall take effect on the Commencement Date and shall expire automatically on the date specified in the Contract Letter, unless it is terminated earlier or extended under clause 31.

3. Contractor's Obligations

- 3.1. The Contractor shall employ at all times a sufficient number of Contractor's Personnel to fulfil its obligations under the Contract. All Contractor's Personnel shall possess the qualifications and competence appropriate to the tasks for which they are employed. If and when so directed in writing by the Authority the Contractor shall within seven (7) days provide details of the qualifications and competence of any person employed or proposed to be employed by the Contractor in connection with the Contract and shall provide a copy of any certificate or qualification or competence that has been issued in respect of any such person.



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- 3.2. The Contractor shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of the Goods or Services has not been specified in the Contract, the Contractor shall agree the relevant standard of the Goods or Services with the Authority prior to the supply of the Goods or Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice. The Contractor shall ensure that all Contractor's Personnel supplying the Goods or Services shall do so with all due skill, care and diligence as are necessary for the proper supply of the Services.
- 3.3. The Authority, whose decision shall be final and conclusive, reserves the right under the Contract to refuse to admit to, or to withdraw permission to remain on, any Premises occupied by or on behalf of the Authority:
- 3.3.1. any member of the Contractor's Personnel; or
 - 3.3.2. any person employed or engaged by a sub-contractor, agent or servant of the Contractor
- whose admission or continued presence would be, in the opinion of the Authority, undesirable.
- 3.4. If and when directed by the Authority, the Contractor shall provide a list of the names and addresses, National Insurance numbers, periods of employment, immigration status and tax exemption certificates of all persons who it is expected may require admission in connection with the Contract to any premises occupied by or on behalf of the Authority, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Authority may reasonably desire.
- 3.5. The Contractor's Personnel, engaged within the boundaries of a Government establishment, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of contractors' personnel when at that establishment and when outside that establishment.
- 3.6. If the Contractor fails to comply with clause 3.4 above the Authority, (whose decision shall be final and conclusive), may decide that such failure is prejudicial to the interests of the Crown; and if the Contractor does not comply with the provisions of clause 3.4 within 2 Months of the date of a written notice



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from the Authority so to do then the Authority may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

- 3.7. The Contractor shall bear the cost of any complying with any requirement of this clause.
- 3.8. The Contractor shall promptly inform and keep informed the Authority in writing of any industrial relations problems or other matters relating to the Contractor's Personnel which may affect the performance of the Contract.
- 3.9. The Contractor shall not employ any person where the Contractor knows, or by reason of the circumstances might reasonably be expected to know, that the person concerned is involved in any unlawful procurement of Social Security benefits or tax exemptions in connection with his employment by the Contractor. The Contractor shall not make, facilitate or participate in the procurement of any unlawful payments to any person employed by the Contractor, whether in the nature of Social Security fraud, evasion of tax or otherwise.
- 3.10. The Contractor shall comply with the Authority's procedures for the vetting of Contractor's Personnel in respect of all persons employed or engaged in the provision of the Services. The Contractor confirms that all persons employed or engaged by the Contractor were vetted and recruited on a basis that is equivalent to and no less strict than the Contractors' Personnel Vetting Procedures.
- 3.11. At the Authority's written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission in connection with the Contract to the Premises, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Authority may reasonably request.
- 3.12. The Authority may require the Contractor to ensure that any person employed in the provision of the Goods or Services has undertaken a Criminal Records Bureau check as per the Contractor's Personnel Vetting Procedures. The Contractor shall ensure that no person who discloses that he/she has a Relevant Conviction, or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check or through the Criminal



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Records Bureau check or otherwise) is employed or engaged in the provision of the Goods or Services.

- 3.13. Where the Authority deems it necessary the Contractor shall provide a list of Personnel who will be undertaking regulated activity according to the Protection of Freedoms Act 2012. The Authority may in its sole discretion refuse access to its Premises by any member of the Contractor's Personnel who has not been subjected to the necessary checks by the Disclosure and Barring Service
- 3.14. The Contractor shall be subject to the provisions of the Schedules to this contract as applicable.

4. Authority's Obligations

- 4.1. Subject to reasonable notification by the Contractor of its requirements, the Authority shall give to the Contractor such instructions and/or decisions as pursuant to the Contract are required to be given by the Authority at such a time and in such a manner as shall enable the Contractor properly to perform the Contract.
- 4.2. The Authority shall supply or make available to the Contractor, without charge, such information as it is required to provide in accordance with the Specification in such time so as not to delay or disrupt the performance of the Contractor's duties under the Contract.
- 4.3. The Authority shall provide access to areas of land and building (including details of any restrictions) as stated in the Specification as it is reasonably able to do to enable the Contractor to carry out the Contract.
- 4.4. The Authority may provide site facilities to the Contractor for the carrying out of the Contract, which, if required, shall be as detailed and on such terms as set out in the Specification.
- 4.5. The Authority shall be subject to the provisions of the Schedules to this Contract as applicable.

5. Scope of Contract

- 5.1. At all times during the Contract Period the Contractor shall be an independent contractor and nothing in the Contract shall be construed as creating a partnership, a contract of employment or a relationship of principal and agent between the Authority and the Contractor and accordingly neither Party shall



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be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Contract.

- 5.2. Other than as set out in the Contract, the Contractor agrees and acknowledges that it has not been given any rights of exclusivity or any volume guarantees whatsoever in relation to the volume of the Goods or Services provided under the Contract.

6. Notices

- 6.1. For the purposes of this clause 6, the address of each Party shall be as stated in the Contract Letter. Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party concerned.
- 6.2. Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, first class post, recorded delivery or special delivery), or by receipted facsimile transmission or receipted electronic mail. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given 2 Working Days after the day on which the letter was posted, or 4 hours, in the case of electronic mail or facsimile transmission or sooner where the other Party acknowledges receipt of such notice or communication.
- 6.3. Either Party may change its address for service by serving a notice in accordance with this clause.

7. Mistakes in Information

- 7.1. The Contractor shall be responsible for the accuracy of all drawings, documentation and information supplied to the Authority by the Contractor in connection with the supply of the Goods or Services and shall pay the Authority any extra costs occasioned by any discrepancies, errors or omissions therein.
- 7.2. The Contractor shall be deemed to have satisfied himself as regards the nature and extent of the Goods or Services required by the Authority, the means of communication and access to the Authority's Premises, the supply and conditions affecting labour, the suitability of the Authority's Premises and the equipment necessary for the performance of the Contract, subject to all such matters being discoverable by the Contractor.



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- 7.3. The Contractor acknowledges that it has:
- 7.3.1. made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Authority;
 - 7.3.2. raised all relevant due diligence questions with the Authority before the Commencement Date;
 - 7.3.3. satisfied itself that it has sufficient information to ensure that it can provide the Goods or Services; and
 - 7.3.4. entered into the Contract in reliance on its own due diligence alone.
- 7.4. Without prejudice to clause 7.3, the Contractor shall:
- 7.4.1. use its reasonable endeavours to check and verify that the data, information, plans, drawings, documents, handbooks and codes of practice supplied by the Authority are accurate; and
 - 7.4.2. notify the Authority immediately if it discovers errors or discrepancies in the data, information, plans, drawings, documents, handbooks and codes of practice supplied by the Authority.

8. Conflicts of Interest

- 8.1. The Contractor shall take appropriate steps to ensure that neither the Contractor nor any Contractor's Personnel is placed in a position where, in the reasonable opinion of the Authority:
- 8.1.1. there is or may be an actual conflict or potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract; or
 - 8.1.2. the behaviour of the Contractor or the Contractor's Personnel is not in the Authority's best interest or might adversely affect the Authority's reputation.

The Contractor will as soon as reasonably practicable disclose to the Authority full particulars of any behaviour which might give rise to the acts complained of in sub-clauses 8.1.1 or 8.1.2

- 8.2. The Authority reserves the right to terminate the Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict or potential conflict, between the financial or personal interests of the Contractor



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or the Contractor's Personnel and the duties owed to the Authority under the provisions of the Contract. The actions of the Authority pursuant to this clause shall not prejudice or affect any right of action or remedy which has accrued or will accrue to the Authority.

9. Prevention of Fraud and Prevention of Corruption

- 9.1. The Contractor shall take all reasonable steps, in accordance with Good Industry Practice, to prevent Fraud by the Contractor's Personnel in connection with the receipt of monies from the Authority.
- 9.2. The Contractor shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- 9.3. If the Contractor or its Personnel commits Fraud in relation to this or any other contract with the Crown (including the Authority) the Authority may:
 - (a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Authority resulting from the termination, including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Goods or Services and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period; or
 - (b) recover in full from the Contractor any other loss sustained by the Authority in consequence of any breach of this clause.
- 9.4. The Contractor shall not offer or give or agree to give to the Authority or any other public body or any person employed by or on behalf of the Authority or any other public body any gift or consideration of any kind as an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other contract with the Authority or any other public body, or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any such contract.
- 9.5. The Contractor warrants that it has not paid commission or agreed to pay commission to the Authority or any other public body or any person employed by or on behalf of the Authority or any other public body in connection with the Contract.



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- 9.6. If the Contractor, its Personnel or anyone acting on the Contractor's behalf, engages in conduct prohibited by clauses 9.4 or 9.5, the Authority may:
- 9.6.1. terminate the Contract and recover from the Contractor the amount of any loss suffered by the Authority resulting from the termination, including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Goods or Services and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period; or
 - 9.6.2. recover in full from the Contractor any other loss sustained by the Authority in consequence of any breach of those clauses.



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PAYMENT AND CONTRACT PRICE

10. Contract Price

- 10.1. In consideration of the performance by the Contractor of the Contractor's obligations under the Contract by the Contractor, the Authority shall pay the Contract Price in accordance with clause 11 below.
- 10.2. The Authority shall, in addition to the Contract Price and following Receipt of a valid VAT invoice, pay the Contractor a sum equal to the VAT chargeable on the value of the Goods or Services supplied in accordance with the Contract.

11. Payment and VAT

- 11.1. The Contractor shall submit invoices monthly in arrears. The Contractor shall ensure that each invoice contains all appropriate references, including the date of the invoice, the Contractor's name and address, the Contractor's banking details, the relevant purchase order number supplied by the Authority, the agreed payment and a detailed breakdown of the Goods or Services supplied and that it is supported by any other documentation reasonably required by the Authority to substantiate the invoice.
- 11.2. The Contractor shall add VAT to the Contract Price at the prevailing rate as applicable. Where the Contractor submits an invoice to the Authority in accordance with clause 11.1, the Authority shall consider and verify that invoice in a timely fashion.
- 11.3. The Authority shall pay all sums due to the Contractor under such an invoice within the period of thirty (30) days from the date on which the Authority has determined that the invoice is valid and undisputed. The Authority shall make payment by BACS and in accordance with Schedule H (Pricing and Payment). Where the Authority fails to comply with this clause 11.3 and there is undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purposes of this clause 11.3 after a reasonable time has passed.
- 11.4. The Contractor shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred, levied, demanded or assessed on the Authority at any time in respect of the Contractor's failure to account for or to pay any VAT relating to payments made to the Contractor



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under the Contract. Any amounts due under this clause 11.4 shall be paid by the Contractor to the Authority not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Authority.

- 11.5. The Authority may reduce payment in respect of any Goods or Services which the Contractor has either failed to provide or has provided inadequately, without prejudice to any other rights or remedies of the Authority.
- 11.6. The Contractor shall not suspend the supply of the Goods or Services unless the Contractor is entitled to terminate the Contract under clause 37.3 for failure to pay undisputed sums of money. Interest shall be payable by the Authority on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payments of Commercial Debts (Interest) Act 1998.
- 11.7. Where the Contractor (or a sub-contractor at any stage of remoteness from the Authority) enters into a sub-contract with a supplier or contractor made wholly or substantially for the purpose of performing (or contributing to the performance of) its obligations under the whole or any part of the Contract (or relevant sub-contract), it shall include within such a sub-contract:
- 11.7.1. a provision having the same effect as clause 11.2 of the Contract; and
- 11.7.2. a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards, a provision having the same effect as clause 11.2 of the Contract,

12. Recovery of Sums Due

- 12.1. Whenever under the Contract any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Authority in respect of any Default), the Authority may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Contractor from the Authority under the Contract or under any other agreement or contract with the Authority or the Crown.
- 12.2. Any overpayment by either Party, whether of the Contract Price or of VAT, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- 12.3. The Contractor shall make any payments due to the Authority without any deduction whether by way of set-off, counterclaim, discount, abatement or



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otherwise unless the Contractor has a valid court order requiring an amount equal to such deduction to be paid by the Authority to the Contractor.

13. Contract Price for an Extended Contract Term

13.1. The Contract Price shall be firm for the agreed period stated in the specification. In the event that the Authority gives notice to extend the term of the Contract pursuant to clause 31, the Contract Price for the extended term shall be:

13.1.1. the price for the extended term as set out in or calculated in accordance with the Pricing and Payment Schedule; or

13.1.2. where no price for the extended term or calculation is set out in the Pricing and Payment Schedule, the Contract Price for the previous year indexed in accordance with the Office of National Statistics' Consumer Prices Index (or, where this index ceases to exist, the index which replaces this index from time to time).

14. Euro

14.1. Any legislative requirement to account for the Goods or Services in Euro € (or to prepare for such accounting), instead of and/or in addition to Pounds Sterling £, shall be implemented by the Contractor at nil charge to the Authority.

14.2. The Authority shall provide all reasonable assistance to facilitate compliance with clause 14.1 by the Contractor.



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STATUTORY OBLIGATIONS AND REGULATIONS

15. Discrimination

- 15.1. In providing the Goods or Services the Contractor shall comply with the Equality Act 2010 and all applicable amendments, regulations and Codes of Practice or any future or other legislation which concerns discrimination in employment and service delivery (the “Equalities Provisions”).
- 15.2. The Contractor shall take all reasonable steps to procure the observance of the Equalities Provisions by those of its Personnel engaged in the provision of the Goods or Services.
- 15.3. The Contractor shall provide such information as the Authority may reasonably require for the purpose of assessing the Contractor's compliance with clause 15.2.
- 15.4. The Contractor shall notify the Authority immediately in writing upon becoming aware of any investigation or legal proceedings brought against the Contractor or its sub-contractors under the Equalities Provisions.
- 15.5. In the event of any finding of unlawful discrimination being made against the Contractor or its sub-contractors under the Equalities Provisions during the period of this Contract, the Contractor shall inform the Authority of this finding forthwith and shall (but, in the event of an appeal, only after the final and unsuccessful outcome of the appellate process) take appropriate steps to the reasonable satisfaction of the Authority to prevent repetition of the unlawful discrimination.
- 15.6. In the event of repeated findings of unlawful discrimination against the Contractor during the period of this Contract (whether arising from the same or different acts or omissions, and regardless of any steps it has taken in accordance with clause 15.5 above) the Authority shall be entitled to terminate the Contract with immediate effect.
- 15.7. If requested to do so by the Authority, the Contractor shall fully co-operate with the Authority at its own expense in connection with any investigation, legal proceedings, ombudsman inquiries or arbitration in which the Authority may become involved arising from any breach of the Authority's duties under the Equalities Provisions due to the alleged acts or omissions of the Contractor.



16. The Contracts (Rights of Third Parties) Act 1999

- 16.1. A person who is not a Party to the Contract shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of both Parties. This clause does not affect any right or remedy of any person which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999 and does not apply to the Crown.

INFORMATION

17. Authority Data

- 17.1. The Contractor shall not delete or remove any proprietary notices contained within or relating to the Authority Data.
- 17.2. The Contractor shall not store, copy, disclose, or use the Authority Data except as necessary for the performance by the Contractor of its obligations under the Contract or as otherwise expressly authorised in writing by the Authority.
- 17.3. To the extent that Authority Data is held and/or processed by the Contractor, the Contractor shall supply that Authority Data to the Authority as requested by the Authority in the format specified in the Specification.
- 17.4. The Contractor shall take responsibility for preserving the integrity of Authority Data and preventing the corruption or loss of Authority Data.
- 17.5. If at any time the Contractor suspects or has reason to believe that Authority Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Contractor shall notify the Authority immediately and inform the Authority of the remedial action the Contractor proposes to take.

18. Protection of Personal Data

- 18.1. With respect to the Parties' rights and obligations under the Contract, the Parties agree that the Authority is the Data Controller and that the Contractor is the Data Processor.
- 18.2. The Contractor shall:
- 18.2.1. Process the Personal Data only in accordance with instructions from the Authority (which may be specific instructions or instructions of a general nature as set out in the Contract or as otherwise notified by the Authority to the Contractor during the Contract Period) and the



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Contractor shall at the very least comply with the provisions of the Information Security Schedule;

- 18.2.2. Process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Goods or Services or as is required by Law or any Regulatory Body;
- 18.2.3. implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected and in any event the measures shall not be of a lesser standard than that set out in Schedule E (Information Security);
- 18.2.4. take reasonable steps to ensure the reliability of any Contractor's Personnel who have access to the Personal Data;
- 18.2.5. obtain prior written consent from the Authority in order to transfer the Personal Data to any sub-contractors or affiliates for the provision of the Services;
- 18.2.6. ensure that all Contractor's Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause 18;
- 18.2.7. ensure that none of the Contractor's Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority;
- 18.2.8. notify the Authority (within five Working Days) if it receives:
 - 18.2.8.1. a request from a Data Subject to have access to that person's Personal Data; or
 - 18.2.8.2. a complaint or request relating to the Authority's obligations under the Data Protection Legislation;
- 18.2.9. provide the Authority with full co-operation and assistance in relation to any complaint or request made, including by:
 - 18.2.9.1. providing the Authority with full details of the complaint or request;



- 18.2.9.2. complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Authority's instructions;
 - 18.2.9.3. providing the Authority with any Personal Data it holds in relation to a Data Subject, within the timescales required by the Authority; and
 - 18.2.9.4. providing the Authority with any information requested by the Authority;
- 18.2.10. permit the Authority (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit, in accordance with clause 25, the Contractor's data Processing activities (and/or those of its Personnel) and comply with all reasonable requests or directions by the Authority to enable the Authority to verify and/or procure that the Contractor is in full compliance with its obligations under the Contract;
- 18.2.11. provide a written description of the technical and organisational methods employed by the Contractor for processing Personal Data (within the timescales required by the Authority); and
- 18.2.12. not Process Personal Data outside the European Economic Area without the prior written consent of the Authority and, where the Authority consents to a transfer, to comply with:
- 18.2.12.1. the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and
 - 18.2.12.2. any reasonable instructions notified to it by the Authority.
- 18.2.13. The Contractor shall comply at all times with the Data Protection Legislation and shall not perform its obligations under the Contract in such a way as to cause the Authority to breach any of its applicable obligations under the Data Protection Legislation.



19. Freedom of Information

- 19.1. The Contractor acknowledges that the Authority is subject to the requirements of the Code of Practice on Government Information, FOIA and the Environmental Information Regulations and shall assist and co-operate with the Authority to enable the Authority to comply with its Information disclosure obligations.
- 19.2. The Contractor shall and shall procure that its sub-contractors shall:
- 19.2.1. transfer to the Authority all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;
 - 19.2.2. provide the Authority with a copy of all Information in its possession, or power in the form that the Authority requires within five Working Days (or such other period as the Authority may specify) of the Authority's request; and
 - 19.2.3. provide all necessary assistance as reasonably requested by the Authority to enable the Authority to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- 19.3. The Authority shall be responsible for determining in its absolute discretion and notwithstanding any other provision in the Contract or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the Code of Practice on Government Information, FOIA or the Environmental Information Regulations.
- 19.4. In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Authority.
- 19.5. The Contractor acknowledges that (notwithstanding the provisions of this clause 19) the Authority may be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services:
- 19.5.1. in certain circumstances without consulting the Contractor; or
 - 19.5.2. following consultation with the Contractor and having taken their views into account;



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provided always that where clause 19.5.1 applies the Authority shall take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.

19.6 The Contractor shall ensure that all Information is retained for disclosure and shall permit the Authority to inspect such records as requested from time to time.

20. Confidentiality

20.1. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Authority shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor hereby gives consent for the Authority to publish the Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time agreed changes to the Contract, to the general public. The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract. Prior to publication the Authority may, at its sole discretion, in whole or in part, redact information for one or more of the following grounds:

- (c) national security;
- (d) personal data;
- (e) information protected by intellectual property law;
- (f) information which it is not in the public interest to disclose (under a Freedom of Information Act analysis)
- (g) third party confidential information;
- (h) IT security; or
- (i) prevention of fraud

20.2. Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in the Contract, each Party shall:



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- 20.2.1. treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
 - 20.2.2. not disclose the other Party's Confidential Information to any other person without the owner's prior written consent.
- 20.3. Clause 20.2 shall not apply to the extent that:
 - 20.3.1. such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 19;
 - 20.3.2. such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - 20.3.3. such information was obtained from a third party without obligation of confidentiality;
 - 20.3.4. such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or
 - 20.3.5. it is independently developed without access to the other Party's Confidential Information.
- 20.4. The Contractor may only disclose the Authority's Confidential Information to the Contractor's Personnel who are directly involved in the provision of the Goods or Services any of the Authority's Confidential Information and need to know, and shall ensure that the Contractor's Personnel are aware of and shall comply with this clause 20.
- 20.5. The Contractor shall not, and shall procure that the Contractor's Personnel do not, use any of the Authority's Confidential Information received otherwise than for the purposes of the Contract.
- 20.6. At the written request of the Authority, the Contractor shall procure that those members of the Contractor's Personnel identified in the Authority's notice sign a confidentiality undertaking on similar terms to the Contract prior to commencing any work in accordance with the Contract.
- 20.7. Nothing in the Contract shall prevent the Authority from disclosing the Contractor's Confidential Information (including the Management Information obtained under clause 24):



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- 20.7.1. to any Crown Body or any other Contracting Authority on the understanding that they shall be entitled to further disclose the Confidential Information to other Crown Bodies or other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown Body or any Contracting Authority;
 - 20.7.2. to any consultant, contractor or other person engaged by the Authority or any entity specified in clause 20.7.1 (including any benchmarking organisation) for any purpose relating to or connected with this Contract, including for the avoidance of doubt any person conducting a Gateway review;
 - 20.7.3. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - 20.7.4. to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions or for the purpose of the exercise of its rights under this Contract;
 - 20.7.5. on a confidential basis to a proposed successor body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract
 - 20.7.6. for the purpose of the examination and certification of the Authority's accounts; or
 - 20.7.7. for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources.
- 20.8. The Authority shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause 20.7 is made aware of the Authority's obligations of confidentiality.
- 20.9. Nothing in this clause 20 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other Party's Confidential Information or an infringement of IPR.



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21. Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989

21.1. The Contractor undertakes to abide by, and ensure that its Personnel abide by, the provisions of:-

- (a) the Official Secrets Acts 1911 to 1989; and
- (b) Section 182 of the Finance Act 1989.

21.2. In the event that the Contractor and its Personnel fail to comply with this clause, the Authority reserves the right to terminate the Contract by giving notice in writing to the Contractor.

22. Publicity, Media and Official Enquiries

22.1. Without prejudice to the Authority's obligations under the FOIA, neither Party shall make any press announcements or publicise the Contract or any part thereof in any way, except with the written consent of the other Party.

22.2. Both Parties shall take reasonable steps to ensure that their Personnel comply with clause 22.1.

23. Intellectual Property Rights

23.1. Intellectual Property Rights in any guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models, designs or other material (the "**IP Materials**"):

23.1.1. furnished or made available to the Contractor by or on behalf of the Authority shall remain the property of the Authority; and

23.1.2. prepared by or for the Contractor on behalf of the Authority for use, or intended use, in relation to the performance by the Contractor of its obligations under the Contract shall belong to the Authority;

and the Contractor shall not, and shall procure that the Contractor's Personnel shall not, (except when necessary for the performance of the Contract) without prior Approval, use or disclose any such Intellectual Property Rights in the IP Materials.

23.2. Subject to any pre-existing Intellectual Property Rights the Contractor hereby assigns to the Authority, with full title guarantee, all Intellectual Property Rights which may subsist in the IP Materials prepared in accordance with clause 23.1.2. This assignment shall take effect on the date of the Contract or as a



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present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights produced by the Contractor. The Contractor shall execute all documentation necessary to execute this assignment.

- 23.3. The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced by the Contractor for the performance of the Contract.
- 23.4. The Contractor shall use best endeavours to ensure that the third party owner of any Intellectual Property Rights that are or which may be used to perform the Contract grants to the Authority a non-exclusive licence or, if itself a licensee of those rights, shall grant to the Authority an authorised sub-licence, to use, reproduce, modify, develop and maintain the Intellectual Property Rights in the same. Such licence or sub-licence shall be non-exclusive, perpetual, royalty free and irrevocable and shall include the right for the Authority to sub-licence, transfer, novate or assign to other Contracting Authorities, the Replacement Contractor or to any other third party supplying Goods or Services to the Authority.
- 23.5. The Contractor shall not infringe any Intellectual Property Rights of any third party in supplying the Goods or Services and the Contractor shall, during and after the Contract Period, indemnify and keep indemnified and hold the Authority and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Authority or the Crown may suffer or incur as a result of or in connection with any breach of this clause, except where such claim arises from:
- 23.5.1. items or materials based upon designs supplied by the Authority; or
- 23.5.2. the use of data supplied by the Authority which is not required to be verified by the Contractor under any provision of the Contract.
- 23.6. The Authority shall notify the Contractor in writing of any claim or demand brought against the Authority for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Contractor.
- 23.7. The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Contractor, provided always that the Contractor shall:



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- 23.7.1. consult the Authority on all substantive issues which arise during the conduct of such litigation and negotiations;
 - 23.7.2. take due and proper account of the interests of the Authority; and
 - 23.7.3. not settle or compromise any claim without the Authority's prior written consent (not to be unreasonably withheld or delayed).
- 23.8. The Authority shall at the request of the Contractor afford to the Contractor all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Authority or the Contractor by a third party for infringement or alleged infringement of any third party Intellectual Property Rights in connection with the performance of the Contractor's obligations under the Contract and the Contractor shall indemnify the Authority for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Contractor shall not, however, be required to indemnify the Authority in relation to any costs and expenses incurred in relation to or arising out of a claim, demand or action which relates to the matters in clause 23.5.1 or 23.5.2.
- 23.9. The Authority shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by the Authority or the Contractor in connection with the performance of its obligations under the Contract.
- 23.10. If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Contract or in the reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the Authority as soon as reasonably practicable and, at its own expense and subject to the consent of the Authority (not to be unreasonably withheld or delayed), use its best endeavours to:
- 23.10.1. modify any or all of the Goods or Services without reducing the performance or functionality of the same, or substitute alternative Goods or Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply mutatis mutandis to such modified Goods or Services or to the substitute Goods or Services; or



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23.10.2. procure a licence to use and supply the Goods or Services, which are the subject of the alleged infringement, on terms which are acceptable to the Authority;

and in the event that the Contractor is unable to comply with clauses 23.10.1 or

23.10.2 within 20 Working Days of receipt of the Contractor's notification the Authority may terminate the Contract by notice in writing.

23.11. The Contractor grants to the Authority a royalty-free, irrevocable and non-exclusive licence (with a right to sub-licence) (and where appropriate worldwide) to use any Intellectual Property Rights that the Contractor owned or developed prior to the Commencement Date and which the Authority reasonably requires in order to exercise its rights and take the benefit of the Contract including the Goods or Services provided.

24. Monitoring

24.1. The Contractor shall comply with the monitoring arrangements set out in the Monitoring Schedule including, but not limited to, providing such data and information as the Contractor may be required to produce under the Contract.

24.2. Where requested by the Authority, the Contractor shall supply the Management Information to the Authority and to Cabinet Office in the form set out in the Monitoring Schedule during the Contract Period.

24.3. The Contractor agrees that the Authority may provide Cabinet Office with information relating to the Services and Goods procured and any payments made under the Contract.

24.4. Upon receipt of the Management Information supplied by the Contractor in response to a request under 24.2 or receipt of information provided by the Authority to Cabinet Office under 24.3, the Authority and the Contractor shall consent to Cabinet Office:

(c) storing and analysing the Management Information and producing statistics; and

(d) sharing the Management Information or any statistics produced using the Management Information, with any other Contracting Authority.

24.5. In the event that Cabinet Office shares the Management Information or information provided under clause 24.3 in accordance with 24.4(b), any Contracting Authority receiving the Management Information shall be informed



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of the confidential nature of that information and shall be requested not to disclose it to any body who is not a Contracting Authority (unless required by law). The Authority may make changes to the Management Information which the Contractor is required to supply and shall give the Contractor at least one (1) Month's written notice of any changes

25. Audit

- 25.1. The Contractor and its Personnel shall keep and maintain until 6 years after the end of the Contract Period, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Goods or Services supplied under it, all expenditure reimbursed by the Authority, and all payments made by the Authority. The Contractor shall on request afford the Authority or the Authority's representatives such access to those records as may be requested by the Authority in connection with the Contract.
- 25.2. The Contractor and its Personnel shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) for the purposes of his financial audit of the Authority and for carrying out examinations into the economy, efficiency and effectiveness with which the Authority has used its resources. The Contractor shall provide such explanations as are reasonably required for these purposes. This clause does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Contractor by the Comptroller and Auditor General under section 6(3)(d) of the National Audit Act of 1983.

CONTROL OF THE CONTRACT

26. Assignment and Sub-Contracting

- 26.1. Except where clauses 26.5 and 26.6 apply, the Contractor shall not assign, sub-contract or in any other way dispose of the Contract or any part of it without prior Approval. Sub-contracting any part of the Contract shall not relieve the Contractor of any of its obligations or duties under the Contract.
- 26.2. The Contractor shall be responsible for the acts and omissions of its sub-contractors as though they are its own.



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- 26.3. Where the Authority has consented to the placing of sub-contracts for the provision of services, copies of each sub-contract shall, at the request of the Authority, be sent by the Contractor to the Authority as soon as reasonably practicable.
- 26.4. Alternatively, the Authority may require that, if the Contractor wishes to sub-contract any obligations under the Contract for the provision of services at any time it shall submit a list of sub-contractors to the Authority for approval. The Contractor shall obtain the Authority's prior written approval before changing any of the sub-contractors so approved. The Authority shall not unreasonably withhold or delay such approval.
- 26.5. Notwithstanding clause 26.1, the Contractor may assign to a third party ("**the Assignee**") the right to receive payment of the Contract Price or any part thereof due to the Contractor under the Contract (including any interest which the Authority incurs under clause 11). Any assignment under this clause 26.5 shall be subject to:
- 26.5.1. reduction of any sums in respect of which the Authority exercises its right of recovery under clause 12;
 - 26.5.2. all related rights of the Authority under the Contract in relation to the recovery of sums due but unpaid; and
 - 26.5.3. the Authority receiving notification under both clauses 26.6 and 26.7.
- 26.6. In the event that the Contractor assigns the right to receive the Contract Price under clause 26.5, the Contractor or the Assignee shall notify the Authority in writing of the assignment and the date upon which the assignment becomes effective.
- 26.7. The Contractor shall ensure that the Assignee notifies the Authority of the Assignee's contact information and bank account details to which the Authority shall make payment.
- 26.8. The provisions of clause 11 shall continue to apply in all other respects after the assignment and shall not be amended without the Approval of the Authority.
- 26.9. Subject to clause 26.11, the Authority may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof as it sees fit provided that any such assignment, novation or other disposal shall not increase the burden of the Contractor's obligations under the Contract.



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- 26.10. Any change in the legal status of the Authority such that it ceases to be a Contracting Authority shall not, subject to clause 26.9, affect the validity of the Contract. In such circumstances, the Contract shall bind and inure to the benefit of any successor body to the Authority.
- 26.11. If the rights and obligations of the Authority under the Contract are assigned, novated or otherwise disposed of pursuant to clause 26.9 to a body which is not a Contracting Authority, or if there is a change in the legal status of the Authority such that it ceases to be a Contracting Authority (in the remainder of this clause both such bodies being referred to as the "**Transferee**"):
- 26.11.1. the rights of termination of the Authority in clauses 36 (Termination on Change of Control and Insolvency) and 37 (Termination on Default) shall be available to the Contractor in the event of respectively, the bankruptcy or insolvency or Default of the Transferee; and
- 26.11.2. the Transferee shall only be able to assign, novate or otherwise dispose its rights and obligations under the Contract or any part thereof with the prior consent in writing of the Contractor.
- 26.12. The Authority may disclose to any Transferee any Confidential Information of the Contractor which relates to the performance of the Contractor's obligations under the Contract. In such circumstances the Authority shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Contractor's obligations under the Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.
- 26.13. Each Party shall at its own cost and expense carry out, or use all reasonable endeavours to ensure the carrying out of whatever further actions, (including the execution of further documents), the other Party reasonably requires from time to time for the purpose of giving that other Party the full benefit of the provisions of the Contract.

27. Waiver

- 27.1. The failure of either Party to insist upon strict performance of any provision of the Contract or the failure of either Party to exercise any right or remedy shall



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not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.

27.2. No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with the provisions of clause 6.

27.3. A waiver of any right or remedy arising from a breach of Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

28. Variation

28.1. Subject to the provisions of this clause 28, the Authority may request a variation to the Specification provided that such variation does not amount to a material change to the Specification. Such a change is hereafter called a "**Variation**".

28.2. The Authority may request a Variation by notifying the Contractor in writing of the Variation and giving the Contractor sufficient information to assess the extent of the Variation and consider whether any change to the Contract Price is required in order to implement the Variation. The Authority shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation. If the Contractor accepts the Variation it shall confirm the same in writing.

28.3. In the event that the Contractor is unable to accept the Variation to the Specification or where the Parties are unable to agree a change to the Contract Price, the Authority may:

28.3.1. allow the Contractor to fulfil its obligations under the Contract without the variation to the Specification;

28.3.2. terminate the Contract following the arrangements provided by clause 38.

29. Severability

29.1. If any provision of the Contract is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of the Contract shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated.



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29.2. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, the Parties shall immediately commence negotiations in good faith to remedy the invalidity.

30. Remedies Cumulative

30.1. Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of this Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not exclude the exercise of any other remedy.

31. Extension of the Contract Term

31.1.

The Authority may by giving such notice as is specified in the Contract Letter, extend the term of the Contract beyond the Initial Contract Period for such period(s) as may be specified in the Contract Letter.

31.2 Without prejudice to its rights pursuant to clause 31.1, the Authority may at any time by giving written notice to the Contractor of not less than three (3) Month(s), extend the term of the Contract (whether or not it has exercised a right to extend pursuant to clause 31.1) for such period(s) as may be specified in the notice. The Authority shall be entitled to exercise its right to extend the term of the Contract pursuant to this clause 31.2 more than once, provided that the aggregate of the extensions made pursuant to this clause 31.2 shall not exceed one (1) year.

31.3 The provisions of the Contract will apply throughout any extended period(s) pursuant to clauses 31.1 and/or 31.2.

32. Entire Agreement

32.1. The Contract constitutes the entire agreement between the Parties relating to the subject matter of the Contract. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this clause shall not exclude liability in respect of any Fraud or fraudulent misrepresentation.

32.2. In the event of, and only to the extent of, any conflict between the clauses of the Contract, any document referred to in those clauses and the Schedules,



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the conflict shall be resolved, unless the Parties have agreed in writing to the contrary, in accordance with the following order of precedence:

- (1) the Contract Letter;
- (2) the Special Conditions;
- (3) the Schedules;
- (4) the Standard Terms and Conditions of the Contract;
- (5) the Contractor's Tender; and
- (6) any other document referred to in the Contract Letter.

33. Counterparts

- 33.1. The Contract may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.

LIABILITIES

34. Indemnity and Insurance

- 34.1. Neither Party excludes or limits liability to the other Party for:
- 34.1.1. death or personal injury caused by its negligence; or
 - 34.1.2. Fraud; or
 - 34.1.3. fraudulent misrepresentation; or
 - 34.1.4. any breach of any obligations imposed by section 2 of the Supply of Goods and Services Act 1982 or section 12 of the Sale of Goods Act 1979.
- 34.2. Subject to clauses 34.1 and 34.4, the Contractor shall indemnify the Authority and keep the Authority indemnified [fully up to £1million pounds] against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or the late or purported supply, of the Goods or Services or the performance or non-performance by the Contractor of its obligations under the Contract or the presence of the Contractor or any Contractor's Personnel on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Contractor, or any other loss which is caused directly or indirectly by any act or omission of the Contractor.



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- 34.3. The Contractor shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of any Authority Personnel or the breach by the Authority of its obligations under the Contract.
- 34.4. Subject always to clause 34.1, the aggregate liability of either Party for Defaults resulting in direct loss of or damage to the property of the other under or in connection with the Contract shall unless agreed to the contrary not exceed £5,000,000.
- 34.5. Subject always to clause 34.1 in no event shall either Party be liable to the other for:
- 34.5.1. loss of profits, business, revenue, goodwill; and/or
 - 34.5.2. loss of savings (whether anticipated or otherwise); and/or
 - 34.5.3. indirect or consequential loss or damage.
- 34.6. The Contractor shall not exclude liability for additional operational, administrative costs and/or expenses or wasted expenditure resulting from the direct Default of the Contractor.
- 34.7. The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover as specified in the Specifications Schedule in respect of risks which may be incurred by the Contractor, arising out of the Contractor's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of six (6) years following the expiration or earlier termination of the Contract.
- 34.8. The Contractor shall hold and shall ensure that all sub-contractors hold employer's liability insurance in respect of all eligible workers engaged in providing the Services in accordance with any legal requirement from time to time in force.
- 34.9. The Contractor shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premia due under those policies.
- 34.10. If, for whatever reason, the Contractor fails to ensure that insurances required by the provisions of the Contract are maintained, the Authority may make



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alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.

- 34.11. The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract. It shall be the responsibility of the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability referred to in clause 34.2.

35. Warranties and Representations

- 35.1. The Contractor warrants and represents that:-

- 35.1.1. it has full capacity and authority and all necessary consents (including, where its procedures so require, the consent of its parent company) to enter into and perform the Contract and that the Contract is executed by a duly authorised representative of the Contractor;
- 35.1.2. in entering the Contract it has not committed any Fraud;
- 35.1.3. as at the Commencement Date, all information contained in the Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the Contract;
- 35.1.4. no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Contract;
- 35.1.5. it is not subject to any contractual obligations, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;
- 35.1.6. no proceeding or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Contractor or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Contractor's assets or revenue;



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- 35.1.7. it owns, or has obtained or is able to obtain, valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;
- 35.1.8. in the three (3) years prior to the date of the Contract:
 - 35.1.8.1. it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;
 - 35.1.8.2. it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and
- 35.1.9. it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract.

DEFAULT, DISRUPTION AND TERMINATION

36. Termination on Change of Control and Insolvency

- 36.1. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a company and in respect of the Contractor: -
 - 36.1.1. a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or
 - 36.1.2. a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding up is passed (other than as part of, and exclusively for the purpose of, a bona fide reorganisation or amalgamation); or
 - 36.1.3. a petition is presented for its winding up (which is not dismissed within fourteen (14) days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
 - 36.1.4. a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or



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- 36.1.5. an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
 - 36.1.6. it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
 - 36.1.7. being a “**small company**” within the meaning of section 382 of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
 - 36.1.8. any event similar to those listed in clause 36.1.1 to 36.1.7 occurs under the law of any other jurisdiction.
- 36.2. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is an individual and:
- 36.2.1. an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Contractor’s creditors; or
 - 36.2.2. a debt relief order or a debt restriction order has been made in respect of him; or
 - 36.2.3. a petition is presented and not dismissed within fourteen (14) days or order made the Contractor’s bankruptcy; or
 - 36.2.4. a receiver, or similar officer is appointed over the whole or any part of the Contractor’s assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
 - 36.2.5. the Contractor is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986; or
 - 36.2.6. a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Contractor’s assets and such attachment or process is not discharged within fourteen (14) days; or
 - 36.2.7. he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005



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- 36.3. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a partnership and:
- 36.3.1. a proposal is made for a voluntary arrangement within Article 4 of the Insolvent Partnerships Order 1994 or a proposal is made for any other composition, scheme or arrangement with or assignment for the benefit of its creditors; or
 - 36.3.2. it is for any reason dissolved; or
 - 36.3.3. a petition is presented for its winding up or for the making of any administrative order, or an application is made for the appointment of a provisional liquidator; or
 - 36.3.4. a receiver, or similar officer, is appointed over the whole or any part of its assets; or
 - 36.3.5. the partnership is deemed unable to pay its debts within the meaning of section 222 or 223 of the Insolvency Act 1986 as applied and modified by the Insolvent Partnerships Order 1994; or
 - 36.3.6. any of the following occurs in relation to any of its partners:
 - 36.3.6.1. an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of his creditors; or
 - 36.3.6.2. a petition is presented for his bankruptcy; or
 - 36.3.6.3. a receiver, or similar officer, is appointed over the whole or any part of his assets.
- 36.4. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a limited liability partnership and:
- 36.4.1. a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or
 - 36.4.2. it is for any reason dissolved; or
 - 36.4.3. an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice



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of intention to appoint an administrator is given within Part II of the Insolvency Act 1986; or

- 36.4.4. any step is taken with a view to it being determined that it be wound up (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation) within Part IV of the Insolvency Act 1986; or
 - 36.4.5. a petition is presented for its winding up (which is not dismissed within fourteen (14) days of its service) or an application is made for the appointment of a provisional liquidator within Part IV of the Insolvency Act 1986; or
 - 36.4.6. a receiver, or similar officer, is appointed over the whole or any part of its assets; or
 - 36.4.7. it is or becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986; or
 - 36.4.8. a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986
 - 36.4.9. References to the Insolvency Act 1986 in clause 36.4.1 shall be construed as references to that Act as applied under the Limited Liability Partnerships Act 2000 subordinate legislation.
- 36.5. The Contractor shall notify the Authority immediately of a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988 ("**change of control**"). Where in the reasonable opinion of the Authority the change is likely to result in an adverse effect on the provision of the Goods or Services the Authority may terminate the Contract by notice in writing with immediate effect within six (6) Months of:
- 36.5.1. being notified that a change of control has occurred; or
 - 36.5.2. where no notification has been made, the date that the Authority becomes aware of the change of control, but shall not be permitted to terminate where an Approval was granted prior to the change of control.

37. Termination on Default

- 37.1. The Authority may terminate the Contract with immediate effect if the Contractor commits a Default and if:



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- 37.1.1. the Contractor has not remedied the Default to the satisfaction of the Authority within ten (10) Working Days, or such other period as may be specified by the Authority, after issue of a written notice specifying the Default and requesting it to be remedied; or
 - 37.1.2. the Default is not, in the opinion of the Authority, capable of remedy; or
 - 37.1.3. the Default is a material breach of the Contract.
- 37.2. In the event that through any Default of the Contractor, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded as to be unusable, the Contractor shall be liable for the cost of reconstitution of that data and shall provide a full credit in respect of any charge levied for its transmission and any other costs charged in connection with such Default.
- 37.3. If the Authority fails to pay the Contractor undisputed sums of money when due, the Contractor shall notify the Authority in writing of such failure to pay. If the Authority fails to pay such undisputed sums within ninety (90) Working Days of the date of such written notice, the Contractor may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Authority exercising its rights under clause 12.1.

38. Termination for Convenience

- 38.1. The Authority shall have the right to terminate the Contract at any time by giving three (3) Months' written notice to the Contractor.
- 38.2. Where, following the expiry or termination of the Contract, there is a transfer of an undertaking or a service provision change, within the meaning of the Transfer of Undertakings (Protection of Employment) Regulations 2006, Schedule D (Transfer of Undertakings) shall have effect.

38A. Termination for Procurement Reasons

- 38A.1 The Authority shall have the right to terminate the Contract at any time by giving one (1) Month's written notice to the Contractor where:
 - 38A.1.1 this Contract has been subject to a substantial modification which would have required a new procurement procedure in



accordance with regulation 72(9) of the Public Contracts Regulations 2015;

38A.1.2 the Contractor, at the time this Contract was awarded, was in one of the situations referred to in regulation 57(1) of the Public Contracts Regulations 2015, including as a result of the application of regulation 57(2) of the Public Contracts Regulations 2015, and should therefore have been excluded from the procurement procedure; or

38A.1.3 this Contract should not have been awarded to the Contractor in view of a serious infringement of the obligations under the Treaty on the European Union, the Treaty on the Functioning of the European Union and Directive 2014/24 that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of Treaty on the Functioning of the European Union.

39. Consequences of Expiry or Termination

39.1. Where the Authority terminates the Contract under clause 37 and then makes other arrangements for the supply of Goods or Services, the Authority may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period. The Authority shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clause 38, no further payments shall be payable by the Authority to the Contractor (for Goods or Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Authority), until the Authority has established the final cost of making the other arrangements envisaged under this clause.

39.2. Subject to clause 34, where the Authority terminates the Contract under clause 38, the Authority shall indemnify the Contractor against any commitments, liabilities or expenditure which would otherwise represent an unavoidable direct loss to the Contractor by reason of the termination of the Contract, provided that the Contractor takes all reasonable steps to mitigate such loss. Where the Contractor holds insurance, the Authority shall only indemnify the Contractor



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for those unavoidable direct costs that are not covered by the insurance available. The Contractor shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Authority, with supporting evidence, of losses reasonably and actually incurred by the Contractor as a result of termination under clause 38.

- 39.3. The Authority shall not be liable under clause 39.2 to pay any sum which:
- 39.3.1. was claimable under insurance held by the Contractor, and the Contractor has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy;
 - 39.3.2. when added to any sums paid or due to the Contractor under the Contract, exceeds the total sum that would have been payable to the Contractor if the Contract had not been terminated prior to the expiry of the Contract Period; or
 - 39.3.3. is a claim by the Contractor for loss of profit, due to early termination of the Contract.
- 39.4. In the event of any termination or expiry of the Contract:
- 39.4.1. the Authority shall be entitled to obtain a refund of the Contract Price paid by the Authority in respect of any part of the Contract which has not been performed by the Contractor;
 - 39.4.2. the Contract Price shall be reduced on a pro rata basis where any part of the Contract is terminated, and the remaining parts of the Contract shall continue to be performed for the remainder of the Contract Period;
 - 39.4.3. the Contractor shall return to the Authority all Property and all other items belonging to the Authority in its possession (save for copies required by the Contractor for statutory audit or archive purposes);
 - 39.4.4. subject to the payment of the appropriate portion of the Contract Price the Contractor shall provide the Authority with a copy of all deliverables undertaken to date (whether completed or not) in its state at that time and, at the Authority's option, return or destroy all other copies in the Contractor's possession or control; and



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- 39.4.5. the Contractor shall at the Authority's request novate any agreements between the Contractor and any third parties that are relevant to the receipt of the Goods or Services by the Authority.
- 39.5. Upon expiry or termination of all or any part of the Contract, the Contractor shall provide all reasonable assistance and information to the Authority (and to any Replacement Contractor appointed by the Authority) if requested, to the extent necessary to effect an orderly assumption of the Goods or Services by the Authority or the Replacement Contractor.
- 39.6. Save as otherwise expressly provided in the Contract:
- 39.6.1. termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and
- 39.6.2. termination of the Contract shall not affect the continuing rights, remedies or obligations of the Authority or the Contractor under clauses 9 (Prevention of Fraud and Prevention of Corruption), 11 (Payment and VAT), 12 (Recovery of Sums Due), 16 (Rights of Third Parties), 17 and 18 (Authority Data and Protection of Personal Data), 19 (Freedom of Information), 20 (Confidentiality), 21 (Official Secrets Acts 1911-1989), 23 (Intellectual Property Rights), 25 (Audit), 30 (Remedies Cumulative), 34 (Liability, Indemnity and Insurance), 35 (Warranties and Representations), 39 (Consequences of Expiry or Termination), 41 (Recovery upon Termination), 43 (Governing Law), 44 (Dispute Resolution) and clause A12 of the Special Conditions (Professional Indemnity).
- 40. Disruption**
- 40.1. The Contractor shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Authority, its employees or any other contractor employed by the Authority.
- 40.2. The Contractor shall immediately inform the Authority of any actual or potential industrial action, whether such action be by their own employees or others,



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which affects or might affect its ability at any time to perform its obligations under the Contract.

- 40.3. In the event of industrial action by the Contractor's Personnel the Contractor shall seek Approval to its proposals to perform its obligations under the Contract.
- 40.4. If the Contractor's proposals referred to in clause 40.3 are considered insufficient or unacceptable by the Authority acting reasonably, then the Contract may be terminated with immediate effect by the Authority by notice in writing.
- 40.5. If the Contractor is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Authority, the Contractor may request a reasonable allowance of time and in addition, the Authority will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

41. Recovery upon Termination

- 41.1. On the termination of the Contract for any reason, the Contractor shall:
 - 41.1.1. immediately return to the Authority all Confidential Information, Personal Data and Materials subject to Intellectual Property Rights in its possession or in the possession or under the control of any permitted suppliers or sub-contractors, which was obtained or produced in the course of providing the Goods or Services;
 - 41.1.2. immediately deliver to the Authority all Property (including materials, documents, information and access keys) provided to the Contractor for the purposes of the Contract. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
 - 41.1.3. assist and co-operate with the Authority to ensure an orderly transition of the provision of the Goods or Services to the Replacement Contractor and/or the completion of any work in progress;
 - 41.1.4. promptly provide all information concerning the provision of the Goods or Services which may reasonably be requested by the Authority for the purposes of adequately understanding the manner in which the Goods or Services have been provided or for the purpose



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of allowing the Authority or the Replacement Contractor to conduct due diligence.

- 41.2. If the Contractor fails to comply with clauses 41.1.1 and 41.1.2, the Authority may recover possession thereof and the Contractor grants a licence to the Authority or its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor or its permitted suppliers or sub-contractors where any such items may be held.
- 41.3. Where the end of the Contract Period arises due to the Contractor's Default, the Contractor shall provide all assistance under clauses 41.1.3 and 41.1.4 free of charge. Otherwise, the Authority shall pay the Contractor's reasonable costs of providing the assistance and the Contractor shall take all reasonable steps to mitigate such costs.

42. Force Majeure

- 42.1. Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Contract (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under the Contract for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under the Contract for a period in excess of six (6) Months, either Party may terminate the Contract with immediate effect by notice in writing.
- 42.2. Any failure or delay by the Contractor in performing its obligations under the Contract which results from any failure or delay by an agent, sub-contractor or supplier shall be regarded as due to Force Majeure only if that agent, sub-contractor or supplier is itself impeded by Force Majeure from complying with an obligation to the Contractor.
- 42.3. If either Party becomes aware of Force Majeure which gives rise to, or is likely to give rise to, any failure or delay on its part as described in clause 42.1 it shall immediately notify the other by the most expeditious method then available and shall inform the other of the period for which it is estimated that such failure or delay shall continue.

DISPUTES AND LAW



43. Governing Law

43.1. Subject to the provisions of clause 44, the Authority and the Contractor accept the exclusive jurisdiction of the English courts and agree that the Contract and all non-contractual obligations and other matters arising from or connected with it are to be governed and construed according to English Law.

44. Dispute Resolution

44.1. The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within twenty (20) Working Days of either Party notifying the other of the dispute, such efforts shall involve the escalation of the dispute to the Director of Procurement (or equivalent) of each Party.

44.2. Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of the competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.

44.3. If the dispute cannot be resolved by the Parties pursuant to clause 44.1 the dispute shall be referred to mediation pursuant to the procedure set out in clause 44.5 unless the Parties agree that the dispute is not suitable for resolution by mediation.

44.4. The obligations of the Parties under the Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Contractor and the Contractor's Personnel shall comply fully with the requirements of the Contract at all times.

44.5. The procedure for mediation and consequential provisions relating to mediation are as follows:

44.5.1. a neutral adviser or mediator ("**the Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within ten (10) Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from the date of the proposal to appoint a Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution to appoint a Mediator.



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- 44.5.2. the Parties shall within ten (10) Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the Centre for Effective Dispute Resolution or other mediation provider to provide guidance on a suitable procedure.
- 44.5.3. unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.
- 44.5.4. if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives.
- 44.5.5. failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative written opinion. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties.
- 44.5.6. if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts unless the dispute is referred to arbitration pursuant to the procedures set out in clause 44.6.
- 44.6. Subject to clause 44.2, the Parties shall not institute court proceedings until the procedures set out in clauses 44.1, 44.3 and 44.5 have been completed save that:
 - 44.6.1. The Authority may at any time before court proceedings are commenced, serve a notice on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause 44.7.
 - 44.6.2. If the Contractor intends to commence court proceedings, it shall serve written notice on the Authority of its intentions and the Authority



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shall have twenty-one (21) days following receipt of such notice to serve a reply on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with the provisions of clause 44.7.

44.6.3. The Contractor may request by notice in writing to the Authority that any dispute be referred and resolved by arbitration in accordance with the provisions of clause 44.7, to which the Authority may consent as it sees fit.

44.7. In the event that any arbitration proceedings are commenced pursuant to clause 44.6:

44.7.1. the arbitration shall be governed by the provisions of the Arbitration Act 1996;

44.7.2. the Authority shall give a written notice of arbitration to the Contractor ("**the Arbitration Notice**") stating:

44.7.2.1. that the dispute is referred to arbitration; and

44.7.2.2. providing details of the issues to be resolved;

44.7.3. the London Court of International Arbitration ("**LCIA**") procedural rules in force at the date that the dispute was referred to arbitration in accordance with clause 44.7.2 shall be applied and are deemed to be incorporated by reference to the Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;

44.7.4. the tribunal shall consist of a sole arbitrator to be agreed by the Parties;

44.7.5. if the Parties fail to agree the appointment of the arbitrator within ten (10) days of the Arbitration Notice being issued by the Authority under clause 44.7.2 or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

44.7.6. the arbitration proceedings shall take place in London and in the English language; and

44.7.7. the arbitration proceedings shall be governed by, and interpreted in accordance with, English law.

Special Conditions - Provision of the Services

A1 Definitions and Interpretations

A1.1 In these Conditions:

“Equipment” means the Contractor’s equipment, plant, materials and such other items supplied and used by the Contractor in the performance of its obligations under the Contract.

“Key Personnel” means those members of the Contractor’s Personnel identified as such in the Specification.

“Know-How” means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services but excluding know-how already in the Contractor’s or the Authority’s possession before the Contract.

“Monitoring Schedule” means the Schedule containing details of the monitoring arrangements.

“Property” means the property, other than the real property, issued or made available to the Contractor by the Authority in connection with the Contract.

“Quality Standards” means the quality standards published by the British Standards Institute, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Specification Schedule.

“Service Credits” means any service credits payable by the Contractor for failure to meet the Service Levels, as referenced in the Contract Letter and the Specification Schedule.

“Service Levels” means the service levels to be met by the Services as referenced in the Contract Letter and set out in the Specification Schedule.

“Services” means the services to be supplied as detailed in the Specification Schedule G.

A2 The Services

A2.1 The Contractor shall supply the Services during the Contract Period in accordance with the Authority’s requirements as set out in the Specification and the Tender and the provisions of the Contract in consideration of the payment of the Contract Price. The Contractor shall perform the Services in accordance with all applicable Service Levels referenced in the Specification or the Tender. The Authority may inspect and examine the manner in which the Contractor supplies the Services at the Premises during normal business hours on reasonable notice.

A2.2 If the Authority informs the Contractor in writing that the Authority reasonably believes that any part of the Services does not meet the requirements of the Contract or differ in any way from those requirements, and this is other than as a result of a Default by the Authority, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Authority.

A2.3 Subject to the Authority providing written consent in accordance with clause A3 (Provision and Removal of Equipment) below, timely supply of the Services shall be required, and

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shall meet the requirements stated in the Specification Schedule, and in relation to commencing the supply of the Services within the time agreed or on a specified date.

A3 Provision and Removal of Equipment

- A3.1 The Contractor shall provide all the Equipment necessary for the supply of the Services.
- A3.2 The Contractor shall not deliver any Equipment nor begin any work on the Premises without obtaining prior Approval.
- A3.3 All Equipment brought onto the Premises shall be at the Contractor's own risk and the Authority shall have no liability for any loss of or damage to any Equipment unless the Contractor is able to demonstrate that such loss or damage was caused or contributed to by the Authority's Default. Unless otherwise agreed, Equipment brought onto the Premises will remain the property of the Contractor. The Contractor shall provide for the haulage or carriage to and the removal from the Premises of Equipment when no longer required at its sole cost.
- A3.4 The Contractor shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.
- A3.5 The Contractor shall, at the Authority's written request, at its own expense and as soon as reasonably possible:
- A3.5.1 remove from the Premises any Equipment which in the reasonable opinion of the Authority is either hazardous, noxious or not in accordance with the Contract; and
 - A3.5.2 replace such item with a suitable substitute item of Equipment.
- A3.6 On completion of the Services the Contractor shall remove the Equipment together with any other materials used by the Contractor to supply the Services and shall leave the Premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Contractor or any Contractor's Personnel.

A4 Key Personnel

- A4.1 The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Authority.
- A4.2 The Key Personnel shall not be released from supplying the Services without the agreement of the Authority, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.
- A4.3 Any replacements of the Key Personnel shall be subject to the agreement of the Authority. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.
- A4.4 The Authority shall not unreasonably withhold its agreement under clause A4.2 or clause A4.3. Such agreement shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

A5 Licence to Occupy Premises

- A5.1 Any land or Premises made available to the Contractor by the Authority in connection with the Contract, shall be made available to the Contractor on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its

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obligations under the Contract. The Contractor shall have the use of such land or Premises as licensee and shall vacate the same on completion, termination or abandonment of the Contract.

- A5.2 The Contractor shall limit access to the land or Premises to such Contractor's Personnel as is necessary to enable it to perform its obligations under the Contract and the Contractor shall co-operate (and ensure that its Personnel co-operate) with such other persons working concurrently on such land or Premises as the Authority may reasonably request.
- A5.3 Should the Contractor require modifications to the Premises, such modifications shall be subject to prior Approval and shall be carried out by the Authority at the Contractor's expense. The Authority shall undertake approved modification work without undue delay. Ownership of such modifications shall rest with the Authority.
- A5.4 The Contractor shall (and shall ensure that its Personnel shall) observe and comply with such rules and regulations as may be in force at any time for the use of such Premises as determined by the Authority, and the Contractor shall pay for the cost of making good any damage caused by the Contractor or its Personnel other than fair wear and tear. For the avoidance of doubt, damage includes damage to the fabric of the buildings, plant, fixed equipment or fittings therein.
- A5.5 The Parties agree that there is no intention on the part of the Authority to create a tenancy of any nature whatsoever in favour of the Contractor or its Personnel and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Authority retains the right at any time to use any premises owned or occupied by it in any manner the Authority sees fit.

A6 Offers of Employment

- A6.1 For the duration of the Contract and for a period of twelve (12) Months thereafter neither the Authority nor the Contractor shall employ or offer employment to any of the other Party's staff who have been associated with the procurement and/or the contract management of the Services without that Party's prior written consent unless the employment pertained to an advertised position where appointment was made following fair and open competition.

A7 Environmental Requirements

- A7.1 The Contractor shall, when working on the Premises, perform its obligations under the Contract in accordance with the Authority's environmental policy, which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

A8 Health and Safety

- A8.1 The Contractor shall promptly notify the Authority of any health and safety hazards which may arise in connection with the performance of the Contract. The Authority shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Authority's Premises and which may affect the Contractor in the performance of the Contract.
- A8.2 While on the Premises, the Contractor shall comply with any health and safety measures implemented by the Authority in respect of Contractor's Personnel and other persons working on those Premises.

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- A8.3 The Contractor shall notify the Authority immediately in the event of any incident occurring in the performance of the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- A8.4 The Contractor shall take all necessary measures to comply with the requirements of the Health and Safety at Work etc., Act 1974 and any other Law relating to health and safety, which may apply to the Contractor's Personnel and other persons working on the Premises in the performance of the Contract.
- A8.5 The Contractor shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc., Act 1974) is made available to the Authority on request.

A9 Remedies in the event of Inadequate Performance

- A9.1 Where a complaint is received about the standard of the Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Contractor's obligations under the Contract, then the Authority shall notify the Contractor, and where considered appropriate by the Authority, investigate the complaint. The Authority may, in its sole discretion, uphold the complaint and take further action in accordance with clause **Error! Reference source not found.** (Termination on Default) of the General Terms.
- A9.2 In the event that the Authority is of the reasonable opinion that the Contractor is in Default in relation to the performance of the Services in accordance with the Contract, then the Authority may:
- A9.2.1 recover Service Credits for any Default; or
 - A9.2.2 withhold from payment or recover from the Contractor any payment attributable to the Default or non conforming Services, which shall be paid or reimbursed on rectification of the Default to the reasonable satisfaction of the Authority.
- A9.3 In the event that the Authority is of the reasonable opinion that there has been a material breach of the Contract by the Contractor, then the Authority may, without prejudice to its rights under clause **Error! Reference source not found.** (Termination on Default) of the General Terms, do any of the following:
- A9.3.1 without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Contractor shall have demonstrated to the reasonable satisfaction of the Authority that the Contractor will once more be able to supply all or such part of the Services in accordance with the Contract;
 - A9.3.2 without terminating the whole of the Contract, terminate the Contract in respect of part of the Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself provide or procure a third party to provide such part of the Services; and/or
 - A9.3.3 terminate, in accordance with clause **Error! Reference source not found.** (Termination on Default) of the General Terms, the whole of the Contract.
- A9.4 Without prejudice to its rights under clause **Error! Reference source not found.** (Recovery of Sums Due) of the General Terms, the Authority may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Authority or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Contractor for such part of the Services and provided that the Authority uses its

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reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

- A9.5 If the Contractor fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Authority shall instruct the Contractor to remedy the failure and the Contractor shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within ten (10) Working Days or such other period of time as the Authority may direct.
- A9.6 In the event that:
- A9.6.1 the Contractor fails to comply with clause A9.5 above and the failure is materially adverse to the interests of the Authority or prevents the Authority from discharging a statutory duty; or
 - A9.6.2 the Contractor persistently fails to comply with clause A9.5 above;
 - A9.6.3 the Authority may terminate the Contract (or that part of the Contract) with immediate effect by notice in writing.
- A9.7 The remedies of the Authority under this clause may be exercised successively in respect of any one or more failures by the Contractor.

A10 Care of Property

- A10.1 Where the Authority issues Property free of charge to the Contractor such Property shall be and remain the property of the Authority and the Contractor irrevocably licences the Authority and its agents to enter upon any premises of the Contractor during normal business hours on reasonable notice to remove any such Property. The Contractor shall not in any circumstances have a lien or any other interest on the Property and the Contractor shall at all times possess the Property as fiduciary agent and bailee of the Authority. The Contractor shall take all reasonable steps to ensure that the title of the Authority to the Property and the exclusion of any such lien or other interest are brought to the notice of all Personnel and shall, at the Authority's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Authority.
- A10.2 The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Authority otherwise within five (5) Working Days of receipt.
- A10.3 The Contractor shall maintain the Property in good order and condition (excluding fair wear and tear) and shall use the Property solely in connection with the Contract and for no other purpose without prior Approval.
- A10.4 The Contractor shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Goods or Services, in accordance with the Authority's reasonable security requirements as required from time to time.
- A10.5 The Contractor shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear), unless such loss or damage was caused by the Authority's Default. The Contractor shall inform the Authority within two (2) Working Days of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

A11 Service Levels

- A11.1 In the event that the Services do not meet the Service Levels, the Contractor shall automatically, without prejudice to any other rights and remedies of the Authority, credit the Authority with Service Credits as calculated in accordance with the Contract. The

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Authority shall claim the Service Credits within six Months of the end of the Month in which it has been credited with them by the Contractor.

A11.2 Where applicable the Contractor shall automatically credit the Authority with Service Credits in accordance with the Payment and Pricing Schedule. Service Credits shall be shown as a deduction from the amount due from the Authority to the Contractor in the next invoice then due to be issued under the Contract. If no invoice is due to be issued then the Contractor shall issue a credit note against the previous invoice and the amount for the Service Credits shall be repayable by the Contractor as a debt within 10 Working Days of issue.

A11.3 Where Service Credits are provided as a remedy for Default in respect of the relevant Services it shall be the Authority's exclusive financial remedy except where:

A11.3.1 the Specification otherwise provides;

A11.3.2 the aggregate number of Defaults (whether the Default relates to the same or to different parts of the Services) exceeds the number stipulated in the Specification;

A11.3.3 the failure to perform the Services in accordance with the Service Levels has arisen due to theft, gross negligence, fraud, or wilful default; or

A11.3.4 the Default results in:

A11.3.5 corruption or loss of data; or

A11.3.6 the Authority becoming entitled to terminate (whether or not the Authority exercises that right) the Contract for the Contractor's Default pursuant to clauses **Error! Reference source not found.** and **Error! Reference source not found.** of the General Terms.

A12 Professional Indemnity

A12.1 [Professional Indemnity – usually only required for specialist advisers especially those who must be members of professional organisations. See Procurement Website for Clause]

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Schedule B Special Conditions - The Goods

B1 Definitions and Interpretations

In these Conditions:

“Goods” means any such goods as are to be supplied by or on behalf of the Contractor (or by the Contractor’s sub-contractor) under the Contract as specified in the Specification and the Tender.

“Installation Works” means, as the context so requires:

- a) collectively, all works which the Contractor is to carry out at the beginning of the Contract Period to install the Goods in accordance with the Specification and the Tender; or
- b) where there are a series of works to be carried out during the Contract Period to install the Goods in accordance with the Specification and the Tender, each set of installation works.

B2 The Specification

B2.1 The Contractor shall supply and, where relevant, install the Goods in accordance with the Specification and the Tender and with all applicable provisions of the Contract.

B3 The Goods

B3.1 If requested by the Authority, the Contractor shall either provide the Authority with samples of Goods or performance demonstrations of Goods for evaluation and approval at the Contractor’s cost and expense.

B3.2 The Contractor shall ensure that the Goods are fully compatible with any equipment, to the extent specified in the Specification.

B3.3 The Contractor acknowledges that the Authority relies on the skill and judgment of the Contractor in the supply of the Goods and the performance of its obligations under the Contract.

B4 Delivery

B4.1 Subject to the Prisons Schedule, the Contractor shall deliver the Goods at the time(s) and date(s) specified in the Specification, to the Premises or location agreed. Unless otherwise specified, deliveries shall only be accepted during normal business hours.

B4.2 Unless otherwise stated in the Specification, where the Goods are delivered by the Contractor, the point of delivery shall be when the Goods have been removed from the transporting vehicle at the Premises and accepted by the Authority. Where the Goods are collected by the Authority, the point of delivery shall be when the Goods are loaded on the Authority’s vehicle.

B4.3 Time of delivery shall be as stated in the Specification Schedule and if the Contractor fails to deliver the Goods within the time promised or specified in the Specification, the Authority may release itself from any obligation to accept and pay for the Goods and/or terminate the Contract, in either case without prejudice to any other rights and remedies of the Authority.

B4.4 The Authority shall be under no obligation to accept or pay for any Goods delivered in excess of the quantity ordered. If the Authority elects not to accept such over-delivered Goods it shall give notice in writing to the Contractor to remove them within five (5) Working Days and to refund to the Authority any expenses incurred by it as a result of

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such over-delivery (including but not limited to the costs of moving and storing the Goods), failing which the Authority may dispose of such Goods and charge the Contractor for the costs of such disposal. The risk in any over-delivered Goods shall remain with the Contractor unless they are accepted by the Authority.

- B4.5 The Authority shall be under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the Specification.
- B4.6 Unless expressly agreed to the contrary, the Authority shall not be obliged to accept delivery by instalments. If, however, the Authority does specify or agree to delivery by instalments, delivery of any instalment later than the date specified or agreed for its delivery shall, without prejudice to any other rights or remedies of the Authority, entitle the Authority to terminate the whole of any unfulfilled part of the Contract without further liability to the Authority.
- B4.7 Unless otherwise stated in the Specification, there shall be no charge for delivery of the Goods to the Premises or for packaging used by the Contractor. Returnable packaging will only be returned at the Contractor's risk and expense.

B5 Risk and Ownership

- B5.1 Subject to clause B4 above, risk in the Goods shall, without prejudice to any other rights or remedies of the Authority (including the Authority's rights and remedies under clause B7 below) pass to the Authority when delivery is completed to the Authority's reasonable satisfaction.
- B5.2 Ownership of the Goods shall, without prejudice to any other rights or remedies of the Authority (including the Authority's rights and remedies under clause B7 below), pass to the Authority at the time of delivery (or payment, if earlier).

B6 Non Delivery

- B6.1 Where the Goods, having been placed in transit, fail to be delivered to the Authority on the due date for delivery, the Authority shall, (provided that the Authority has been advised in writing of the dispatch of the Goods), within ten (10) Working Days of the notified date of delivery, give notice to the Contractor that the Goods have not been delivered and may request the Contractor to deliver substitute Goods within the timescales specified by the Authority.

B7 Inspection, Rejection and Guarantee

- B7.1 The Authority or its authorised representatives may inspect or test the Goods either complete or in the process of manufacture during normal business hours on reasonable notice at the Contractor's premises and the Contractor shall provide all reasonable assistance in relation to any such inspection or test free of charge, including further testing and inspection if reasonably required by the Authority. No failure to make complaint at the time of such inspection or test and no approval given during or after such inspection or test shall constitute a waiver by the Authority of any rights or remedies in respect of the Goods and, in particular, the Authority retains the right to reject the Goods in accordance with clause B7.2 below.
- B7.2 The Authority may by written notice to the Contractor reject any of the Goods which fail to conform to the approved sample or fail to meet the Specification. Such notice shall be given within a reasonable time after delivery to the Authority of such Goods. If the Authority rejects any of the Goods pursuant to this clause the Authority may (without prejudice to other rights and remedies) either:

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B7.2.1 have the Goods promptly, and in any event within five (5) Working Days, either repaired by the Contractor or replaced by the Contractor with Goods which conform in all respects with the approved sample or with the Specification and due delivery shall not be deemed to have taken place until such repair or replacement has occurred; or

B7.2.2 treat the Contract as discharged in whole or in part by the Contractor's breach and obtain a refund (if payment for the Goods has already been made) from the Contractor in respect of the Goods concerned, together with payment of any additional expenditure reasonably incurred by the Authority in obtaining other goods in replacement provided that the Authority uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement goods.

For the avoidance of doubt, the Authority will be deemed to have accepted the Goods if it expressly states the same in writing or fails to reject the Goods in accordance with this clause B7.2.

B7.3 The issue by the Authority of a receipt note for the Goods shall not constitute any acknowledgement of the condition, quantity or nature of those Goods, or the Authority's acceptance of them.

B7.4 The Contractor hereby guarantees the Goods for a period of 24 Months or such other period as may be agreed between the Parties from the date of delivery against faulty materials or workmanship. If the Authority shall within that period or within twenty-five (25) Working Days thereafter give notice in writing to the Contractor of any defect in any of the Goods as may have arisen during such guarantee period under proper and normal use, the Contractor shall (without prejudice to any other rights and remedies which the Authority may have) promptly remedy such defects (whether by repair or replacement as the Authority shall elect) free of charge

B7.5 Any Goods rejected or returned by the Authority as described in clause B7.2 shall be returned to the Contractor at the Contractor's risk and expense.

B8 Labelling and Packaging

B8.1 On dispatch of any consignment of the Goods the Contractor shall send the Authority an advice note specifying the means of transport, the place and date of dispatch, the number of packages and their weight and volume. The Goods shall be packed and marked in a proper manner and in accordance with the Authority's instructions and any statutory requirements and any requirements of the carriers. In particular the Goods shall be accompanied by an advice note with the contract number (or other reference number if appropriate) and the net weights, the name of the contents shall be clearly marked on each container and all containers of hazardous Goods (and all documents relating thereto) shall bear prominent and adequate warnings.

B8.2 The Goods shall be accompanied by a delivery note showing the order number, date of order, number of packages and contents and, in the case of part delivery, the outstanding balance remaining to be delivered.

B9 Training

B9.1 Where indicated in the Specification, the Contract Price shall include the cost of instruction of the Authority's personnel in the use and maintenance of the Goods and such instruction shall be in accordance with the requirements detailed in the Specification.

B10 Contract Performance

B10.1 The Contractor shall ensure that:

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- B10.1.1 the Goods conform in all respects with the Specification and, where applicable, with any sample or performance demonstration approved by the Authority;
- B10.1.2 the Goods operate in accordance with the relevant technical specifications and correspond with the requirements of the Specification and any particulars specified in the Contract;
- B10.1.3 the Goods conform in all respects with all applicable Laws; and
- B10.1.4 the Goods are free from defects in design, materials and workmanship and are fit and sufficient for all the purposes for which such Goods are ordinarily used and for any particular purpose made known to the Contractor by the Authority.

B11 Manner of Carrying out the Installation Work

- B11.1 Subject to the Prisons Schedule, the Contractor shall not deliver any materials or plant nor commence any work on the Premises without obtaining prior Approval. Notwithstanding the foregoing, the Contractor shall, at the Authority's written request, remove from the Premises any materials brought into the Premises by the Contractor, which in the reasonable opinion of the Authority are either hazardous, noxious or not in accordance with the Contract and substitute proper and suitable materials at the Contractor's expense as soon as reasonably practicable.
- B11.2 Any access to, or occupation of, the Premises which the Authority may grant the Contractor from time to time shall be on a non-exclusive licence basis free of charge. The Contractor shall use the Premises solely for the purpose of performing its obligations under the Contract and shall limit access to the Premises to such of the Contractor's Personnel as is necessary for that purpose. The Contractor shall co-operate (and ensure that its Personnel co-operate) with such other persons working concurrently on the Premises as the Authority may reasonably request.
- B11.3 When the Contractor reasonably believes it has completed the Installation Works it shall notify the Authority in writing. Following receipt of such notice, the Authority shall inspect the Installation Works and shall, by giving written notice to the Contractor:
 - B11.3.1 accept the Installation Works, or
 - B11.3.2 reject the Installation Works and provide reasons to the Contractor if, in the Authority's reasonable opinion, the Installation Works do not meet the requirements set out in the Specification.
- B11.4 If the Authority rejects the Installation Works in accordance with clause B11.3.2, the Contractor shall immediately rectify or remedy any defects and if, in the Authority's reasonable opinion, the Installation Works do not, within [5] Working Days, meet the requirements set out in the Specification, the Authority may terminate the Contract with immediate effect by notice in writing.
- B11.5 The Installation Works shall be deemed to be completed when the Contractor receives a notice issued by the Authority in accordance with clause B11.3.1. Notwithstanding acceptance of any Installation Works in accordance with that clause, the Contractor shall remain solely responsible for ensuring that the Goods and the Installation Works conform to the Specification. No rights of estoppel or waiver shall arise as a result of the acceptance by the Authority of the Installation Works.
- B11.6 Throughout the Contract Period, the Contractor shall:
 - B11.6.1 have at all times all licences, approvals and consents necessary to enable the Contractor and Contractor's Personnel to carry out the Installation Works;

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- B11.6.2 provide all tools and equipment (or procure the provision of all tools and equipment) necessary for completion of the Installation Works;
- B11.6.3 not, in the performance of its obligations under the Contract, in any manner endanger the safety or unlawfully interfere with the safety or convenience of the public.
- B11.7 On completion of any Installation Works the Contractor shall remove its plant, equipment and unused materials and shall leave the Premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Premises or any objects contained therein, other than fair wear and tear, which is caused by the Contractor or any Contractor's Personnel.

B12 Liquidated Damages

- B12.1 If the Contractor fails to deliver the Goods by the date(s) agreed, stipulated in the Specification or (where an extension of time has been agreed by the Parties) the revised date for delivery (as the context requires, the "Agreed Delivery Date"):
- B12.1.1 the Contractor shall pay the Authority a sum by way of liquidated damages for each day between the Agreed Delivery Date and the date on which the Goods are delivered to the Authority, equal to such percentage of the Contract Price for the relevant Goods as the Authority shall stipulate in the Specification ("Liquidated Damages Threshold"). Subject to clause B12.3, during the period in which liquidated damages are payable under this Condition B12.1.1 ("Liquidated Damages Period") the liquidated damages payable in accordance with this clause B12.1.1 shall be the Authority's only remedy for any loss or damage suffered or incurred by the Authority in relation to the failure by the Contractor to deliver the Goods by the Agreed Delivery Date; and
- B12.1.2 where the Liquidated Damages Threshold is met or exceeded (being that delivery continues not to be performed after the Liquidated Damages Threshold is met), the Authority shall be entitled to:
- a) claim any remedy available to it (whether under the Contract or otherwise) for loss or damage incurred or suffered by it after the end of the Liquidated Damages Period; and
 - b) without prejudice to clause a), the Authority shall be entitled to terminate the Contract with immediate effect by giving notice in writing to the Contractor.
- B12.2 The Contractor shall not be obliged to pay any sums pursuant to clause B12.1.1 if and to the extent the failure by the Contractor to deliver the Goods by the Agreed Delivery Date directly results from the Authority's Default provided that the Contractor notifies the Authority immediately of such circumstances in sufficient detail to enable the Authority to remedy the situation. Except as set out in this clause B12.2, no payment or concession to the Contractor by the Authority or other act or omission of the Authority shall in any way affect its rights to liquidated damages pursuant to clause B12.1 or be deemed to be a waiver of the right of the Authority to recover any damages unless such waiver has been expressly made in writing by the Authority.
- B12.3 Notwithstanding clause B12.1.1, the Contractor does not exclude responsibility for performing or re-performing the obligation or duty which gave rise to the relevant claim at its own cost in such manner as would (if possible) result in the same or substantively similar effect for the Authority, whether or not such performance or re-performance gives rise to additional costs for the Contractor and the cost of re-performance shall be borne

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solely by the Contractor and shall not be re-charged to the Authority whether by way of costs, reimbursement or otherwise.

- B12.4 Having given careful consideration to this matter, all monies payable by the Contractor under clause B12.1.1 are considered by the Parties to be a genuine pre-estimate of the losses which the Authority will incur in relation to the Contractor's failure to deliver the Goods by the Agreed Delivery Date it being impossible to quantify the actual aggregate losses sustainable by the Authority in terms of both loss of revenue as well as loss of reputation and prestige (the Parties acknowledging that hypothetically the losses sufferable by the Authority might be more or less than the agreed liquidated damages calculation); arrived at without any inequality of bargaining position as between the Parties as a true bargain between the Parties; fair, given the nature and circumstances of the Contract; neither excessive, extravagant, unconscionable or oppressive in all the circumstances; and as such these monies are payable as liquidated damages such that the Contractor waives absolutely any entitlement to challenge the enforceability in whole or in part of this clause B12. The Parties' joint intention in agreeing a scheme of liquidated damages in such circumstances is to substantially reduce and, to the fullest extent possible in law, eliminate, the risk of a dispute and potential litigation in relation to such circumstances.
- B12.5 Each Party confirms that (a) it has taken specific legal advice on the effect of this clause and (b) based on such advice, it does not enter into the Contract in anticipation that, or with any expectation that this clause will be unenforceable for any reason.

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Schedule C Special Conditions - Prisons

C1 Access to Authority Premises

- C1.1 Where the Contractor's Personnel are required to have a pass for admission to the Premises the Authority shall, subject to satisfactory completion of approval procedures, arrange for passes to be issued. Contractor's Personnel who cannot produce a proper pass when required to do so by any of the Authority's personnel, or who contravene any conditions on the basis of which a pass was issued, may be refused admission to the Authority's Premises or required to leave those premises if already there.
- C1.2 The Contractor shall promptly return any pass if at any time the Authority so requires or if the person to whom the pass was issued ceases to be involved in the performance of the Contract. The Contractor shall promptly return all passes on completion or earlier termination of the Contract.
- C1.3 Contractor's Personnel attending the Premises may be subject to search at any time. Strip searches shall only be conducted on the specific authority of the Authority under the same rules and conditions applying to the Authority's personnel. The Contractor is referred to the Prison Rules 1999 Part III and the Prison (Amendment) Rules 2005 and the Young Offender Institute Rules 2000 Part III and the Young Offender Institute (Amendment) Rules 2008. The Contractor is also referred to the definition of misconduct contained in the said Rules and clause **Error! Reference source not found.** of the General Terms and conditions.

C2 Security

- C2.1 Whilst on the Premises the Contractor's Personnel shall comply with all security measures implemented by the Authority in respect of staff and other persons attending those premises. The Authority shall provide copies of its written security procedure to the Contractor on request. The Contractor and all members of the Contractor's Personnel shall be prohibited from taking any photographs on the Premises unless the Authority has given prior Approval and an Authority representative is present so as to have full control over the subject matter of each photograph to be taken. No such photograph shall be published or otherwise circulated without the Authority's prior written approval.
- C2.2 The Authority shall have the right to carry out any search of Contractor Personnel or of vehicles used by the Contractor at the Premises.
- C2.3 The Contractor shall co-operate with any investigation relating to security which is carried out by the Authority or by any person who is responsible to the Authority for security matters, and when required by the Authority shall:
- C2.3.1 take all reasonable measures to make any Contractor's Personnel identified by the Authority available to be interviewed by the Authority, or by a person who is responsible to the Authority for security matters, for the purposes of the investigation. Contractor's Personnel shall have the right to be accompanied by and to be advised or represented by the other person whose attendance at the interview is acceptable to the Authority; and
- C2.3.2 subject to any legal restriction on their disclosure, provide all documents, records or other material of any kind which may reasonably be required by the Authority or by a person who is responsible to the Authority for security matters, for the purposes of the investigation, so long as the provision of that material does not prevent the Contractor from performing the Contract. The Authority shall have the right to retain any such material for use in connection with the investigation and, so far as possible, shall provide the Contractor with a copy of any material retained.

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C3 Offender Management Act 2007

- C3.1 Nothing in the Contract shall be deemed to provide any authorisation to the Contractor in respect of any provision of the Offender Management Act 2007. The Contractor in providing the Goods or Services will comply with the provisions of PSO 1100 as published by the Authority from time to time.

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Schedule D Special Conditions - TUPE

Not Applicable

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Schedule E Special Conditions - Information Security

E1 Process measures to manage information risk

E1.1 The Contractor must:

E1.1.1 identify, keep and disclose to the Authority upon request a record of those members of the Contractor's Personnel and any sub-contractors with access to or who are involved in handling Authority Data ("users"); and

E1.1.2 provide to the Authority details of its policy for reporting, managing and recovering from information risk incidents, including losses of protected personal data and ICT security incidents and its procedures for reducing risk and raising awareness; and

E1.1.3 immediately report information security incidents to the Authority. Significant actual or potential losses of personal data may be shared with the Information Commissioner and the Cabinet Office by the Authority.

E2 Specific minimum measures to protect personal information

E2.1 The Contractor must be particularly careful to protect Authority Data whose release or loss could cause harm or distress to individuals. The Contractor must:

E2.1.1 handle all such Authority Data as if it were confidential while it is processed or stored by the Contractor or its sub-contractors, applying the measures in this Schedule.

E2.2 When Authority Data is held on paper it must be kept secure at all times, locked away when not in use or the premises on which it is held secured. If Authority data held on paper is transferred it must be by an approved secure form of transfer with confirmation of receipt. When Authority Data is held and accessed on ICT systems on secure premises, the Contractor must apply the minimum protections for information set out in the Specification, or equivalent measures, as well as any additional protections as needed as a result of the Authority's risk assessment. Where in exceptional circumstances equivalent measures are adopted the Contractor must obtain the Authority's prior approval in writing.

E2.3 Wherever possible, Authority Data should be held and accessed on paper or ICT systems on secure premises protected as above. This means the Contractor should avoid the use of removable media (including laptops, removable discs, CD-ROMs, USB memory sticks, PDAs and media card formats) for storage or access to such data where possible. Where the Authority agrees that this is not possible the Contractor should work to the following hierarchy, recording the reasons why a particular approach has been adopted in a particular case or a particular business area:

E2.3.1 best option: hold and access data on ICT systems on secure premises:

E2.3.2 second best option: secure remote access, so that data can be viewed or amended without being permanently stored on the remote computer. This is possible for Authority Data over the internet using products meeting the FIPS 140-2 standard or equivalent, unless otherwise agreed with the Authority;

E2.3.3 third best option: secured transfer of Authority Data to a remote computer on a secure site on which it will be permanently stored. Both the Authority Data at rest and the link should be protected at least to the FIPS 140-2 standard or equivalent. Protectively marked Authority Data must not be stored on privately owned computers unless they are protected in this way;

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- E2.3.4 in all cases the remote computer should be password protected, configured so that its functionality is minimised to its intended business use only, and have up to date software patches and anti-virus software.
- E2.4 Where the Authority agrees that it is not possible to avoid the use of removable media, the Contractor should apply all of the following conditions: -
- E2.4.1 the Authority Data transferred to the removable media should be the minimum necessary to achieve the business purpose, both in terms of the numbers of people covered by the Authority Data and the scope of Authority Data held. Where possible only anonymised Authority Data should be held;
- E2.4.2 the removable media should be encrypted to a standard or at least FIPS 140-2 or equivalent in addition to being protected by an authentication mechanism, such as a password;
- E2.4.3 user rights to transfer Authority Data to removable media should be carefully considered and strictly limited to ensure that this is only provided where absolutely necessary for business purposes and subject to monitoring by the Contractor and the Authority; and
- E2.4.4 the individual responsible for the removable media should handle it – themselves or if they entrust it to others – as if it were the equivalent or a large amount of their own cash.
- E2.5 Where the Authority agrees that the second condition of encryption in paragraph 5 cannot be applied due to business continuity and disaster recovery considerations, such unprotected Authority Data should only be recorded, moved, stored and monitored with strong controls.
- E2.6 All material that has been used for confidential Authority Data should be subject to controlled disposal. The Contractor must:
- E2.6.1 destroy paper records containing protected personal data by incineration, pulping or shredding so that reconstruction is unlikely; and
- E2.6.2 dispose of electronic media that has been used for protected personal data through secure destruction, overwriting, erasure or degaussing for re-use.
- E2.7 The Contractor must have appropriate mechanisms in place in order to comply with the Authority's requirements as set out in this Schedule, including adequate training in handling confidential data for the Contractor's Personnel.
- E2.8 The Contractor must:
- E2.8.1 put in place arrangements to log activity of data users in respect of electronically held protected personal information, and for managers to check it is being properly conducted, with a particular focus on those working remotely and those with higher levels of functionality. Summary records of managers' activity must be shared with the Authority and be available for inspection by the Information Commissioner's Office on request;
- E2.8.2 minimise the number of users with access to the Authority Data.
- E3 Minimum scope of Authority Data which is protected personal data**
- E3.1 In the absence of specific instructions from the Authority, all the data identified in the table below is data whose release or loss in the Authority's view could cause harm or distress

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to individuals. The Contractor and its sub-contractors must treat the information identified below as protected personal data.

1. one or more of the pieces of information which can be used along with public domain information to identify and individual	combined with	2. information about that individual whose release is likely to cause harm or distress
Name/addresses (home or business or both)/post code/e-mail/telephone numbers/ driving licence number/date of birth Note that driving licence number is included in this list because it directly yields date of birth and first part of surname		Sensitive personal data as defined by s.2 of the Data Protection Act, including records relating to the criminal justice system, and group membership DNA or fingerprints/bank, financial or credit card details/mother's maiden name/National Insurance number/Tax, benefit or pension records/health records/employment record/school attendance or records/material relating to social services including child protection and housing

E3.2 Protected personal data could be information contained in a database with 1000 or more entries containing facts mentioned in box 1, or an electronic folder or drive containing 1000 or more records about individuals. Again, this is a minimum standard. Information on smaller numbers of individuals may warrant protection because of the nature of the individuals, nature or source of the information, or extent of information.

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Schedule F Special Conditions - Intellectual Property Rights

Not Used

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Schedule G Specification – [including extracts from Bidder's response](#)

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8. ETHICAL AND SUSTAINABLE SOURCING

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APPENDIX C – Possession of Prohibited Items and Other Related Offences

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1. INTRODUCTION

1.1. Background

Under the National Offender Management Service (NOMS) organisation, Public Sector Prison Industries (PSPI) have the responsibility to provide essential employment places for prisoners and opportunities for them to gain skills, qualifications and work experience to improve their employment prospects upon release with the overall aim of reducing re-offending.

PSPI manage industries in 95 prisons in England and Wales, including some private sector prisons, and currently operate 465 workshops employing 1056 staff and around 11,500 prisoners and detainees. Our main industries include:

- 64 **Textile workshops**, employing approximately 1900 prisoners on a daily basis producing clothing and textile products for the prison population.
- 47 commercial **Horticultural units** employing over 1000 offenders currently grow produce for use within prison kitchens.
- 17 **Engineering and Windows** work-shops employing over 500 prisoners. Manufacturing products for the internal market, MOD and commercial companies, disciplines include: welding and fabrication, sheet metal, CNC machining and powder painting in our engineering workshops and in our windows manufacturing cell windows, telephone boxes, tilt and turn windows, anti-finger trap doors, amongst other products. Powder painting workshops are currently at HMP Bure, Coldingley, Featherstone, Ranby, Stoke Heath and Wymott
- 6 **plastics** workshops with 29 Machines producing a range of CES products for internal use and work for commercial customers
- 11 **print production workshops** producing printed documents for NOMS, The MOJ, HMCTS and other Government departments
- 18 **woodwork** shops employing over 700 prisoners. We produce work for internal market, other government departments and commercial customers; including cell furniture, packaging crates and hotel refurbishments

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- 13 **Food Packing Services** workshops producing daily breakfast and beverage packs for 55,000 prisoners
- Prison Industries continue to support **other Government Departments** by using offender labour to manufacture over £3million pounds worth of goods annually.

PSPI continue to develop their commercial offering to the market and have seen a continuing upward growth in work carried out for the Ministry of Defence and future opportunities for PSPI to provide additional work as part of the new build prisons. The success of these raw material contracts is therefore business critical.

Purpose

- 1.2 This document is a specification for the Supply of Polycarbonates for Prison Industries. The information contained within this document forms the basis of the criteria against which the supplier performance will be measured.

2. SCOPE OF REQUIREMENTS

2.1. Description

- 2.1.1. This provision relates to Polycarbonates in various finishes and sizes being provided via a contract between the Supplier and the Ministry of Justice for an initial period of 3 years with the option to extend for a further period of 24 months.
- 2.1.2. The Supplier will be required to stock and deliver as requested across the prison estate as a minimum the range of finishes and thickness in various sizes of Polycarbonates outlined in this document. The Authority provides no guarantees of volumes, monetary commitment or future requirements whatsoever, all quantities provided within this document are historical usage figures over the last four years and are provided for illustration purposes only.
- 2.1.3. The supplier must provide information on all related products they are able to supply in addition to those products listed in this document. To ensure the Authority can meet a range of customer requirements, the Supplier shall provide a flexible approach to the addition/removal of products to the range stated within this document, any products added shall be priced in accordance to those in the original range.
- 2.1.4. The Supplier shall be required at all times to fulfil orders placed by the Authority within the agreed lead-times contained within this document.

Bidder Response

Delivery Arrangements

Righton Limited operates a transport fleet of 30 vehicles nationally, with a combined daily maximum carrying capacity in excess of 200 tonnes. The commercial vehicle fleet consists of vehicles ranging from drop siders, sliding canopy's, and curtain siders. The curtain siders have purpose built secondary decks, which are mainly used to accommodate larger sheet materials for delivery to customers in the marine and conservatory roofing industries, etc. This body design provides for ease of load/unload of our vehicles, as well as allowing us to maximise the load area of each vehicle, which in turn, helps us to run our commercial vehicle fleet more efficiently, in terms of time and cost.

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With a national distribution service in operation, all Righton Service Centres are linked via our AS/400 main frame computer system, allowing order placement on any Service Centre throughout the UK, enabling despatch to customers within 24 – 48 hours. Righton Service Centres are located as follows:-

<p>BIRMINGHAM Unit 11 Tamebridge Ind Estate Aldridge Road Perry Barr Birmingham B42 2TX</p>	<p>Tel: 0121 356 1141 Fax: 0121 344 3805 Email: birminghamsales@righton.co.uk</p>
<p>BRISTOL Hawkesworth Road Great Western Business Park Yate Bristol BS37 5NW</p>	<p>Tel: 01454 318601 Fax: 01454 273392 Email: bristolsales@righton.co.uk</p>
<p>GLASGOW 120 Cambuslang Road Cambuslang Investment Park Glasgow G32 8NB</p>	<p>Tel: 0141 646 3730 Fax: 0141 641 8012 Email: glasgowsales@righton.co.uk</p>
<p>PORTSMOUTH Unit 1 The IO Centre Stephenson Road Fareham Hampshire PO15 5RU</p>	<p>Tel: 02392 623070 Fax: 01329 842079 Email: portsmouthsales@righton.co.uk</p>
<p>MANCHESTER 6A Yew Tree Way, Stonecross Park Golborne, Warrington WA3 3JD</p>	<p>Tel: 01942 407900 Fax: 01942 726700 Email: manchestersales@righton.co.uk</p>
<p>HIGH WYCOMBE Unit B Sands Ind Estate Hillbottom Road High Wycombe Bucks HP12 4HS</p>	<p>Tel: 01494 448711 Fax: 01494 535862 Email: wycombesales@righton.co.uk</p>
<p>PLYMOUTH Long Acre Saltash Parkway Cornwall PL12 6LZ</p>	<p>Tel: 01752 844931 Fax: 01752 842130 Email: plymouthsales@righton.co.uk</p>

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Righton deploys its own transport fleet in undertaking deliveries to customer's premises. Righton employs its own delivery drivers. These drivers are employed and managed locally, and their delivery performance levels are continually monitored and measured through the Company's continuous improvement programme.

Management of risk of delay in agreed delivery schedule. Righton uses a Telematics fleet management system which tracks and allows management of the delivery vehicle fleet. This will be deployed throughout the duration of the Ministry of Justice contract so as to ensure minimum disruption and to effectively manage the potential risk of delay prompted by events outside Righton's control.

It is not envisaged that there will be any geographical restrictions with regards to delivery coverage to Ministry of Justice establishments in the UK mainland. With regards to deliveries to the Isle of Wight, Righton would co-ordinate deliveries through its Service Centre in Portsmouth, using the Red Funnel ferry company. From the Isle of Wight, Righton would employ the services of an approved distribution Company to complete delivery to the required destination.

Inventory Management

Inventory management system examples:-

- Fully computerised inventory management system
- Strategic approach to stock and stockholding locations
- DRP system looks at demand, lead times, stock levels, P/O's placed
- Perpetual Inventory checks
- Inventory optimisation: Call-off stock agreements with suppliers
- Inventory analysis 'Cost of ownership' = Effect on ROI
- Customer and supplier Con-stock agreements
- Customer stock management (by agreement)

- 2.1.5. The Supplier is obligated to ensure that contingency arrangements are in place for alternative supply should the Supplier find they are unable to meet the requirements of the Contract within the relevant lead-times. Where a sub-contractor is used, the Supplier is obliged to ensure the products meet the Authority's requirements as detailed in this document.

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Bidder Response

Business Continuity Plan

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Processing Equipment:-

The Company has a variety of processing machinery in its Service Centres, including:-

- Band saw cutting machines
- Aluminium plate saw cutting machines
- Vertical plastic panel saws
- Polycoating machines
- Horizontal plastics panel saw
- Guillotines

4. Impact Analysis

There are a number of scenarios whereby the business of the company could be significantly disrupted. These include: -

- Disease, including a pandemic such as swine flu or SARS.
- Fire: at head office, or site location. This could also include a fire to a nearby or adjoining building, preventing normal business being carried out.
- Terrorism: a terrorist outrage could disrupt operations or police action in response to terrorism could lead to a branch being inaccessible for some time.
- Weather: such as floods, high winds or lightening strike.
- Utility disruption: caused by the disruption of electricity, gas, water or telecommunications.

All threats above share a common impact: the potential of damage to organisational infrastructure - except one (disease). The impact of disease can be regarded as purely human and may be alleviated with technical and business solutions.

5. Threats to business

5.1 Disease

A local or national spread of disease such as a pandemic like swine flu, bird flu or SARS could impact upon the business in a number of ways:-

- Critical staff could be unable to attend work. These people could include directors or significant numbers of key people from the departments at head office. Departments vital to the business include payroll, IT, credit control, human resources, and Central warehouse.
- Service Centre staff could be unable to attend work, i.e. sales, purchasing, warehouse and logistics.

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5.2 Fire, Terrorism, Weather, Utilities

These threats would have significant effects on the business infrastructure. This would break down into two main areas as follows:-

- Disruption affecting the Central and head office location.
- Disruption to one or more Service Centre locations caused by the above threats.

The effect of these threats would be as follows: -

(i) Central and Head Office

The threats to Central and head office could range from a short-term failure of a basic utility, such as electricity or telephones to a disastrous situation where an office could be totally destroyed or inaccessible. This scenario could be caused by fire, terrorism or flood (The River Tame flows adjacent).

(ii) Service Centre Network

Threats to the Service Centre locations could include the following:-

- Utility failure such as electricity or telephones.
- Computer system inoperable due to power loss, system failure or head office disruption.
- Short-term inaccessibility due to police action, bomb scare, flooding or a gas leak.
- Long term inaccessibility due to a fire or explosion at the Service Centre or in a nearby building.
- Inability to gain access to the Service Centre due to a loss of keys or security codes, both of which may be held by a limited number of persons, particularly the Service Centre Manager.

6. Proposed solutions to the threats posed

6.1 One or a combination of the following solutions would be initiated in the event of any of the above described business threats being realised:-

- Directors/Service Centre Managers and key staff in functional departments to be equipped to work on-line from home in an emergency.
- Some major functions (i.e. warehouse order picking, sales, purchasing, logistics) can be switched to other Service Centres within the Company utilising IT, telecommunications systems, other plan equipment/machinery, delivery vehicles.

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For Central and head office disruption Righton's senior directors will assume responsibility for the recovery plan, and at Service Centre level the SCM's will be responsible in liaison with senior Company management, as appropriate. They will prioritise tasks according to the known levels of disruption (and likely disruption) in the key areas affected.

6.1.1 Disease

In the event of a disease, management will draw up a list of additional staff, who could be called upon in the event of such an emergency. These would include recent retirees, recent mothers on maternity leave, past staff with experience, apprentices or students who have worked previously as holiday cover and suitable temporary workers via the approved employment agencies. The Managing Director is to be informed in the event that significant staff shortages cannot be covered to the level required. This in turn will be communicated to other senior directors where they will decide as to whether it may be expedient to close a Service Centre. Where closure is deemed necessary, senior management will arrange for all IT and telecommunication links to be diverted to alternative Service Centre location, liaising fully with the local SCM.

6.1.2 Fire, Terrorism, Weather, Utilities

In the event of a specific Company location sustaining a catastrophic event or major infrastructure disruption as a result of any of these threats, all operational processes would be switched to other unaffected Service Centres within the Company utilising IT, telecommunications systems, other plant equipment/machinery, delivery vehicles. This decision would be taken by the Managing Director and his senior management team, having been informed by the SCM or manager responsible.

7. Company IT System

7.1 The Company has established plans for the protection and recovery of its Computer system (hardware and data) in the event of an incident that causes corruption and loss of service, and which demands recovery action. Recovery testing is performed regularly, to prove its ongoing suitability. Responsibilities are allocated to key personnel, and this policy forms part of the Righton Computer Usage Policy set and is bound by the conditions therein.

7.2 Procedure

- Continuity and protection of service is achieved in a number of ways, depending on the severity of the incident.
- Uninterrupted Power Supplies (UPS) are used to support the Servers for up to 30 minutes of Power Loss (this covers the vast majority of supply problems which tend to be of a few minutes duration).

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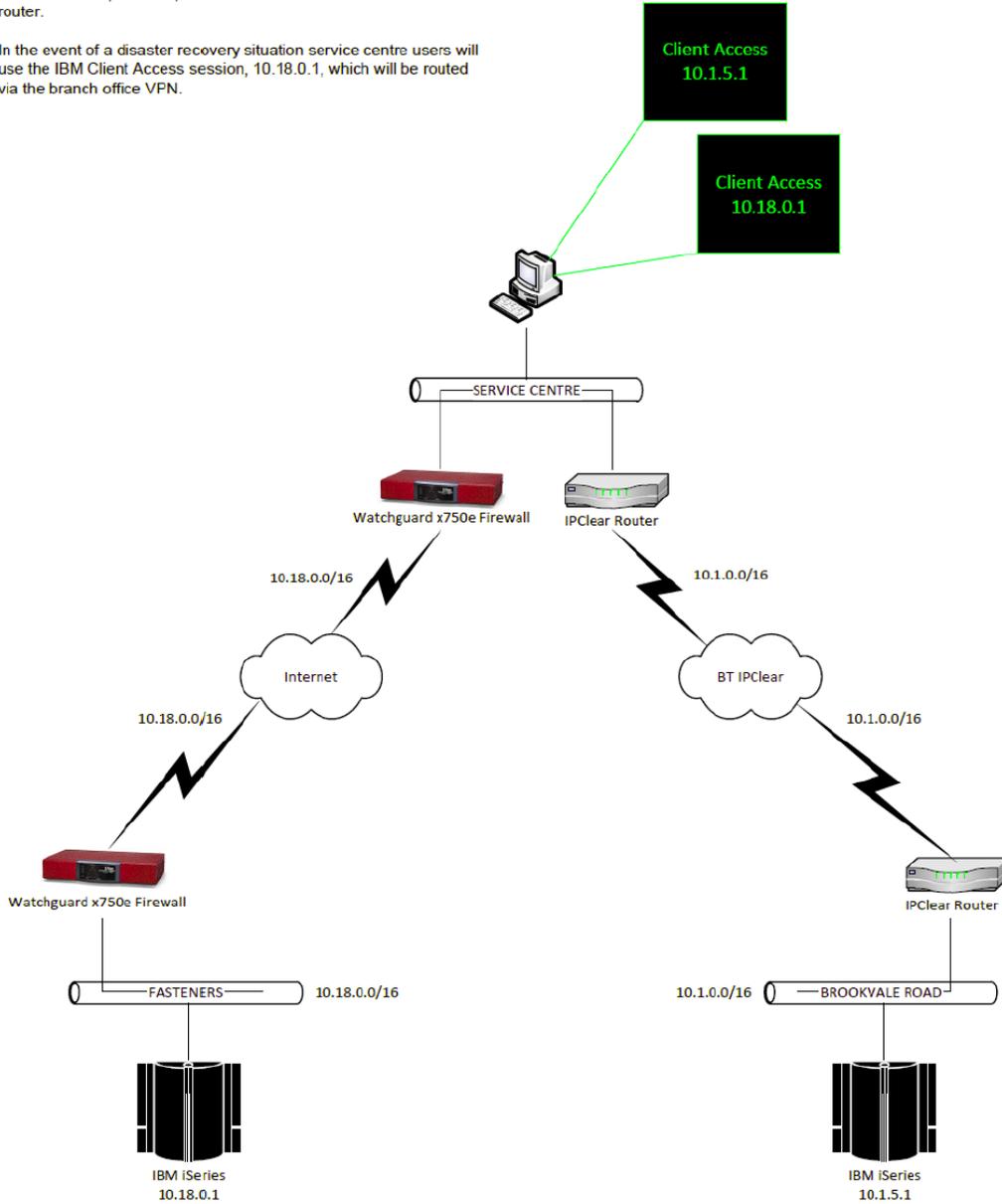
- Righton's critical applications and data are stored on the AS/400 system, which is in the Server Room at Brookvale Road, Birmingham. It is backed up nightly onto data cartridges, on a cycle of 3 sets, as well as a monthly backup which rotates with two sets. The data backups are stored off-site, in a fireproof safe at the Righton Tamebridge site which is about a mile away from the I.T. Server room. For fire protection the server room at Brookvale Road has an IG55 extinguishing system, maintained regularly by ADT.
- In the event of a disaster, the data and programs from either backup set would be restored on either AS/400. So for example the main Righton AS/400 data could be restored onto the Righton Fasteners AS/400. There is VPN access for remote connections to the Fasteners AS/400 at both sites, and this would be used to allow access to the restored system. For both AS/400s we have a maintenance agreement with Blue Chip on which we have a 4 hour response, and they would assist us with any hardware failure or replacements and backup restores required.
- Remote sites communicate with head office via a BT IPCLEAR/BGP line. If any of these lines fail for any reason then communication is automatically transferred to a 'backup' ADSL line. In the event of a router failure, they can be replaced quickly via the BT 4-hour response maintenance agreement which we have with all the critical routers.
- In same room as the main AS/400 at head office there is also an Exchange server for e-mail, plus two servers running networked PC applications and holding shared PC user files. These servers are also backed up nightly with a rotation of 3 backup sets. The backup media is again stored off-site at a secure facility.
- Righton's computers and servers are protected from viruses with Sophos Anti-Virus which is continuously being updated with protection from new threats. E-mails are also scanned for viruses before they reach Righton's servers, by Message Labs.
- Any actual or suspected breaches of security or virus attack, must be notified to the IT Dept, for recovery to be undertaken and future prevention.
- Righton is also seeking approval under the UK Government's Cyber Security standard 'Cyber Essentials' in order to provide sufficient security against common threats. This entails having an external vulnerability scan of Internet-facing networks & applications.

Backup Link for Disaster Recovery

Notes:

During normal operation service centre users will use the IBM Client Access session, 10.1.5.1, which will be routed via the BT IPClear router.

In the event of a disaster recovery situation service centre users will use the IBM Client Access session, 10.18.0.1, which will be routed via the branch office VPN.

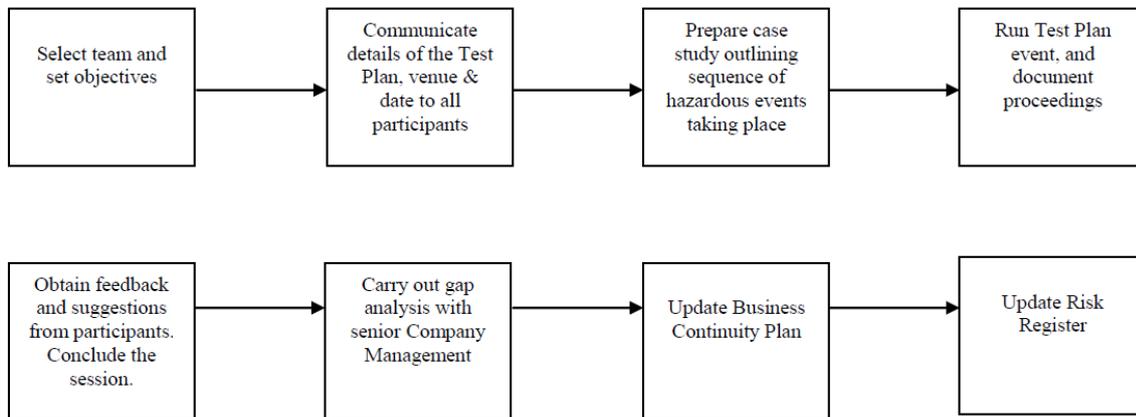


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Summary of the arrangements for limiting the impact of a critical I.T. failure, and the steps it would take to ensure continuity of supply to the Ministry of Justice-

- Uninterrupted Power Supplies (UPS) are used to support the Servers for up to 30 minutes of Power Loss (this covers the vast majority of supply problems which tend to be of a few minutes duration).
- Righton’s critical applications and data are stored on the IBM AS/400 system. It is backed up nightly onto data cartridges, on a cycle of 3 sets, as well as a monthly backup which rotates with two sets. The data backups are stored off-site, in a fireproof safe about a mile away from the I.T. Server room. For fire protection the server room at Brookvale Road has an IG55 extinguishing system, maintained regularly by ADT.
- Remote sites communicate with head office via a BT IPCLEAR/BGP line. If any of these lines fail for any reason then communication is automatically transferred to a ‘backup’ ADSL line. In the event of a router failure, they can be replaced quickly via the BT 4-hour response maintenance agreement which we have with all the critical routers.
- In same room as the main AS/400 at head office there is also an Exchange server for e-mail, plus two servers running networked PC applications and holding shared PC user files. These servers are also backed up nightly with a rotation of 3 backup sets.
- Righton’s computers and servers are protected from viruses with Sophos Anti-Virus which is continuously being updated with protection from new threats. E-mails are also scanned for viruses before they reach Righton’s servers, by Message Labs.
- In order to limit disruption to the picking and supply of materials to the Ministry of Justice, the Contract Manager would, under the authority of the Service Centre Manager, initiate and managed the ‘TD Note’ process. This is a carefully managed manual paperwork system which allows materials to be picked and shipped from storage to a customer under exceptional circumstances (i.e. I.T. system failure).

How the Business Continuity Plan is Tested



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- 2.1.6. The Contract is for use as per Contract Notice Published in the Official Journal of the European Union.
- 2.1.7. The Supplier shall utilise their specialist knowledge of Associated Product developments and innovation in the market sector and the market place for raw materials to help the authority identify areas for cashable cost savings, and offer improvements or alternative products, which may enhance performance, improve delivery or offer financial savings.
- 2.1.8 The Supplier shall provide a telephone and e-mail customer contact point during office hours (between 8.30am-5.00pm, Monday – Friday) to allow the authority access to general enquiries, product information, expediting orders, report discrepancies, arrange collections and raise a complaint. Contact service form part of the Contract and are to be provided free of charge. **Contractors Helpdesk details and contact points shall be inserted into the final contract.**

3. PRODUCTS

3.1 Description

- 3.1.1 The Authority requires polycarbonate sheet to be supplied for use in workshops at HMP Hewell, HMP Coldingley, HMP The Mount and HMP Wymott. These workshops manufacture aluminium windows, doors and roof systems and lightweight single glazed aluminium framed greenhouses, and other specialist items used in the Prison Estate such as cell windows, observation boxes, telephone boxes, bike shelters, shower screens, internal office partitioning, closed visit rooms, bottom hung opening in windows, and in-cell mirrors.
- 3.1.2 All Polycarbonates (listed in 3.1.8) must meet the required standards and legislation (or any revision of these during the contract period):-
- Silver Mirror Sheet. (sheet size will be 3050mm x 2050mm x 3mm thick). Lightweight with excellent reflection qualities. The Polycarbonate silver Mirror sheet should be virtually unbreakable and must be compliant with BS EN ISO 11963:2012 and with all known Health & Safety legislation. The Polycarbonate will be used where high impact and fire resistance properties are essential and must be resistant to shattering, the material should be easy to machine & drill.

Samples and Testing (Polycarbonate Mirror for Prison Cells).

Introduction.

Material testing is to be carried out on a test sample of the material.

The size of the sample should be of sufficient size (Minimum 150mm x 150mm) to carry out the testing bearing in mind the testing that will be carried out.

All tests will be marked from 1 to 10; 1 being the lowest and 10 the highest (Highest total score being 100)

1. Abrasion Test - Equipment. - Wire wool, Green abrasive pad.

Test Method. - Using wire wool the surface should be abraded for a period of 5 minutes.
Indicative Pass/ Fail criteria.

The severity of scratching, scuffing and deterioration of the surface of the mirror will be assessed.

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Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Abrasion Test.	8	Y	Using standard green cleaning pad the surface should be abraded for a period of 5 minutes. After a period of 2 minutes the pad had scuffed the surface sufficiently enough to distort the reflective abilities

2. Blow Lamp - Equipment - Table mounted blow lamp.

Test Method - Position the blow lamp so the hottest part of the flame is on the product surface for a period of 5 minutes plus or minus 30 seconds. Remove the blow lamp any combustion apparent on the material must self-extinguish within 15 seconds.

Indicative Pass/ Fail criteria.

The material must not be capable of sustaining combustion once the blow lamp has been removed.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Blow Lamp.	8	Y	Position the blow lamp so the hottest part of the flame is on the product surface for a period of 5 minutes plus or minus 30 seconds. We deemed that 5 minutes would be too long, so we adjusted this test to run for 30 seconds. With the intense heat the mirror became flexible, warped and blackened, but when the blow lamp was removed it self-extinguish within 5 seconds. Smoke was given off from the mirror while the blow torched was used.

3. Cigarette Burns - Equipment - Cigarettes.

Test Method.

Ignite a cigarette and let it burn until a reasonable amount of exposed burning tobacco is available. Position burning cigarette in full contact with the product surface for a period of 5 minutes plus or minus 30 seconds. Remove the burning cigarette, any combustion apparent on the material must self-extinguish within 15 seconds. It is acceptable to use the equivalent BS detailed testing equipment if it is not deemed suitable to use real cigarettes.

Indicative pass/ fail criteria.

- The surface of the material must be capable of being cleaned or refinished to a serviceable quality.
- Any pitting, roughness or discolouration still apparent following any cosmetic reworking would be measured.
- The material must not be capable of sustaining combustion once the cigarette has

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PRODUCT TESTING.

These tests are to demonstrate that the Mirror can withstand a low level of anticipated misuse.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Cigarette Burns.	10	Y	Ignite a cigarette and let it burn until a reasonable amount of exposed burning tobacco is available. This caused burn marks and disfigured the mirror, but the mirror did not ignite.

4. Repetitive nuisance

Impact to simulate kicking will be done for a period of 5 minutes. This can be done using a sledgehammer swung as a pendulum, through the legs to impact the surface.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Repetitive nuisance.		N/A	Not applicable for this product.

5. Minor attack testing

A standard claw hammer will be used to strike the most vulnerable parts of the mirror.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Minor attack testing.	10	Y	A standard claw hammer will be used to strike the most vulnerable parts of the mirror. Withstood impact and didn't shatter. The mirror can be bent and by doing this repeatedly the mirror did snap, but left no sharp edges.

6. Minor impact testing

A sledgehammer and a crow bar will be dropped onto the surface of the furniture at the indicated points five times from heights of 1m, 2m and 3m.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Minor impact testing.	10	Y	A sledgehammer and a crow bar will be dropped onto the surface of the mirror at the centre points five times from heights of 1m, 2m and 3m. Please see above.

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7. Major physical force

The Mirror will be subject to an uninterrupted attack of five minutes duration with a club hammer.

PRODUCTION TESTS - Stage 1 testing (Different size mirrors required)

These tests are to demonstrate that the Mirror can be worked using woodworking machines.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Major physical force.	10	N/A	The Mirror will be subject to an uninterrupted attack of five minutes duration with a club hammer. Please see above.

8. Drilling

Each mirror will be drill four times using a pillar with a 5mm HSS drill bit.

Each hole will be inspected for splitting and cracking.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Drilling.	10	Y	Each mirror will be drill four times using a pillar with a 5mm HSS drill bit. Each hole will be inspected for splitting and cracking. Four holes were drilled in each corner, no chipping, splitting or cracking took place.

9. Cutting.

Each mirror will be cut using a dimension saw, in production a beam saw will be used.

Each cut will be inspected for splitting and cracking.

Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Cutting.	10	Y	Each mirror will be cut using a dimension saw, in production a beam saw will be used. Each cut will be inspected for splitting and cracking. The sample was put on the beam saw and cut several time to the size mirror we required, no chipping, splitting or cracking took place

10. Sanding

The mirror must have smooth edges. A Linisher with a fine sanding belt will be used for this process

The mirror will be inspected for satisfactory results

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Test Result

Test	Score. Lowest - 1. Highest - 10.	Pass. Y or N.	Observations/Comments
Sanding.	10	Y	<p>The mirror must have smooth edges. A Linisher with a fine sanding belt will be used for this process The mirror will be inspected for satisfactory results</p> <p>The mirror, when sanded left a clean smooth edge, it didn't melt or leave any residue.</p>

- 3.1.3 The Supplier shall provide the goods via a catalogue in an electronic on-line format and shall be responsible for maintaining the catalogue for full sheets, providing any updates in a timely manner.
- 3.1.4 All goods shall be supplied with relevant certification, technical data sheets (where applicable) and labelling shall include as a minimum:-
 - Overall dimensions - width and height
 - Authority Purchase Order
 - Product Description
 - Supplier Name
- 3.1.5 The Authority may, at its discretion, remove product lines or selections of products listed in this document over the life of the Contract. The supplier shall provide a minimum of 3 month's notice when a product or colour is to be discontinued, substitute products shall not be provided without prior agreement with the Authority, if approved they shall be provided at the contract price or lower if the product is of a lower standard.
- 3.1.6 The Authority may, at its discretion, add product lines or selections of products over the life of the Contract. Where items are to be added, these shall be priced in accordance to those in the original range.
- 3.1.7 The Authority will provide prior notice when a special product or is required and lead times will be agreed between both parties.
- 3.1.8 List of Products

- 3mm Clear Polycarbonate**
- 5mm Clear Polycarbonate**
- 6mm Clear Polycarbonate**
- 8mm Clear Polycarbonate**
- 12mm Clear Polycarbonate**
- 6mm Obscure Polycarbonate**
- 3mm Lexan Excel D Clear Polycarbonate**
- 4mm Lexan Excel D Clear Polycarbonate**
- 6mm Lexan Excel D Clear Polycarbonate**
- 8mm Lexan Excel D Clear Polycarbonate**
- 3mm Makrolon Polycarbonate**
- 6mm Makrolon Polycarbonate**
- 3mm Silver Polycarbonate Mirror**
- 8mm Clear Marlon Polycarbonate**

4 DELIVERY REQUIREMENTS

4.1 Due to the nature of the environment in which the Authority operates the supplier will need to be prepared to arrange delivery around operational constraints these include but are not limited to:

- security checks on vehicles and personnel coming in and out of all sites.
- Physical size of gates (please refer to Appendix A)
- Staff constraints on times slots for delivery and limited access to all sites
- Delivery arrangements should be agreed with individual establishments prior to delivery of an order

4.1.1 The Supplier recognises that, due to the strict operational restrictions involved in the prison environment, it is imperative that all deliveries are made within the timeslots that have been agreed. Authority shall confirm the best delivery times for each workshop during the Implementation Phase. Deliveries shall not, except by prior arrangement, be accepted by the Authority outside of these timeslots. If the Authority rejects any deliveries, the Supplier shall be informed by the Authority of a suitable time for the Goods to be re-delivered.

4.1.2 The Supplier shall contact the delivery Site at least 24 hours prior to the day of delivery to confirm the estimated time of arrival of the delivery vehicle. No additional charges shall be applied for re-delivery where the original delivery was made outwith the agreed timeslot.

The Authority expects the Supplier to be aware of and to comply with any reasonable requests made by the Authority and to comply with any aspects of the conditions of Contract that mention security procedures – for further details please refer to the Driver's Handbook in Appendix D.

4.1.3 The Supplier will ensure that all personnel entering any of the Authority's Sites will carry official photographic forms of identification.

4.1.4 The Supplier shall comply with the requirements relating to the restriction of items allowed to be brought into a Site. Appendix C provides details of the full list of restricted items.

4.1.5 Deliveries shall be shipped to the address shown on the Purchase Order, unless any other arrangements are agreed in advance between the Supplier and the Authority within 5 working days of receipt of the Purchase Order.

4.1.6 The Authority shall state on any Purchase Order when the delivery is required, however, the Supplier guarantees that, goods can be delivered within the lead-times identified within this document.

4.1.7 In delivering the Goods, the Supplier shall;

- Deliver the Goods to the Site named in each Purchase Order placed by the Authority
- Ensure that their delivery vehicles are appropriate and comply with the dimensions and restrictions detailed in the list of Authority's Sites enclosed in the Gate Restrictions document contained in Appendix A of this Specification document. During the Contract period where sites, dimensions or restrictions change the Authority will provide updates.
- There may be occasions where delivery to other establishments in England and Wales is required.

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- The Authority may create new prisons during the life of this Contract. There may be a requirement to provide Goods to such locations and where this is a requirement, these shall be delivered within the term of this Contract. Notification of any such Sites shall be communicated to the Supplier. There will be no additional delivery costs to these establishments
- 4.1.8 The Authority shall not accept over deliveries of Goods unless the Supplier has obtained the prior approval of the Authority.
- 4.1.9 There shall be no requirement for the Authority to order 'full load' deliveries, however, the Authority shall, wherever possible, consolidate orders.
- 4.1.10 Each delivery consignment shall contain a delivery note and shall be attached to the order. This shall contain relevant information to identify and audit the relevant delivery.

As a minimum, the delivery note shall include:

- The Authority official purchase order number
- Delivery address
- Account number
- Line product detail
- Number of cartons in consignment
- Identification of any outstanding products not delivered on order.

5. SUB CONTRACTING

- 5.1 The use of any sub-contractor for the provision of materials and services (including transport) must be approved in writing by the Authority before the Supplier makes any formal agreement or arrangement to use that sub-contractor or invites any sub-contractor's personnel to the site.

Even where the use of a sub-contractor has been approved by the Authority, the Supplier shall remain wholly responsible for the conduct and performance of that sub-contractor whilst he is involved in the provision of services on the Supplier's behalf.

The Supplier shall be responsible for ensuring that any sub-contractor is aware of the Security restrictions as detailed in this document.

6 CONTRACT ADMINISTRATION

6.1 Delivery Backorder & Substitute Items

- 6.1.1 Any product placed on back order shall be recorded on the delivery note when the other items are delivered. If the backorder item(s) is then delivered under a new delivery note or new invoice, this order must still refer to the original official purchase order number to avoid delays in payment.
- 6.1.2 Substitute items shall not be used without expressed permission of the Authorities Technical Manager. No agreements shall be made locally to accept substitute items and the Authority must be notified of any stock outs during the life of the contract.
- 6.1.3 In the event of a substitute being dispatched and the product code, line description or price is different, then the Supplier shall advise the local business unit to cancel the order and re-

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submit the purchase order under the correct description, code and price to facilitate electronic invoice matching.

6.2 Delivery Discrepancies

- 6.2.1 In the event that the Authority / customer experiences a delivery discrepancy (i.e. full order not fulfilled) with a delivered consignment, this shall be communicated to the contractor telephone or email, identifying the original purchase order number and business location as reference. The Supplier shall investigate the matter and re-supply the Goods.
- 6.2.2 Where the Supplier claims delivery has taken place, the Authority shall require a legible proof of delivery to ascertain a delivery has been made in the event of a dispute.
- 6.2.3 Where the Supplier and Authority are in dispute, this shall be escalated to the Authority Category Manager for discussion with the Supplier Contract Manager.
- 6.2.4 The Supplier shall be liable for the cost of collection and re-delivery for discrepancies.

6.3 Quality Discrepancies

- 6.3.1 Where the Goods supplied do not meet the quality requirements referred to in this document, the Authority shall notify the Supplier in writing, detailing the Quality concerns (i.e. damaged goods, Goods do not meet the quality requirements.)
- 6.3.2 Within 48 hours receipt of the Quality discrepancy, the Supplier shall contact the Authority to discuss, and will be expected to resolve the issue within 5 working days of this discussion taking place. Where the Supplier agrees the Goods do not meet the required standard of quality, the Supplier shall replace such items and uplift the disputed Goods at their own expense.
- 6.3.3 Where the Supplier and Authority cannot agree an appropriate solution, the issue shall be escalated to the Authority Category Manager and Supplier Contract Manager for resolution.
- 6.3.4 Where there is problem with the product identified by the Supplier that necessitates product recall these should be reported to the Authority immediately together with the details of the products affected and which establishments they have been supplied to. Any costs associated with the removal of products that have been recalled shall be borne by the Supplier.

6.4 Returns Liability

- 6.4.1 In the event that goods are to be returned to the contractor, then the following applies;
- 6.4.2 Where the Goods do not meet the required Quality or where the Goods do not meet the Requirements stated within the Purchase Order, said Goods shall be collected by the Supplier and re-delivered at their own expense.
- 6.4.3 The Supplier must accept returns within 28 days of the delivery date where items are returned by the Authority unused, in a saleable condition, with their original packaging and shall apply to full sheets only.

Where the Authority has receipted Goods which are no longer required outside of 28 days, the Authority shall contact the Supplier to discuss the return, refund or buy back of such

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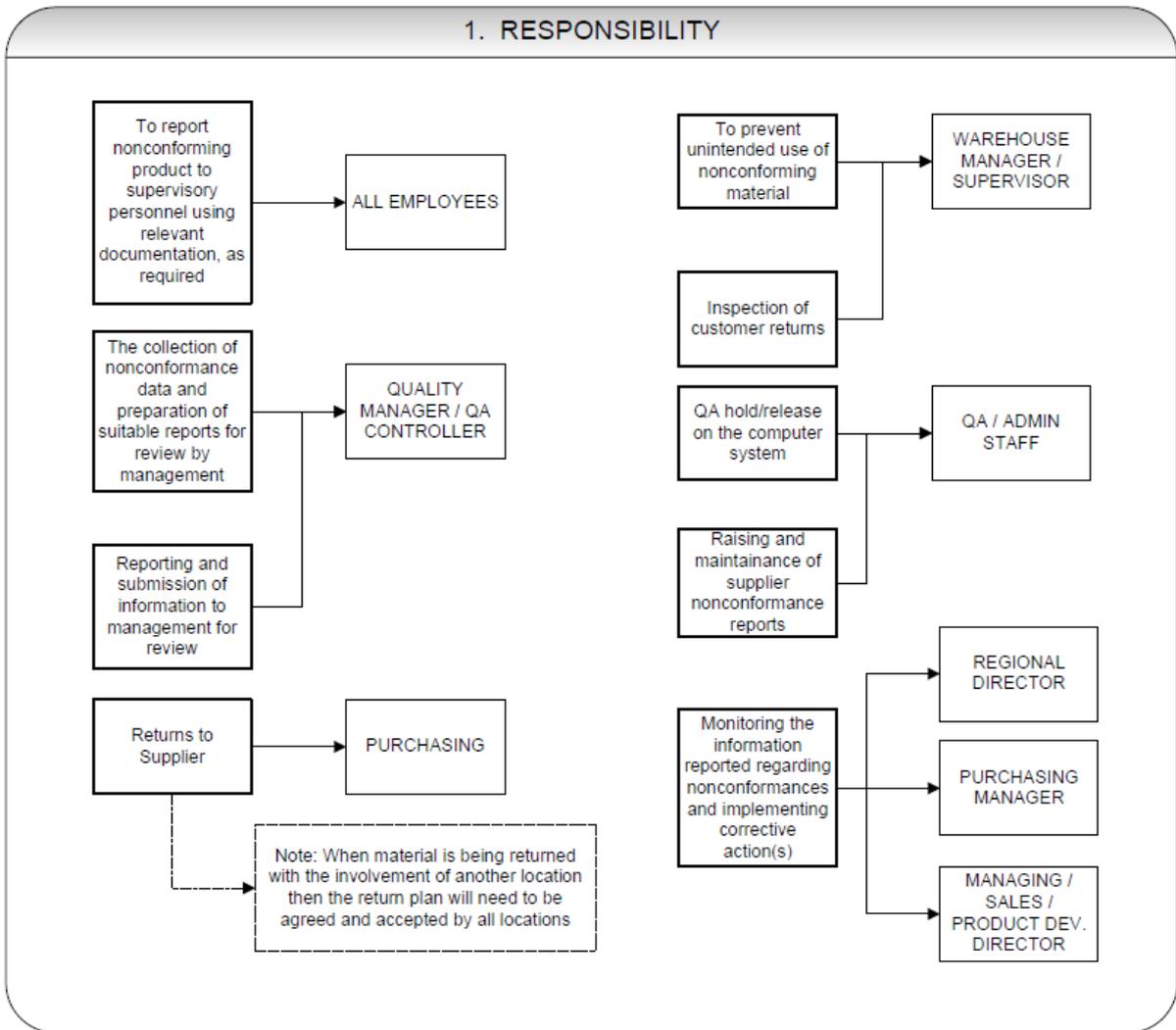
Goods (full sheets only). The Authority and Supplier shall agree the appropriate refund that shall apply.

**Bidder Response
Quality Management/Product Recall/Complaints**

WI 110 – Control of Nonconforming Product

(UNCONTROLLED COPY IF PRINTED)

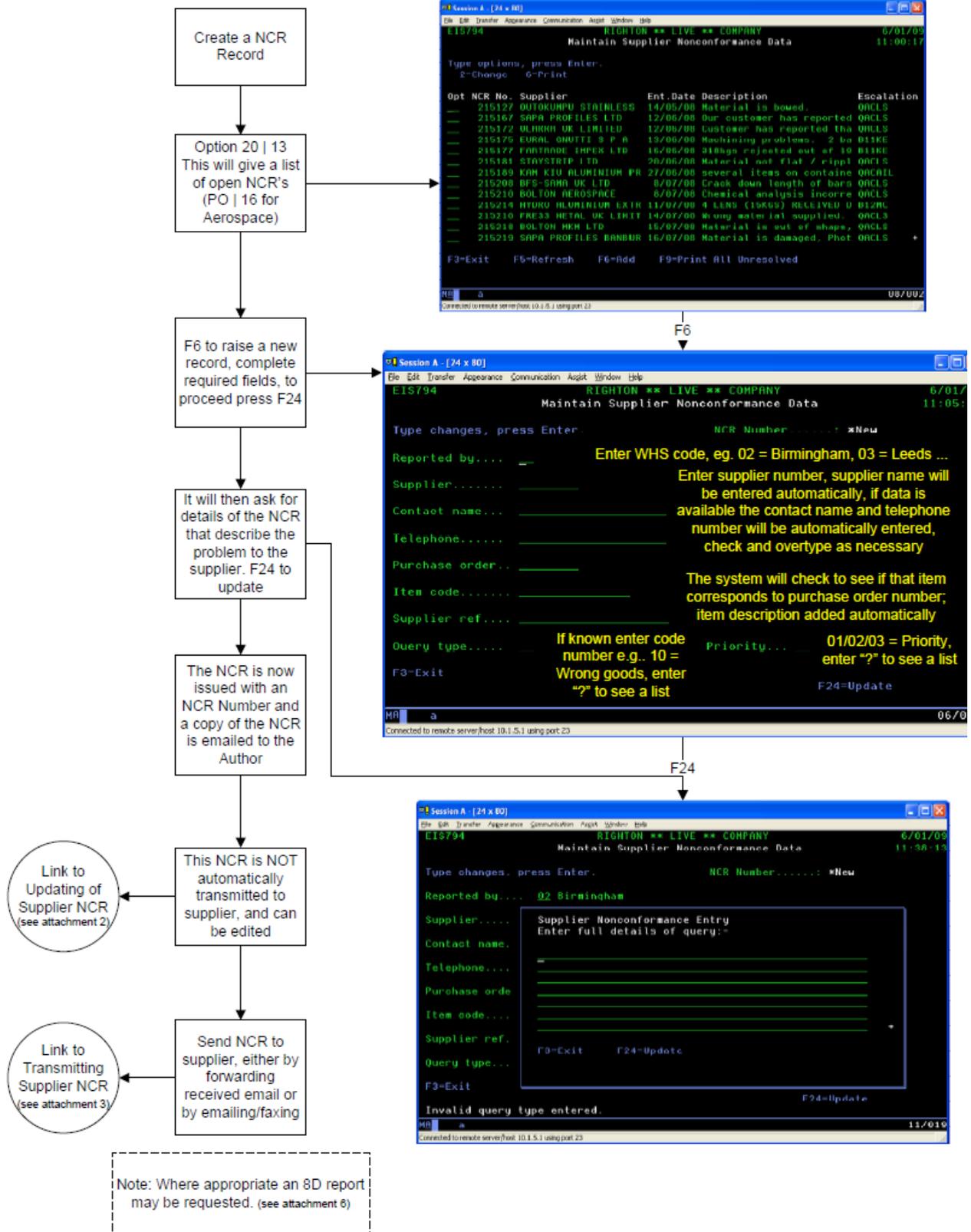
PURPOSE & SCOPE: This process flow defines the actions and responsibilities relating to the control, segregation, reporting and disposition of nonconforming product at all Righton Service Centres.



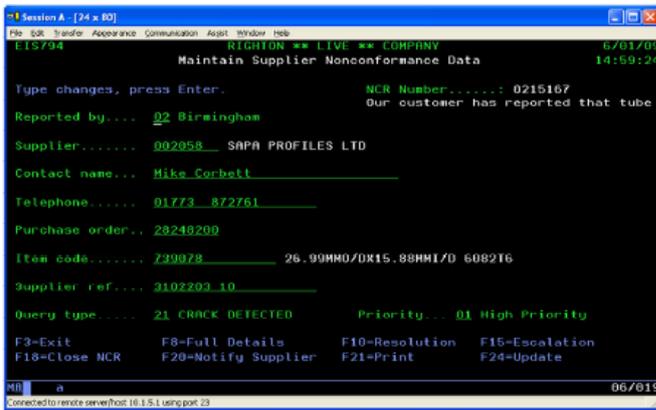
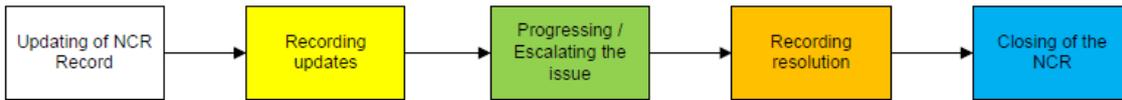
WI 110 – Control of Nonconforming Product

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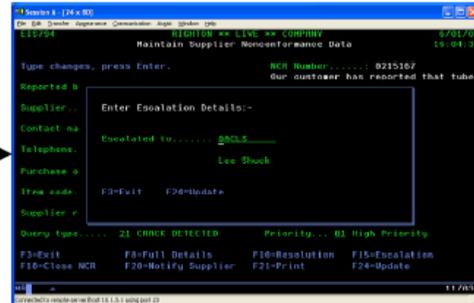
RAISING A SUPPLIER NCR ON AS/400



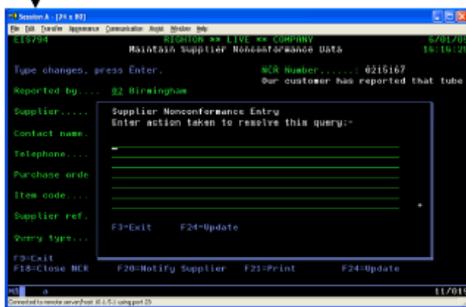
UPDATING OF A SUPPLIER NCR



F8 will allow access to details to update as required F24 to update



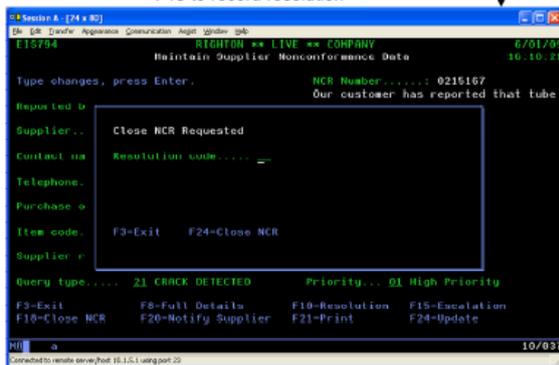
Option 20 | 13 (PO | 16 for aerospace) This will give a list of open NCR's
Select 2 next to required NCR record to access and update as necessary



When corrective action has been carried out record resolution F24 to update

If corrective action is satisfactory proceed to close out NCR

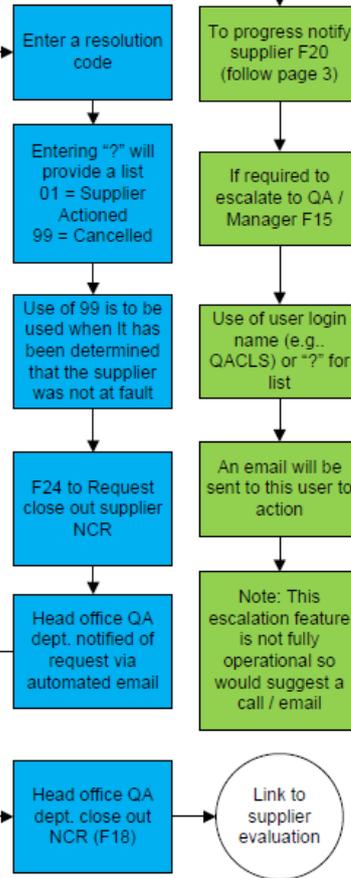
F10 to record resolution



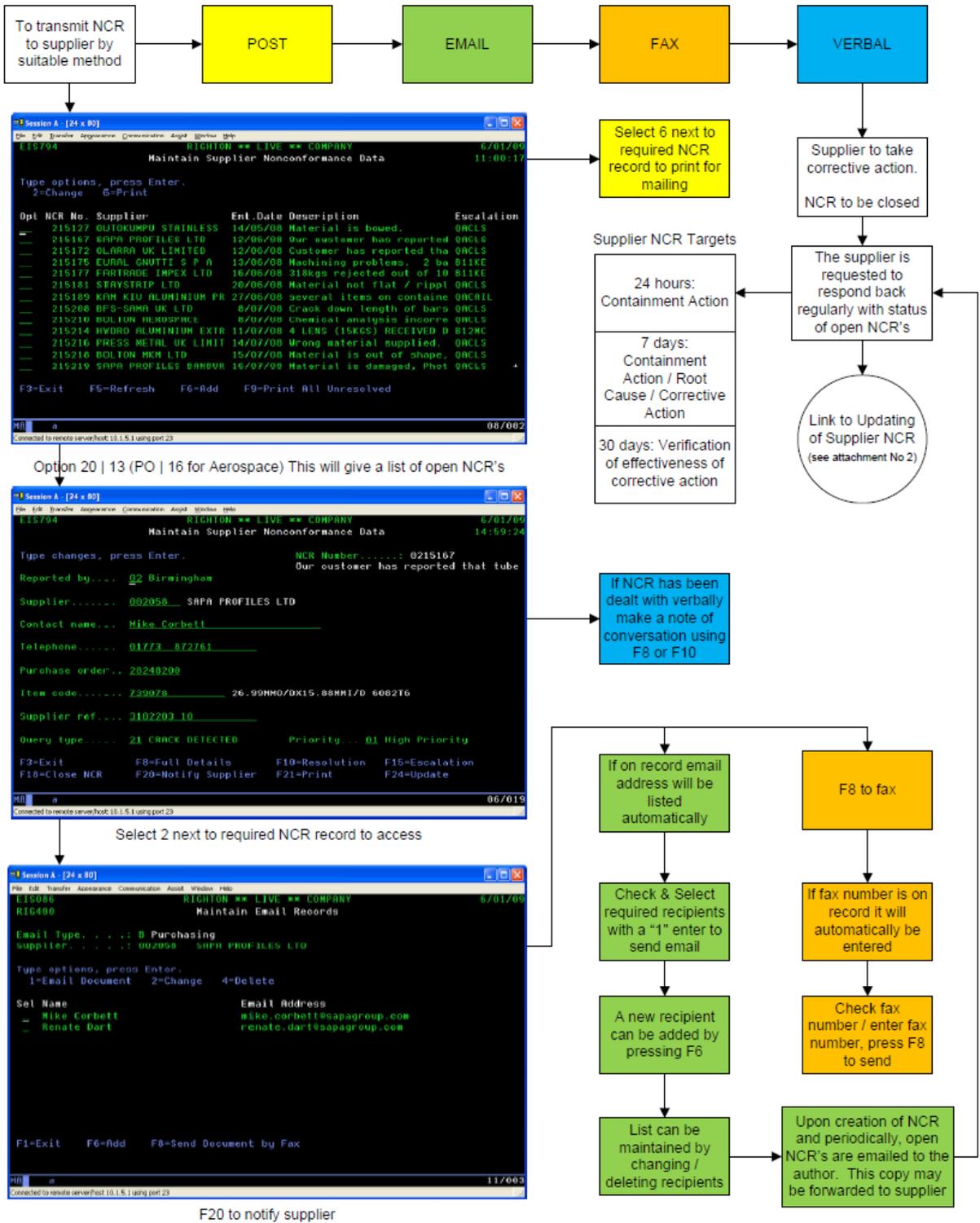
F18 to close out an NCR

Note1: Criteria for closing out supplier nonconformance report:-
 * Containment Action (completed)
 * Root cause determined (or a major symptom, at discretion of QA)
 * Corrective Action plan determined (relevant to root cause)
 * Verification that corrective action has been implemented

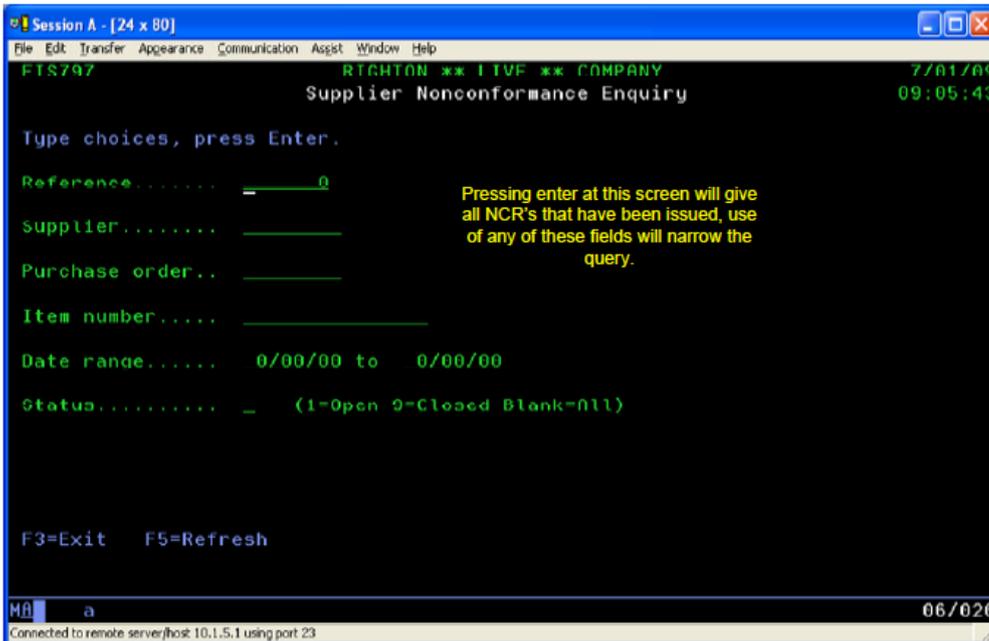
F15 to escalate to another user



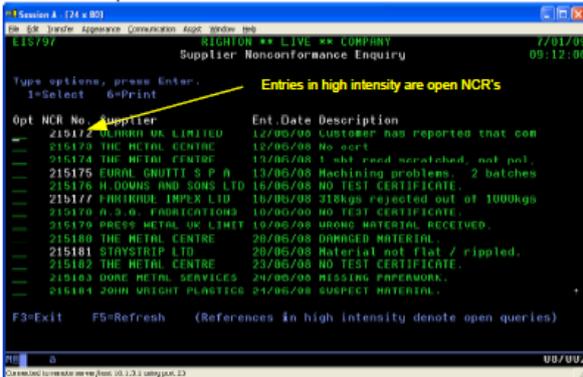
TRANSMITTING SUPPLIER NCR



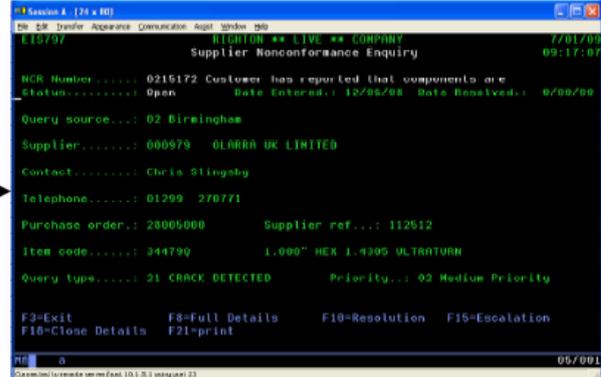
REVIEW OF SUPPLIER NCR



Option 20|14 (PO | 17 for aerospace) to access the Supplier Nonconformance Enquiry screen



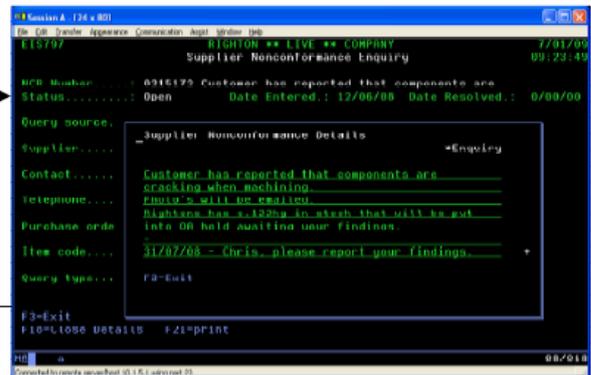
List of nonconformities



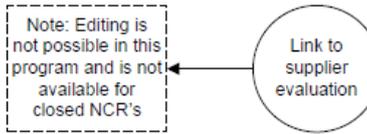
Selecting an entry with "1" will give detail



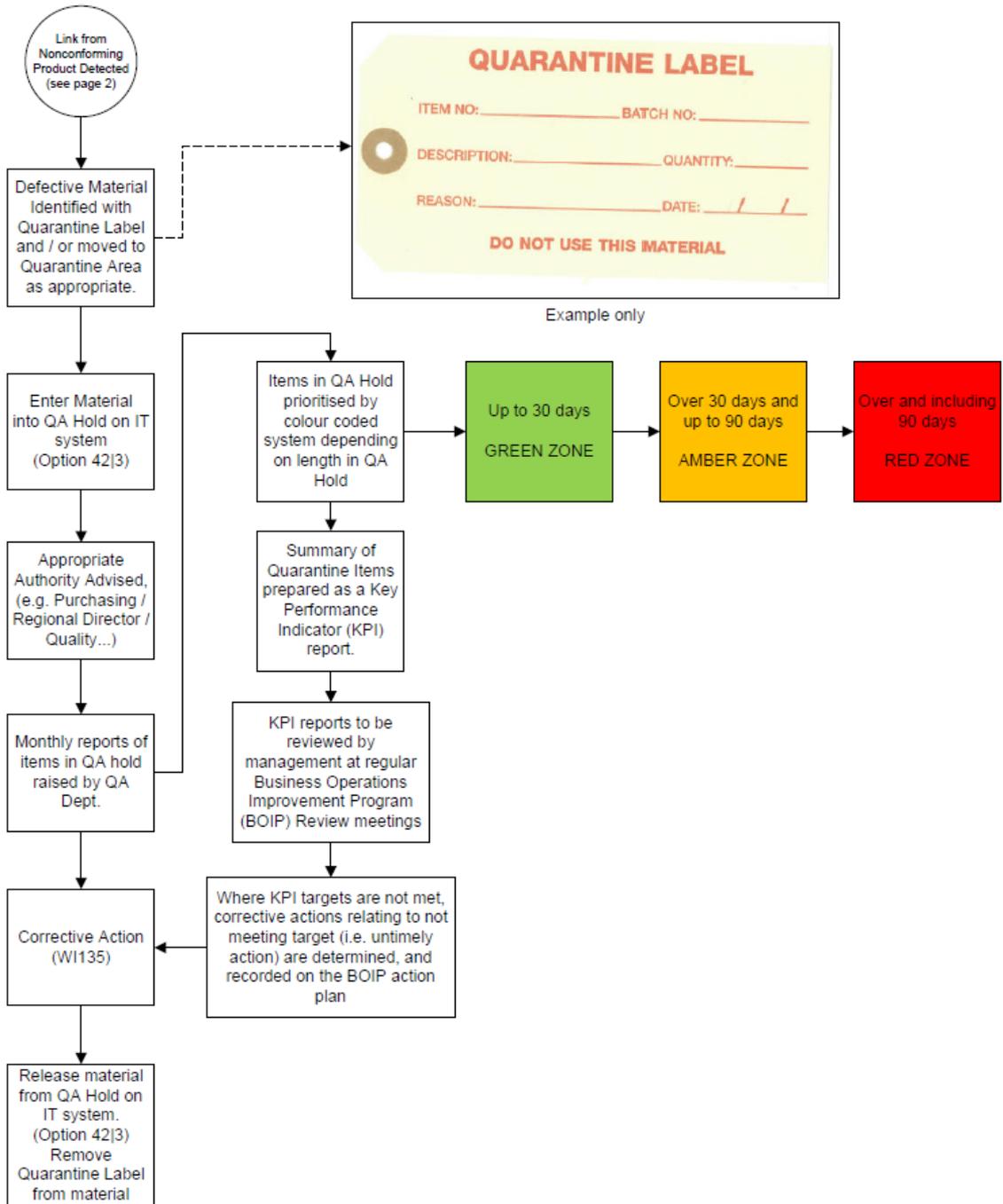
Use of Function keys to give further information



F8 gives full details, F10 Resolution notes etc.



QUARANTINE PROCEDURE



8 Discipline Reporting (8D)

Depending on complexity of the problem and customer requirements the 8D reporting of the defect may be used.
An 8D may also be requested for supplier to complete i.e. for supplier NCR close out.

Eight Disciplines Problem Solving is a method used to approach and to resolve problems, typically employed by quality engineers or other professionals.

D0: The Planning Phase: Plan for solving the problem and determine the prerequisites.

D1: Use a Team: Establish a team of people with product/process knowledge.

D2: Define and describe the Problem: Specify the problem by identifying in quantifiable terms the who, what, where, when, why, how and how many for the problem.

D3: Developing Interim Containment Plan Implement and verify Interim Actions: Define and implement containment actions to isolate the problem from any customer.

D4: Determine and Identify and Verify Root Causes and escape points: Identify all potential causes that could explain why the problem occurred. Also identify why the problem has not been noticed at the time it occurred. All causes shall be verified or proved, not determined by fuzzy brainstorming.

D5: Choose and verify Permanent Corrective Actions (PCAs) for root cause and Escape point: Through pre-production programs quantitatively confirm that the selected corrective actions will resolve the problem for the customer.

D6: Implement and validate PCAs: Define and Implement the best corrective actions.

D7: Prevent recurrence: Modify the management systems, operation systems, practices and procedures to prevent recurrence of this and all similar problems

D8: Congratulate your Team: Recognize the collective efforts of the team. The team needs to be formally thanked by the organization

RIGHTON		Form No.:	8D10
Quality 8D report		ISSUES:	3
		ISSUE NO.:	00000000
Description of Incident:	Incident Date:	Last Updated:	
Product/Process Information:	Organisation Information:	Ref. No.:	
D0 Symptoms:			
UV Emergency response Action(s):	% Effective:	Date Implemented:	
Verification/Validation:	Customer Contact Details:		
D1 Team (Name, Dept/Org, Contact Champion):	D3 Problem Problem Statement:		
Problem Description:			
D0 Interim Containment Action(s):	% Effective:	Date Implemented:	
D4 Root Cause(s) and Escape Point(s):	% Contribution:		
Verification:			
D6 Chosen Permanent Corrective Action(s):	% Effective:		
D6 Implemented Permanent Corrective Action(s):	Date Implemented:		
Validation:			
D7 Prevent/Recurrence:	Date Implemented:		
UV Team and individual Recognition:	Date Closed:	Reported by:	

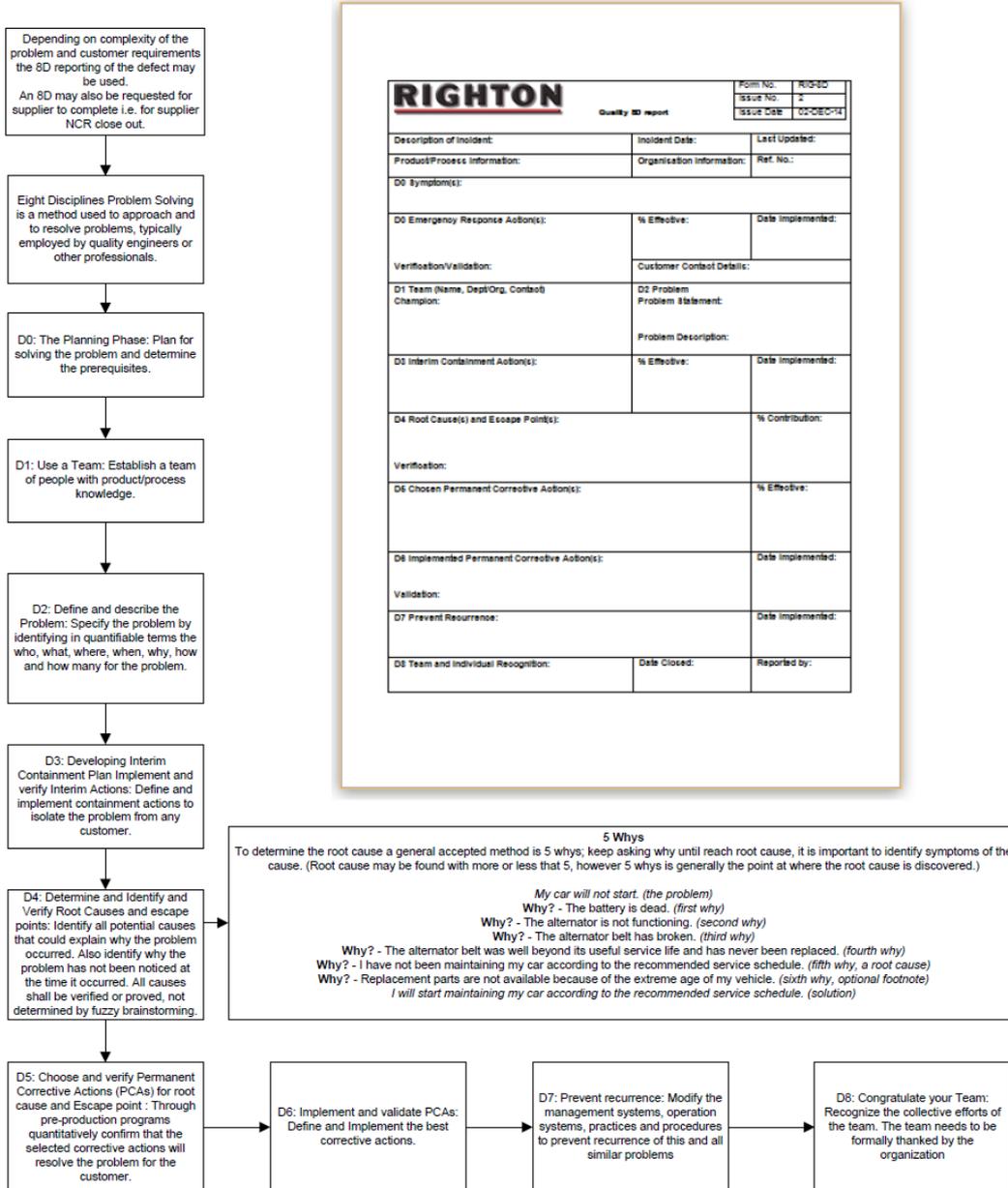
5 Whys
To determine the root cause a general accepted method is 5 whys; keep asking why until reach root cause, it is important to identify symptoms of the cause. (Root cause may be found with more or less than 5, however 5 whys is generally the point at where the root cause is discovered.)

My car will not start. (the problem)
Why? - The battery is dead. *(first why)*
Why? - The alternator is not functioning. *(second why)*
Why? - The alternator belt has broken. *(third why)*
Why? - The alternator belt was well beyond its useful service life and has never been replaced. *(fourth why)*
Why? - I have not been maintaining my car according to the recommended service schedule. *(fifth why, a root cause)*
Why? - Replacement parts are not available because of the extreme age of my vehicle. *(sixth why, optional footnote)*
I will start maintaining my car according to the recommended service schedule. (solution)

Complaints and Dispute Resolution Processes

8 Discipline Reporting (8D)

1.



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2. CUSTOMER COMPLAINTS

2.1 Customer complains that require a collection and/or credit to be raised will be authorised by the Regional Director (SCM) or their deputy. The sales person will complete a Credit Note Request Form detailing the reason the credit is being raised. For the controlled and current version refer to the document control folder on the shared network drive (S:\DOCUMENT CONTROL\Credit Note request Form @ XX-XX-XX).

NOTE: Procedures for the issuance of credit-memo documents are given in WI 122 'Administrative Procedures'.

2.2 As part of the Key Performance Indicator (KPI) Reports the Quality Manager will prepare a monthly customer complaints summary and distribute to each Regional Director (SCM) for review at the management review meetings. The summary reports issued will be based on credit note information supplied to the Quality Manager by the computer systems staff, and from the service centre records of customer service complaints.

2.3 The customer complaints summary will be analysed under the following credit reasons codes:-

Sales
01 – Customer received wrong goods: sales
02 – Excess quantity sent: sales
03 – Duplicated order: sales
04 – Wrong account: sales
05 – Wrong price: sales
06 – Credit carriage charge
07 – Customer Cancelled Order
Purchasing
08 – Wrong Goods Purchased
09 – Supplier/processor error
Goods In / Storage
10 – Recall of suspect material
Goods Out (Picking, Packing and Despatch)
11 – Warehouse picked wrong item
12 – Wrong Quantity Sent by Warehouse
13 – Cutting / Processing error: Warehouse
14 – Goods Damaged
15 – Goods Lost in Transit
16 – Goods Damaged/Lost: Perkins
17 – Goods damaged: transport
18 – Order cancelled: late delivery

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19 – Invoiced too early: admin

20 – Wrong quantity booked off: Admin

2.4 Complaints from customers in regard to the quality of service provided will be documented by the individual who receives the complaint, and details will then be submitted to the Regional Director (SCM) for review. The credit note authorisation form can be used for this purpose.

2.5 KPI data including Credit note summary reports along with any details of customer service complaints will be submitted for review by Company and Service Centre management for the purpose of analysing trends of error, and to formulate corrective actions as may be required.

2.6 The Business Operations Improvement Programme (BOIP) focuses on examining the core business processes, investigating the root cause analysis of common / high risk issues (including escalated issues in the event of disputes) and developing robust corrective action. This programme is co-ordinated by the Operations & Quality Director and his team.

6.5 Compliant Invoice Submission

6.5.1 Supplier's invoices shall be submitted to the address as stated on the Purchase Order.

6.5.2 All invoices are subject to a three way matching process (Purchase Order, receipt and Invoice) prior to payment being made to the contractor. The MoJ operates a 'no PO no pay' policy. The Supplier shall not accept telephone orders from the Authority without a valid PO. The Supplier shall ensure that there is no discrepancy between the invoice lines, quantity and price from the original purchase order. Failure to submit a compliant invoice will result in the payment going on hold and payment being delayed.

6.5.3 Invoices must be compliant with the following:

- Must be received at the correct billing address
- Must quote a valid Purchase Order Number (clearly printed on the PO)
- Must be to a total agreed sum
- Shall not be sent with delivery note
- Must list product lines broken down by product code
- Must give quantity purchased, and individual prices in addition to a line total
- Shall clearly display any associated delivery charge
- Back Order Notification.

6.6 Invoicing Addresses

6.6.1 Invoice Address as stipulated on the official purchase order form from the relevant participating organisation, or individual department within the requesting Purchase Order.

7 KEY PERFORMANCE INDICATORS AND CONTRACT MANAGEMENT

7.1 Key Performance Indicators (KPI's)

7.1.1 The Supplier shall provide guaranteed cover to ensure continuity of the provision of Goods and shall seek to achieve 100% compliance with the Authority's required KPI's.

7.1.2 Performance against the KPI's shall be monitored on a quarterly basis following full implementation of the Contract. This shall form part of the overall monitoring and management of the Contract.

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- 7.1.3 The Supplier shall submit a report quarterly or upon request. The report shall detail performance against each of the Service Levels.
- 7.1.4 Where a Supplier continually fails to meet the KPI's (i.e. for more than two consecutive reporting periods) the Authority shall have the right to implement a Performance Improvement Plan. Where the Supplier performance fails to improve, the Authority shall have the right to seek termination of the contract as described in the Termination Clauses in the Terms of Conditions of this Contract.

Indicator	Measurement	Target
Product Quality	Level of Returns	<2%
Product Recalls	No of Product Recalls	<1%
Non availability of Products	Notify within 48 hours of receipt of order	100%
On Time Delivery	Delivered within Agreed Lead Times	98%
Order Fill Rate	Complete Orders	98%
Management of Complaints	Resolved within Agreed Timescales	97%
Compliance	No of incidents relating to Environmental or Health and Safety	100%
MI Reporting	Providing MI Reports within agreed timescales	100%
Invoice Accuracy	Number of Invoice Queries	<2%

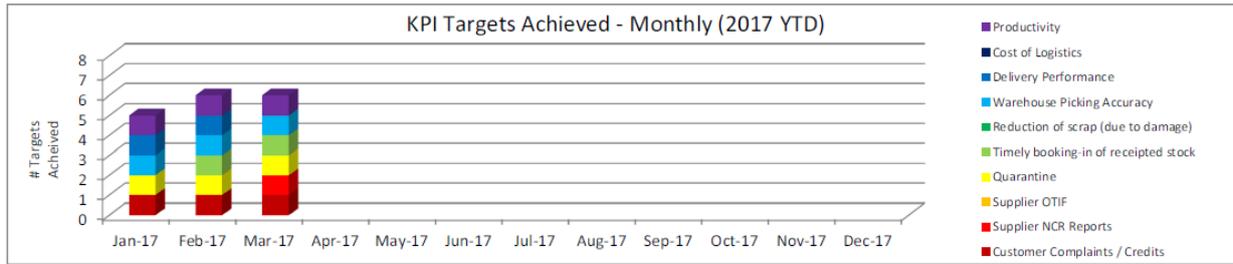
Bidder Response

It is confirmed that Righton can capture process operational and management information to report on the KPI's shown at 7.1.4 of the specification. Righton already has a robust and effective KPI process in place, with data capture and analysis conducted by the Company's Quality Manager. Reports are circulated to the Company's management team on a monthly basis whereby they are reviewed by local management and acted upon where there is any shortfall in meeting set targets.

To follow is an example 'live' scorecard showing the areas of the business management system that are measured. It is confirmed that the scorecard can be adapted to incorporate the 9 performance indicator headings listed by the MOJ at 7.1.4 of Schedule G.

Example report:-

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KPI	Core Process	Metric	UOM	Mar-17			2017 YTD (as applicable)		
				Target	Result	Check	Target	Result	Check
Customer Complaints / Credits	All (Sales)	Complaints against order items	%	≤ 1.0%	1.0%	✓	≤ 1.0%	0.7%	✓
Supplier NCR Reports	Purchasing	Average time of open NCR's	Months	≤ 3.0	1.3	✓	N/A	-	-
Supplier OTIF	Purchasing	Late suppliers deliveries against total number of deliveries	%	≥ 85.0%	76.5%	✗	≥ 85.0%	79.9%	✗
Quarantine	Goods-in & Storage	Average time items held in QA hold	Months	≤ 3.0	1.9	✓	N/A	N/A	-
Timely booking-in of receipted stock	Goods-in & Storage	Avg number of hours from receipt to booking-in (sample 10 deliveries/QTR)	Hours	≤ 24.0	0.0	✓	≤ 24.0	14.4	✓
Reduction of scrap (due to damage)	Goods-in & Storage	Value of stock held against value of scrap due to damage	£	≤ TBA	TBA		≤ TBA	TBA	
Warehouse Picking Accuracy	Goods Out	Picking errors against items picked	%	≥ 99.9%	99.9%	✓	≥ 99.9%	100.0%	✓
Delivery Performance	All (Goods Out)	Late deliveries against items delivered	%	≥ 98.5%	97.7%	✗	≥ 98.5%	98.3%	✗
Cost of Logistics	Goods Out	Cost of logistics against number of items delivered	£	≤ TBA	TBA		≤ TBA	TBA	
Productivity	Goods Out	Picks per 8 hour man day	Picks	≥ 15	20	✓	≥ 15	21	✓

Note: This KPI scorecard is to be reviewed as part of the Business Operations Improvement Program (BOIP) Review meeting. Where monthly targets have not been met corrective actions are to be recorded onto the S/C BOIP Action Plan.

7.2 Contract Management

- 7.2.1 The Authority reserves the right to hold regular contract management meetings principally to review progress and operational delivery of the Contract, but also including key performance indicators (KPIs), invoicing, risks and issues.
- 7.2.2 Other meetings may be held, at the discretion of the Authority or at the request of the Contractor, throughout the life of the contract.
- 7.2.3 The Contractor will be responsible for associated costs in attending these meetings.
- 7.2.4 Quarterly, Six Monthly and Annual meetings will be held at the most mutually convenient location, usually face-to-face, but with teleconference facilities available.
- 7.2.5 Agenda's for meetings will be defined in greater detail throughout the life of the contract but are likely to consist of the following:

Meeting	Content
Mobilisation Meeting	<ul style="list-style-type: none"> • Introductions • Roles & Responsibilities • Doing Business with the MoJ • Supplier Performance/KPIs

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	<ul style="list-style-type: none"> • Sustained Supply/Contingency • Ongoing Contract management
Quarterly/ Six Monthly Contract Review Meeting	<ul style="list-style-type: none"> • Performance in previous quarter • Risks, issues and actions register • Specific service issues (including any escalated issues) • Price Review (where applicable) • Service wide issues • Quality Management • Detailed review against KPIs • Continuous Improvement
Annual Review Meeting	<ul style="list-style-type: none"> • Annual Service Review • Performance in previous year • Risks, issues and actions register • Specific service issues (including any escalated issues) • Service wide issues • Quality management • Detailed review against KPIs, • Continuous improvement • Service and finance forward look, including any policy update from the Authority

Bidders Response – Account Management

Each prison location as listed below will be assigned an account manager from their local Righton Service Centre. The Account Manager will help with enquiries, product information, order expediting, collections and any complaints. The account manager reports to the local Service Centre Manager who reports directly to the Managing Director of the Company. In addition there are three plastics support staff at Head Office including a Product Director (technical), Business Development Manager (Sales) and a Specialist Plastics Buyer (Purchasing).

Contacts are as follows:

HMP Coldingley & HMP The Mount
 Contact: Ivan Sayer
 T: 01494 448711
 E: ivan.sayer@righton.co.uk

HMP Hewell
 Contact: Natalie Smith
 T: 0121 356 4822
 E: Natalie.smith@righton.co.uk

HMP Hewell
 Contact: Natalie Smith
 T: 0121 356 4822
 E: Natalie.smith@righton.co.uk

HMP Wymott
 Contact: Mandy Gannon
 T: 01942 407900
 E: mandy.gannon@righton.co.uk

HMP The Verne
 Contact: Rob Hildyard
 T: 02392 623070
 E: rob.hildyard@righton.co.uk

Mobilisation Plan

Key Personnel and Operating locations.

The contract for the Ministry of Justice will be administered from the following Righton Service Centres with oversight by the Contract Manager based in Birmingham Central.

All individuals are assigned to undertake contract activities based on their experience, product knowledge, management skills, and previous involvement in the management of customer contracts.

BIRMINGHAM CENTRAL

Brookvale Road
Witton
Birmingham
B6 7EY

Tel: 0121 356 1141
Fax: 0121 344 3210
Email: colin.double@righton.co.uk

Contract Manager: Colin Double

BIRMINGHAM SERVICE CENTRE

Unit 11
Tamebridge Ind Estate
Aldridge Road
Perry Barr
Birmingham
B42 2TX

Tel: 01494 448711
Fax: 01494 535862
Email: natalie.smith@righton.co.uk

Contract Administrator: Natalie Smith

HIGH WYCOMBE

Unit H
Sands Ind Estate
Hillbottom Road
High Wycombe
Bucks
HP12 4HS

Tel: 01494 448711
Fax: 01494 535862
Email: ivan.sayer@righton.co.uk

Contract Administrator: Ivan Sayer

MANCHESTER SERVICE CENTRE

Unit 6A
Yew Tree Way
Golborne
Warrington
WA3 3JD

Tel: 01942 407900
Fax: 01942 726700
Email: andrew.breeze@righton.co.uk

Contract Administrator: Andrew Breeze

PORTSMOUTH SERVICE CENTRE

Unit 1, The IO Centre
Stephenson Road
Fareham
Hampshire
PO15 5RU

Tel: 02392 623070
Fax: 01329 842079
Email: rob.hildyard@righton.co.uk

Contract Administrator: Rob Hildyard

Implementation of Quality Assurance Procedures.

All quality assurance activities within the company are co-ordinated by the Quality Department in Birmingham, and overseen by the Quality Manager. Reporting to the Operations Director, the Quality Manager is responsible for arranging and overseeing the working of the quality management system. It is confirmed that the Quality Manager will be responsible for implementing all contract related Quality Assurance procedures.

Arrangements for the Creation of Catalogues.

The responsibility for the creation of catalogues will be assigned to the Righton Marketing Department. In achieving this, the Righton Marketing Department will ensure full liaison with the Ministry of Justice. Details are available by contacting Righton's Marketing Manager, Jameela Gardani, Tel: 0121 356 1141.

Purchase Order and Invoicing Systems.

Righton will ensure that its purchase order and invoicing systems will be compatible with the customer's systems. This will be addressed in greater detail with the Authority as required by Righton's IT Department.

Contract Review system and any required additional Services.

It is confirmed that periodic Contract Review Meetings will be held between Righton and the Ministry of Justice representatives to review contract progress. The meetings will include (but not be restricted to) review of the following topics:-

- Commercial
- Technical
- Quality
- Logistics
- Risk Register
- Key Performance Indicators (KPI's)

The meetings may also be used to identify and agree any requirements for additional services, e.g. training. Records of the discussions and any resulting actions of Contract Review Meetings will be circulated to all attendees. All actions set out and progress against key milestones will be reviewed at subsequent Contract Review Meetings.

8. ETHICAL AND SUSTAINABLE SOURCING

8.1 Environmental

- 8.1.1 The Authority is obliged to ensure goods and services purchased are manufactured, delivered, used and managed at the end of life in an environmentally and socially responsible manner, suppliers will be expected to enable the Authority to meet this

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obligation. All goods supplied must be packaged securely to prevent damage in transit, however packaging should be kept to a minimum and should conform to the Packaging Directive (EU) 2015/720.

Bidder Response

Polycarbonate scrap can be recycled via collection by a UK based plastics recycling company.

Sustainability: Policy

Green/Sustainability Policy areas addressed:-

- ✓ **Recycling: 'Producer Responsibility Obligations Regulations' (paper, steel, wood, and plastic)**
- ✓ **Supplier Selection: Process in place for the identification of the environmental credentials of key suppliers**
- ✓ **Fuel consumption monitored through telematics solution**
- ✓ **Enhanced Environmentally Friendly Vehicles (EEV)....**



Righton cares about the environment!

Sustainability: Idling Costs



£3,100 Idling cost in 1 year!

SIMPLE ANSWER TO REDUCING COSTS = SWITCH OFF THE ENGINE WHEN MAKING DROPS!

Average Idling time = 20 hours per week
62 LITRES FUEL LOST EACH WEEK
DUE TO EXCESSIVE IDLING!



8.2 Supply Chain Transparency

- 8.2.1 Due to the nature of commodities and raw materials, supply chains are becoming increasingly more global it is therefore necessary to ensure transparency in supply chains to assess the risks of infringements relating to basic employment and human rights of people employed in them. When procuring raw materials it is also necessary to ensure there is minimal impact on the environment from the extraction, processing and manufacture of these products, and to assess the security of supply and scarcity of the raw materials.

Bidder Response

Response

Righton Limited is an official stockist and distributor of Marlon polycarbonate sheet manufactured in the UK by Brett Martin Limited.

Brett Martin Limited purchases the base raw material from various plants throughout the world and then extrudes the polycarbonate product at their UK facility.

Righton Limited only distributes Marlon material and order stock on a daily basis through our central purchasing facility receiving a weekly delivery from the manufacturing plant.

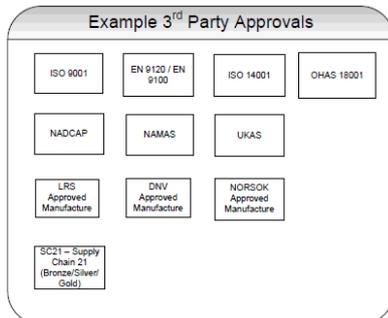
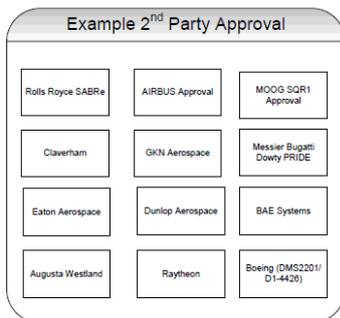
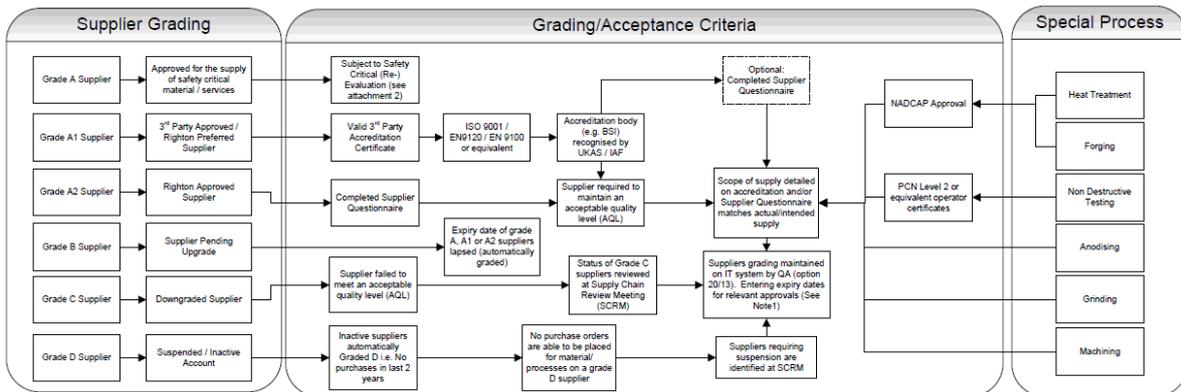
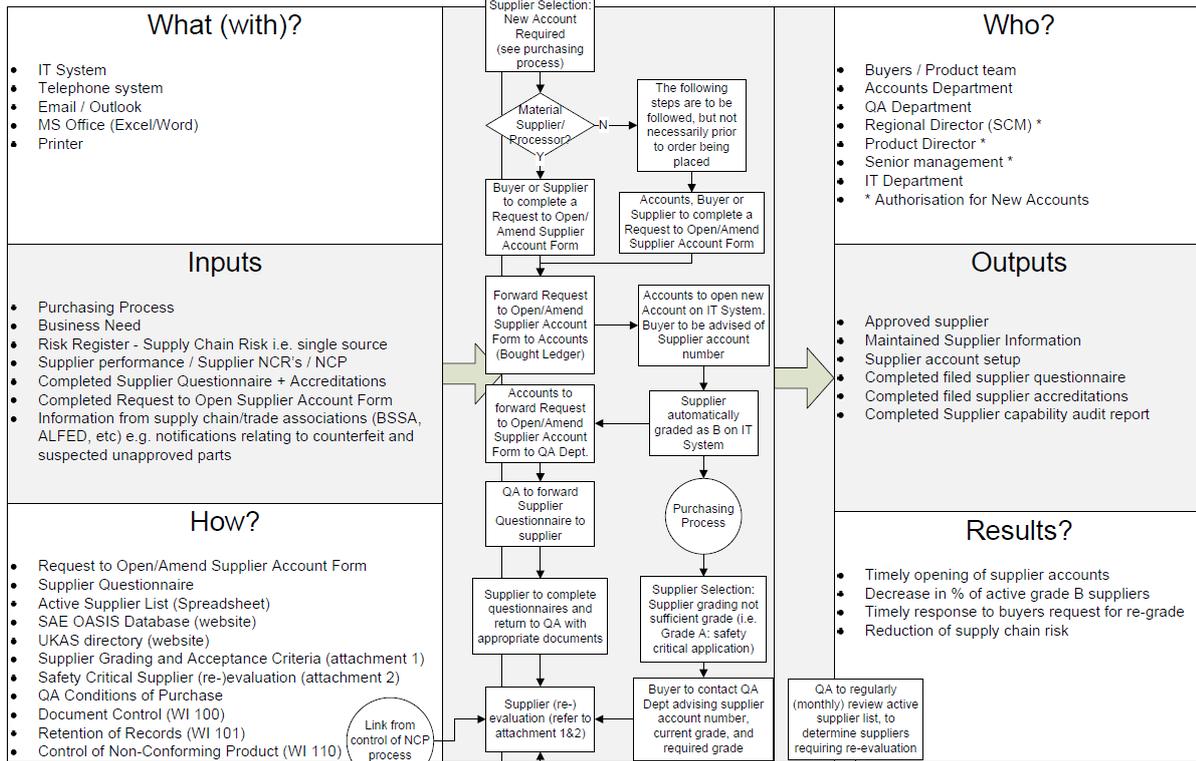
Righton Limited and Brett Martin Limited meet on a quarterly basis to evaluate and discuss the manufacturing company's performance against our requested lead times and quality control. All material is inspected upon delivery to Righton Limited to ascertain it is of saleable commercial quality.

The following 'process turtle' outlines the general process for how Righton selects, approves, evaluates and re-evaluates its suppliers.....

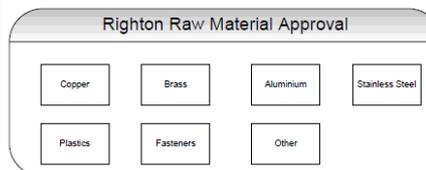


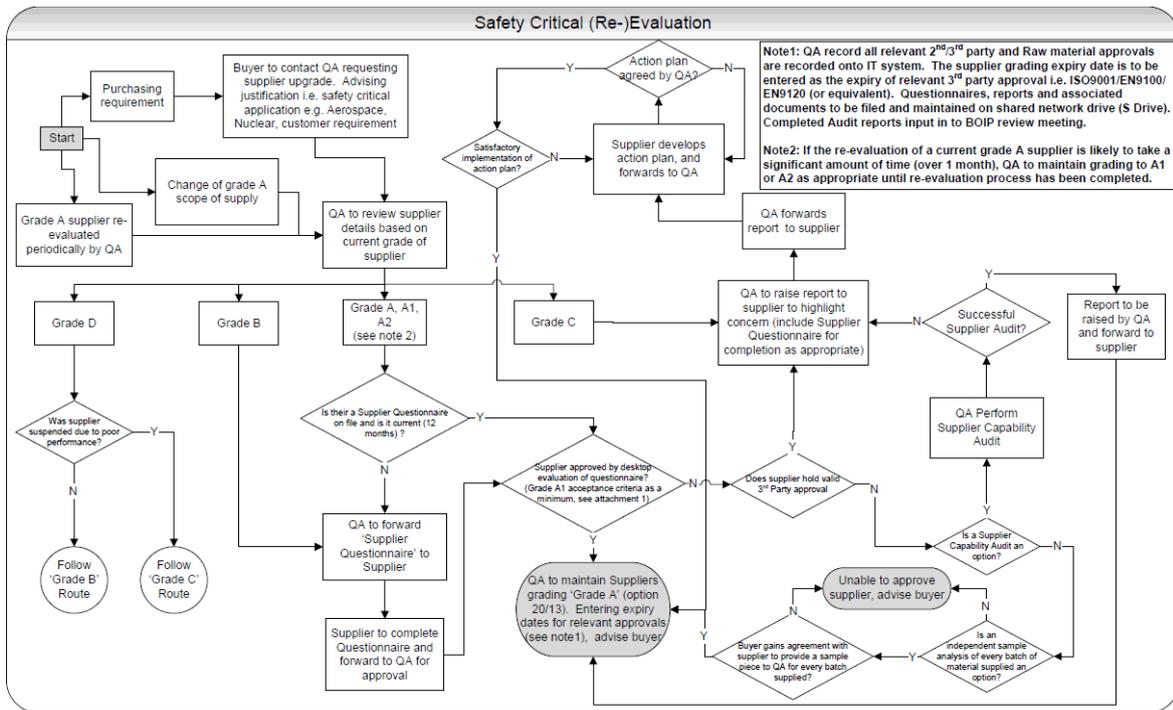
CONTROL OF SUPPLIERS PROCESS

Process Owners: Lee Shuck, Helen Read, Gina Roberts
 Process Name: Control of Suppliers Process
 Issue Status: issue 04 – 08/05/2015



Note: QA record all relevant 2nd/3rd party and Raw material approvals are recorded on IT system. The supplier grading expiry date is entered as the expiry of relevant 3rd party approval i.e. ISO9001/EN9100/EN9120 (grade A/A1) or 2 years (grade A2). Questionnaires and associated documents filed and maintained on shared network drive (S Drive).





8.3 Social – Working to Deliver Rehabilitation work

8.3.1 In order to support the rehabilitation of offenders and reduce the likelihood of reoffending, the government wishes to see more prisoners working, and working longer hours, where work can be recognised as productive and is delivered in an ‘employment like’ atmosphere. Working gives prisoners the opportunity to learn new skills and prepare for employment on release.

Suppliers are encouraged to consider whether they can subcontract elements of their provision to prisons via appropriate agencies, including, but not limited to, ONE3ONE Solutions which is accessible online at: <http://www.one3one.justice.gov.uk/>

Bidder Response

Righton acknowledges the government’s initiative for the rehabilitation of offenders. This is a positive programme and one which we agree will allow prisoners to learn new skills as part of their reintegrating back into society. However, at this time the Company does not have any elements of its internal processes which could be outsourced.



Appendix A
Engineering Workshops

HMPS Gate Restrictions

Establishment	County / Town	Post code	Height	Width	Distance between inner & outer gate	Lock gates ?
Coldingley	Surrey	GU24 9EX	4.1	3.8	17.9	Y
Hewell	Worcestershire	B97 6QS	3.3	3.9	External Store, Internal Industries	Y
The Mount	Hemel Hempstead	HP3 0NZ	4.1	3.8	14.4	Y
Wymott	Preston	PR26 8LW	3.81	3.78	12.19	Y
The Verne	Dorset	DT5 1EQ	can accept articulated lorries but prior notice required for unloading. Tunnel at entrance with 13ft high x 9 ft wide restrictions	Y		Y

End of Appendix A

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Appendix B

Ministry of Justice Security Policy

Contractors providing goods or services to the Ministry of Justice are bound by the Official Secrets Acts 1911 to 1989. The 1989 Act makes it an offence for any person employed by a government contractor to disclose any document or information which is likely to result in the commission of an offence or facilitate an escape from legal custody or the doing of any other act prejudicial to the safekeeping of persons in legal custody.

The contractor's Staff will also be subject to a general obligation of confidentiality in respect of information acquired through providing the Services and will be required to sign a Confidentiality Undertaking.

The Ministry of Justice will also exercise the right usually given in government contracts, requiring the contractor to identify all members of his staff who will be involved in fulfilling the contract. The contractor may be required to supply other information the Ministry of Justice may require for determining whether there is any objection to a particular member of his staff being admitted to Ministry of Justice premises. The Ministry of Justice will have the right to exclude any person specified by the Ministry of Justice from those premises.

All contractors would be required to comply with the statements set out above.

End of Appendix B

Possession of Prohibited Items and Other Related Offences

List A, B and C Items

2.1 Prohibited items are now graded according to their seriousness and perceived threat to security and safety within a prison, and are classified as List A, List B or List C items, as set out below:

- **List A items** – drugs, explosives, firearms or ammunition and any other offensive weapon
- **List B items** - are alcohol, mobile telephones, cameras, sound recording devices (or constituent part of the latter three items)
- **List C items** - any tobacco, money, clothing, food, drink, letters, paper, books, tools, *information technology equipment.

*note that IT equipment is also subject to the provisions introduced by the Crime and Security Act and its possession within prison without appropriate authorisation is now a criminal offence – see Chapter 4.

List A and B Offences and Penalties

2.2 A person (e.g. prisoners, staff, social and professional visitors) commits an offence if he/she carries out any of the following listed activities without obtaining prior authorisation:

- brings throws or otherwise conveys list A or B items in or out of a prison by whatever means;
- causes another person to do so;
- leaves a list A or B item in any place (in or out of the prison) intending it to come into the possession of a prisoner;
- knowing a person to be a prisoner, gives a list A or B item to him/her.

2.3 The maximum penalty on conviction for committing offences in respect of list A items is 10 years imprisonment and/or an unlimited fine. The maximum penalty on conviction for committing offences in respect of list B items is 2 years imprisonment and/or an unlimited fine. All such offences attract a criminal record on conviction.

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List C Offences

- 2.4 A person (e.g. prisoners, staff, social and professional visitors) commits an offence if he/she carries out any of the following listed activities without obtaining prior authorisation:
- brings, throws or otherwise conveys a List C item into a prison intending it to come into the possession of a prisoner;
 - causes another person to bring, throw or otherwise convey a List C item into a prison intending it to come into the possession of a prisoner;
 - brings, throws or otherwise conveys a List C item out of a prison on behalf of a prisoner;
 - causes another person to bring, throw or otherwise convey a List C item out of a prison on behalf of a prisoner;
 - leaves a List C item in any place (whether inside or outside a prison) intending it to come into the possession of a prisoner, or;
 - while inside a prison, gives a List C item to a prisoner.
- 2.5 All such offences carry a criminal record on conviction.

Main Offences

- 3.1 Section 40D of the Prison Act provides offences of - without authorisation:
- taking a photograph or making a sound recording within a prison;
 - transmitting any image or sound or information electronically from within a prison for simultaneous reception outside a prison;
 - conveying a “restricted document” (see definition below) out of a prison.

Definitions

- 3.5 Restricted documents are defined in the Prison Act as including:
- photographs or sound recordings taken/made inside the prison;
 - personal records of prisoner (serving or past);
 - information relating to an identified or identifiable individual (including families of prisoners or staff) if the disclosure of that information might prejudicially affect the interests of that individual;
 - information relating to any matter connected with the prison if the disclosure of that information might prejudicially affect the security or operation of the prison.

POSSESSION OF PROHIBITED ITEMS

- 4.1 The Crime and Security Act 2010 amends the Prison Act to make the following an offence to possess within a prison without authorisation:

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- a) a device capable of transmitting or receiving images, sounds or information by electronic communications (including a mobile telephone);
- b) a component part of such a device;
- c) an article designed or adapted for use with such a device (including any disk, film, or other separate article on which images, sounds or information may be recorded).

End of Appendix C

Transport Managers and Drivers Handbook

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1 1. INTRODUCTION & PURPOSE

This document highlights the responsibilities of Depot Transport Managers and delivery drivers to meet HMPS requirements

The document provides information and guidance on procedures specific to the HM Prison Service, thereby allowing drivers to carry out their duties to the required standards. It is designed to be used in conjunction with the company's existing manuals and instructions.

This handbook may, from time to time, be updated and drivers should ensure that they have the current version.

2 2. KEY POINTS ABOUT PRISON DELIVERIES

- 2.1 HMPS Contract may be a departure from the company's normal practice of delivering to commercial organisations and premises and as a consequence may introduce new working practices and procedures synonymous with the ethos of a penal establishment.
- 2.2 Deliveries to establishments must be made within the agreed delivery time window. You are unlikely to be given access outside these times.
- 2.3 Regular and relief company drivers delivering to the prisons must carry their company's photo identification badges.
- 2.4 Agency Drivers must have a photo identification i.e driving licence, passport. Without any form of photo identification you may be refused entry into the establishment.
- 2.5 The relationship between the Driver and Prison staff and in particular, the establishment Gatekeeper, is important to the success of a smooth and effective delivery experience.
- 2.6 During deliveries to establishments, drivers may well come into contact with prisoners, caution must be exercised during any interaction. In all cases, follow the guidelines in the Drivers Handbook section of this document.
- 2.7 No alcohol, or products containing alcohol, will be permitted on prison property, this must be delivered before arriving at an establishment.
- 2.8 Establishment Governors have the right to add other items to the banned list, an example being aerosols. Drivers must declare any item at the gate that they're unsure about to guard against confusion/embarrassment/potential prosecution. Drivers should be fully aware of the list of band and restricted items; this information is available at the gate house. Annex 2 of this document gives guidance on this list but each establishment will have its own security department list appropriate to the establishment.
- 2.9 Detachable mobile phones, cameras, knives or tools, even innocent looking items may be an aid to a prisoner escape or could be classed as a weapon and anything which would be called contraband will not be allowed into an establishment. These items must be handed in at the gate before entering the establishment. If found on the vehicle when in the establishment this could be classed as trafficking, which is a criminal offence.
- 2.10 Any drivers aids like sat nav vehicle accident recording cameras, two way radios, fitted mobile phones, etc which are detachable from the vehicle must be handed into the gate officer before entering the establishment. If they are permanently fitted to the vehicle they must be switched off before entering the establishment and remain off until the vehicle is outside the establishment. If the vehicle is fitted with a manufactures vehicle management monitoring systems which must remain live at all times and which cannot be disabled or switched off, this must be reported to the gate keeper before entering the establishment.
- 2.11 Ladders should be left in the gate area unless they are required for the delivery in which case they must be secured to the vehicle at all times when not in use.
- 2.12 Drivers mates, to assist with the unloading on vehicles, will only be allowed into an establishment by prior arrangement with the individual establishment.
- 2.13 A notice is displayed at the entrance to an establishment or at the gate providing information on the major issues relating to visiting an establishment. (SEE ANNEX 1)

3 3. TRANSPORT MANAGERS HANDBOOK

4 3.1 Selecting and Training Drivers to Deliver to HM Prisons

- 3.1.1 There are advantages in allocating a regular driver to make prison deliveries, who will become recognised by HMPS staff. The driver would also then become familiar with the establishments' internal procedures and thus the deliveries will be expedited efficiently. A list of regular and relief drivers is will need to be provided to all establishments, where possible if agency drivers are to be employed the supplying agency should supply pre checked drivers to expedite deliveries.
- 3.1.2 Drivers should be selected from appropriately security-cleared staff, from within the servicing depot. Personal information will be required for CRB checks. This information will be protected under the Data Protection Act. All regular drivers will be required to be security vetted in line with HMPS security vetting procedures.
- 3.1.3 Drivers and relief drivers must carry their company's I.D when making a delivery to an establishment.
- 3.1.4 Agency Drivers must have a photo identification i.e. driving licence, passport. Best practice would be to use permanently employed and security vetted staff as both regular and relief drivers.
- 3.1.5 Depot Managers are responsible for ensuring that their drivers have photo identification with them before setting off on their route.
- 3.1.6 Depot Managers are responsible for ensuring that drivers are fully trained to achieve a successful delivery. Drivers are to be fully appraised of the meaning, importance, and content of the Drivers Handbook and are aware of the consequences and impact of non-compliance.
- 3.1.7 Drivers delivering to establishments must be able to understand and follow instructions given by HMPS staff and be able to communicate clearly.
- 3.1.8 Drivers making deliveries to establishments must dress to the company's policy on corporative clothing.
- 3.1.9 Before leaving you will need to pass on details of your next destination and contact details in case an issue arises from your delivery.

5 3.2 Routing Deliveries to Prison Establishments

- 3.2.1 Establishments have been allocated an agreed delivery day and time. Route and drop numbers must allow for the vehicle to complete the delivery within the establishment's agreed window times. You are unlikely to be given access outside these times. When making deliveries the delivery window reflects the last time by which the delivery must be clear of the establishment. Arrival at the establishment should allow for security checks in and out, travel to the drop point within the establishment, safe delivery and checking of the load and any paperwork that requires checking.
- 3.2.2 Requests for additional deliveries can be accommodated but must be approved between the Transport Manager and the HMPS Nominated Manager at the effected establishment.
- 3.2.3 Depot staff should not routinely agree to additional deliveries, other than Service Error Recoveries.
- 3.2.4 Additional deliveries requested by establishments will be treated as one off deliveries and covered by an official order.
- 3.2.5 The Depot Duty manger and depot transport staff responsible for day to day 'load balancing' must be mindful of the delivery constraints when matching the delivery schedule.
- 3.2.6 The Depot Duty Manager must ensure the vehicle is loaded in the correct manner as per the delivery schedule.

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- 3.2.7 Periodic route evaluation and re-routing' exercises must also take into account establishment delivery windows. Any planned changes must be submitted to HMPS for approval, prior to any trial of a new routing or permanent change to delivery windows. This must be agreed with establishments in the first instance. Any changes made without formal agreement will be seen as contract non-compliance by the Authority.
- 3.2.8 If alcohol or products containing alcohol, forms part of any split loading, it must be delivered before arriving at an establishment.
- 3.2.9 Drivers are not allowed to smoke in the establishment given that it is likely the areas they will deliver to are designated non-smoking areas.

6 3.3 Delivery Windows

- 3.3.1 All establishments have agreed strict delivery windows times.
- 3.3.2 Access to establishments outside the agreed window time may not be permitted. If the driver is unable to deliver within the agreed window they must contact their Line Manager without any delay. The company will contact the establishment and arrange an agreeable time for the delivery and report back to the driver. The company may need to put their contingency plans into operation to fulfil the establishment's urgent requirements.

7 3.4 Pre Departure Checks

- 3.4.1 Initiate a daily check to ensure that all drivers about to embark on a prison delivery have all of the necessary paper work, approved identification, suitable equipment to unload the vehicle, checked that orders are complete and loaded on the vehicle in a way that makes for an efficient delivery, and a copy of the Drivers Handbook.
- 3.4.2 Ensure, especially relief and Agency drivers, are aware of their route to match the loading on the vehicle and know where the relevant establishments are situated. A briefing on the requirements of HMPS deliveries be given to the relief or agency driver. This may be in the form of a script or memory notes outlining the salient points for the establishment being visited.
- 3.4.3 Drivers are dressed in accordance with the company's policy on corporative clothing.

8 3.5 Drivers De-Brief

- 3.5.1 Drivers de-brief should take place on the drivers return to the depot. Drivers should be encouraged to record details of any incident that may have occurred during the delivery. This may include contact by a prisoner, difficulty with HMPS Staff, poor loading, damaged goods, outstanding returnable containers or other noteworthy events (see additional notes under Making a Delivery). Resulting from the de-briefing if there are any issues which are causing concern to the driver it must be reported back to the establishment by phone, and then followed up in a written format (e-mail / letter).

9 4. DRIVERS HANDBOOK

10 4.1 Important Points about the Drivers Handbook

- 4.1.1 It must be kept in your vehicle at all times.
- 4.1.2 The Handbook is an important document and must be read and fully understood before attempting to make deliveries to Prison Establishments.
- 4.1.3 If you are unsure about any of your duties and responsibilities, or you do not fully understand any part of this handbook, consult your Line Manager who will give you further advice.

11 4.2 Load Security

- 4.2.1 It is the responsibility of the driver to ensure:-
 - That the vehicle's load is secure at all times
 - The vehicle is not over loaded
 - The load is evenly distributed
 - All pallets are securely wrapped and appropriately supported
 - All cages are secured using load restraints
 - All cage deliveries have a maximum loaded weight of 350 kilograms.
 - All pallet deliveries have a maximum loaded weight of 800 kilograms.

NOTE Webbing straps can be used to secure the cage or load. If used, the webbing straps must stay on the vehicle and be accounted for before leaving the unloading area. Any missing webbing straps must be reported to the escorting officer before moving the vehicle. An inventory of straps and other equipment on all vehicles should be maintained and checked on a regular basis.

12 4.3 Before Departing from the Depot

- 4.3.1 Regular and relief company drivers delivering to the prisons must carry their company photo identification badges. Depots should contact the establishment to provide details of change to a regular driver.
- 4.3.2 Agency Drivers must have a photo identification i.e driving licence, passport.
- 4.3.3 You should ensure that you have all necessary paperwork for the deliveries and equipment to unload the vehicle. Your paperwork should be compatible to the load plan for your vehicle.
- 4.3.4 No alcohol, or products containing alcohol, will be permitted on prison property; this must be delivered before arriving at an establishment.
- 4.3.5 If you know a prisoner who is held at any of the establishments which you are delivering to, tell your Line Manager before leaving the depot.
- 4.3.6 There is no authorised drop off points at establishments where you can leave goods unattended.
- 4.3.7 Medication and prescription drugs should be kept to the minimum you require for that working session.
Large quantities of medication and prescription drugs should not be taken in to establishments as this may cause problems when vehicle or the person are searched. You should advise the escorting staff of any medication you have in your possession when they initially search the vehicle on entry to the establishment, this will then be dealt with in accordance with the local security strategy.

13 4.4 Delivery Windows

- 4.4.1 All establishments have strict delivery windows, the delivery must be completed within these times. Deliveries will not normally be accepted outside these windows. Due to other timed activities at establishments, if you have not completed your delivery within your approved window time, you may not be allowed to complete the unloading and requested to leave the establishment. You must contact your Line Manager, so they can arrange an agreeable time for you to re-enter the establishment to complete the delivery.
- 4.4.2 If you become aware that you will not be able to meet any specified delivery window, you should immediately advise your Line Manager in order that this can be communicated to the establishment in a timely manner.

14 4.5 Communication

- 4.5.1 Drivers should:
- Maintain regular contact with their home depot
 - Always seek advice from your Line Manager whenever you are unsure about any aspect of your work
 - Communicate the cause and likely duration of any delays to your Line Manager
 - Be polite and act in a professional manner at all times
 - Ask for clarification on any unclear instructions given by HMPS staff
 - Inform prison staff and your Line Manager if approached by a prisoner for any reason not connected to the delivery
 - Report any behaviour by prisoners that is unusual or would suggest a pattern of behaviour that would lead to conditioning, i.e. the prisoner being overly friendly or performing delivery tasks as a favour or giving a helping hand. Be aware of every day questions about home life or other delivery points connected with your work.
 - Be mindful of who is listening to you when talking to staff about home life or work related information.

15 4.6 Prison Specific Delivery Requirements/Process

- 4.6.1 Whilst adhering to company standard procedures, there are a number of additional requirements that must be complied with:
- 4.6.2 Drivers should remain polite and helpful when making deliveries, no matter how trying the circumstances. If you have a dispute with the gate staff prior to entry to the establishment; please contact your manager for guidance. Once within the establishment drivers must always follow Prison staff instructions and adhere to the speed limits and the constraints of escorting staff walking behind the vehicle.
- 4.6.3 Unloading should not commence until the escort staff indicate it is appropriate to do so. The cab should be locked and keys handed to escorting staff whilst unloading takes place.
- 4.6.4 It is important to remember that there are stringent security protocols in effect at establishments which may at first appear abrupt and occasionally invasive. Drivers are expected to deal with these protocols in a professional and courteous manner. Their purpose is to ensure the safety of all concerned.
- 4.6.5 If you are given an instruction which is unclear, or you do not understand, please ask for further clarification from the member of staff.
- 4.6.6 Drivers are not allowed to smoke in the establishment given that it is likely the areas they will deliver to are designated non-smoking areas.

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4.6.7 A notice is displayed at the entrance to an establishment or at the gate providing information on the major issues relating to visiting an establishment. **(SEE ANNEX 1)**

4.6.8 On arrival drivers must observe the following points:

- Observe all speed limits and traffic directives in force on crown property.
- When stationary ensure your vehicle engine is turned off.
- The vehicle must be securely locked before reporting to the main gate.
- Report to the main gate taking your ID and paperwork for the delivery or collection with you.
- The vehicle must not obstruct the gate to such an extent that it interferes with the free-flow of vehicles.
- You must always hand in any detachable mobile phones (including personal mobile phones), satellite navigation aids, accident recording camera at the main gate. These will be returned when leaving the establishment.
- Any permanently fitted cab-phone, satellite navigational aids, accident recording camera must be switched off and must remain off until you leave the establishment.
- If the vehicle is fitted with a manufactures vehicle management monitoring systems which must remain live at all times and which cannot be disabled or switched off, this must be reported to the gate keeper before entering the establishment.
- Medication and prescription drugs should be kept to the minimum you require them for that working session. You should advise the escorting staff of any medication you have in your possession when they initially search the vehicle on entry to the establishment, this will then be dealt with in accordance with the local security strategy.
- If you have not delivered or collected from the establishment before, always ask the gate staff about the procedures for visiting drivers; this will ensure the prompt completion of your visit.
- If you are carrying knives of any kind or any item which could be classed as a weapon, these must also be handed in at the gate.
- If found on the vehicle when in the establishment this could be classed as trafficking, which is a criminal offence
- No alcohol is permitted in an establishment. If found on the vehicle when in the establishment this could be classed as trafficking, which is a criminal offence
- Establishment Governors have the right to add other items to the banned list, an example being aerosols. You are encouraged to declare any item at the gate that you are unsure about to guard against confusion/embarrassment/potential prosecution.
- Ensure that you remove any cigarettes, lighters and personal items including letters from sight.
- If you have any operational tools which could be classed as a weapon (e.g. vehicle cranking bar or hook) these must be declared.
- Vehicles are searched when entering or leaving the establishment Please ensure you conform with the points above to save delays and any embarrassment to yourself or your company. If the search is to include a sniffer dog please see 4.7.1 (Searches Using Sniffer Dogs)

4.6.9 Making the Delivery

- Prison staff will usually escort you to and from the delivery point. Escorting officers are not permitted to travel in contractors vehicles.

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- For the avoidance of doubt, when escorted, you must always travel at the speed of the walking escorting officer and ensure you have visual contact with the escorting officer at all times.
- When going through internal gates you must wait until the escorting officer has closed and locked the gates. The escorting officer will instruct you when to continue with your journey.
- Never allow any third party to board your vehicle or its load area, particularly prisoners. It is your responsibility to unload/load your vehicle.
- Always ensure that your vehicle engine is switched off and the cab is securely locked with the keys removed whilst making the delivery.
- The Delivery Note must be signed and dated by the receiving member of staff. Under no circumstances are prisoners authorised to sign for the goods delivered. The load will be checked and signed for if possible, due to the size and complexity of some deliveries it is not practical on all occasions for a full check to be made on delivery and goods will be signed as unchecked at point of delivery. Discrepancies will be advised within 24 hours. This will allow the vehicle to leave and other deliveries to other areas to be made.
- You must undertake a check to ensure all your webbing straps and securing bars are accounted for before leaving the unloading area. If any items are missing you must make the escorting officer aware of the situation before moving the vehicle.
- Do not enter into conversations with prisoners (other than those directly related to receipt of the goods or as general good manners whilst delivering).
- Do not give prisoners anything. It may seem innocent enough to reward them with a cigarette for helping to unload / load your vehicle, this could result in prisoners demanding more which can end in trafficking for them.
- Immediately inform a member of the prison staff before leaving the establishment if a prisoner asks you to take out or bring items into the establishment for them. This is classed as trafficking which is a criminal offence. You must also inform your depot transport management on return.
- If you find yourself accepting anything (eg a letter or package) from a prisoner– do NOT attempt to give it back. Inform your escorting officer immediately and pass the package to them. Upon leaving the establishment, contact the depot immediately and notify them of any such incident.
- If you see a prisoner that you know (family / friend etc.), you must report this to the gate staff or your escorting officer immediately. This must be reported back to your manager as part of the de-briefing.

4.6.10 Departure from the prison site

- Before leaving the site ensure you have collected all returnable cages, pallets and boxes. If you are unable to collect all the returnable items awaiting for collection this must be reported back to your Line Manager as part of the Drivers De-brief
- Remember: to collect your belongings, e.g. mobile phones, etc., from the main gate before leaving the site
- Before leaving you will need to pass on details of your next designation and contact details in case an issue arises from your delivery
- Ensure you remain with your escort until dismissed
- Prison speed limits and traffic directives remain in force until you rejoin the public highway

16 4.7 Prison Service Right of Search

4.7.1 HMPS staff may wish to search your vehicle and/or your person in order to ensure the continued security of the establishment. This could occur when entering or leaving the establishment. This is in line with Prison Rule 71 which states that:

"(1) Any person or vehicle entering or leaving a prison may be stopped, examined and searched and in addition any such person may be photographed, fingerprinted or required to submit to other physical measurement.

(1A) Any such search of a person shall be carried out in as seemly a manner as is consistent with discovering anything concealed about the person or their belongings.

(2) The governor may direct the removal from a prison of any person "who does not leave on being required to do so."

4.7.2 This may include a level A or B personal rub down search (similar to airport security) This is in accordance with paragraph 2.53 of PSI 49/2010 which provides that "Local arrangements and procedures must be in place that direct which vehicles are searched on entry and exit and the level of searching to be conducted on the driver and any passengers, to be set out in local security strategies."

4.7.3 In exceptional circumstances a full search of the person may be required to maintain the security of the establishment, this will include the removal and search of clothing. Visitors to prisons are not routinely full searched except where there is a power to search without consent under Firearms Act 1968 and Misuse of Drugs Act 1971 and the Police and Criminal Evidence Act 1084 (PACE S32). For example, a full search may be conducted if there is reasonable cause to suspect the subject is carrying a firearm for the purpose of committing an indictable offence; if there is reasonable cause to suspect the subject is carrying a class A, B or C controlled drug; or if an officer of the prison has arrested the subject and there is reasonable cause to suspect they are a danger to self or others or they are carrying something which may be used to escape from arrest or which might be evidence relating to an offence. However, less intrusive methods will be considered before a decision to full search is made.

4.7.4 **Searches Using Sniffer Dogs in Cargo Area**

- If the establishment wish to search the cargo compartment of the vehicle with sniffer dogs it will immediately render any food products on the vehicle unfit for human consumption. You should request that the Head of Security is informed of this and that the establishment will be charged for the full replacement cost of any food product within the vehicle.
- If your vehicle is carrying any food related products, offer to remove the establishments consignment, do not allow the dog to stand on the tail lift. The consignment can then be searched independently of any other delivery still on the vehicle.
- The searched consignment must not go back onto the vehicle. The establishments will have to make alternative arrangements to have the consignment taken to the delivery destination
- If you are carrying no food items on the vehicle, the establishment has the right to use a sniffer dog to search the cargo area

4.7.5 **Searches Using Sniffer Dogs in Drivers Cab area**

- It is more likely to be the driver's cab that the establishment wants to search with a prison dog. The prison service has the right to search the cab of the vehicle with a sniffer dog.

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- If subject to a search you should remove all personal items from the vehicle's cab, including food, spare items of uniform, personal possessions etc before the dog enters the cab. You must allow a member of staff to manually search these items without using a sniffer dog.

17.5. OPERATIONAL/DRIVER 'ISSUES/WHAT IF?' CHECKLIST

Issue	You need to.....	Your Manager will	HMPS Will
<i>If refused entry to the establishment or You are awaiting an escort</i>	Try to establish how long before you will be allowed entry into the establishment. If the delay is cause for concern then contact your depot immediately.	Contact the Nominated Manager at the establishment and advise driver as to reason for delay and action to take – this may include making other deliveries and returning to the establishment later.	Facilitate delivery of goods into the prison.
<i>I have lost/forgotten my company ID badge. or photo ID</i>	This should be notified to your Line Manager BEFORE you depart, as this may affect your ability to gain entry to Establishments. If lost in the establishment, report it to the escorting officer before leaving the establishment	Ensure the establishment will accept the delivery from the driver by contacting the establishment You may need to make alternative arrangements if necessary.	HMPS will try and facilitate delivery of goods into the prison if approval is given. Escorting Officer will inform Security without delay.
<i>What clothing can I wear?</i>	At all times when making a delivery you must be wearing clothing that meets the company policy for clothing	Ensure the driver is wearing corporative clothing as per the company policy.	If the driver is not wearing suitable clothing report it back to the transport manager at the supplier's depot.
<i>I expect to miss the agreed delivery window (for any reason)</i>	Contact the depot immediately, who will establish the correct course of action.	Contact the establishment and advise them of delay. Confirm action to be taken – this may include a later delivery or the dispatch of an alternative vehicle	Facilitate delivery of goods into the prison. If necessary keep the driver informed if waiting at the gate.
<i>There is a product missing / mis-picked / damaged goods on the delivery</i>	Complete your claim-form or make a note and telephone your depot immediately on leaving the establishment to notify them of any shortages etc. – When checking the goods at the point of delivery, make sure that you are dealing with a member of staff and not prisoners	Progress as per normal procedures to ensure credit notes are issued or the shortfall is made up within agreed times	Ensure items are accurately receipted and credit requests are submitted to suppliers within agreed times
<i>Prison staff ask to search my vehicle / personal belongings</i>	(See section 3.8 Searches Using Sniffer Dogs,	Make all arrangements necessary to ensure delivery to other customers are not affected and seek advice from RPU regarding invoicing for any compromised product.	Facilitate payment of invoice for compromised product and investigate reasons for search. Do not prolong the delay of the vehicle if other customer's goods are on the vehicle.
<i>I am caught in a prison lock- down</i>	Seek advice on the length of time you will be delayed. If expected to be over 30 minutes ask the accompanying officer for use of a prison land-line to Contact the depot immediately, to establish the correct course of action. DO NOT USE THE CABPHONE (which was switched off before entering the establishment).	Contact the establishment to see how long the vehicle will be held in the establishment. Make alternative delivery arrangements if necessary for other customers.	Keep driver informed.
<i>I am refused entry to the prison due to other issues at the prison (e.g. Problem with prisoners)</i>	Try to establish an expected time for being allowed entry and then contact your depot immediately, to establish the correct course of action. Do not simply drive away with a view to returning later.	Contact the Establishment and advise driver as to reason for delay and action to be taken. This may include making other deliveries and returning to the establishment later.	Ensure alternative arrangements are made to allow the vehicle to enter outside its normal window times.

<i>Returnable containers are not available to collect / swap.</i>	Advise your Line Manager as part of the de-briefing when you return to your depot.	Contact the Establishment and remind them the containers are returnable and you will collect the remaining containers on the next delivery	Ensure all empty returnable containers are available for collection on next delivery
<i>I have a disagreement with the prison establishment staff</i>	Do not "argue" with any prison staff, simply refer your concerns upon return to the depot during debrief. For any urgent queries, telephone your transport department immediately outside the establishment	Contact the establishment and advise them of the problem between your driver and their staff. If you are concerned raise with your Account Manager	Deal with issues raised as quickly and thoroughly as possible, escalating if necessary.
<i>A prisoner attempts to start a conversation with me, Examples may include...</i> <ul style="list-style-type: none"> • asking for cigarettes, • "can you post a letter – I've just missed the post" 	Do not enter into conversations with prisoners (other than those directly related to receipt of the goods or for general good manners whilst delivering). If in doubt, seek assistance from prison staff. It may seem innocent enough but you must not give a prisoner anything even if it is only ONE cigarette. If you find yourself accepting anything (eg a letter or package) from a prisoner– do NOT attempt to give it back. Inform your escorting officer immediately and pass the package to them. Upon leaving the establishment, also contact the depot immediately and notify them of any such incident.	Please make a note of the matter in case of future queries.	Ensure the prisoner will not be able to make contact with the driver for future deliveries
<i>If you know a prisoner held at the establishment which you are going to deliver to</i>	Tell your manager before leaving the depot, alternative arrangements may be able to be made by your manager.	Make alternative arrangements where possible and ensure that the establishment are informed. Ensure future deliveries are made by a driver unconnected to the prisoner.	Facilitate delivery of goods into the prison and ensure gate staff and security are informed. Ensure the prisoner will not be able to make contact with the driver
<i>I recognise a prisoner whilst making the delivery</i>	If you have seen a prisoner that you know (family / friend etc.), please report this to your escorting officer immediately.	Ensure future deliveries are made by a driver unconnected to the prisoner.	Facilitate delivery of goods into the prison and ensure gate staff and security are informed.

186. ANNEX 1: NOTICE AT THE ENTRANCE OF AN ESTABLISHMENT

Under the Prison Act 1952 it is a criminal offence for any person:

- i. to help a prisoner to escape or attempt to escape; the maximum penalty is 10 years imprisonment (s. 39)
- ii. without authority to convey or cause another person to convey in or out of the establishment, or to
a prisoner, or to leave in a place intending it to come into the possession of a prisoner:
 - (a) A controlled drug, explosive, firearm, offensive weapon; maximum penalty is 10 years imprisonment or an unlimited fine or both (s. 40B)
 - (b) Alcohol, mobile telephone, camera, sound-recording device; maximum penalty is 2 years imprisonment or an unlimited fine or both (s. 40C)
 - (c) Tobacco, money, computer equipment or any other item listed in Rule 70A of Prison Rules; maximum penalty is a fine (s. 40C)
- iii. without authority to take a photograph or make a sound recording within a prison or convey a restricted document out of a prison; maximum penalty is 2 years imprisonment or an unlimited fine or both (s. 40D).

197. ANNEX 2: LIST OF PROHIBITED AND CONTROLLED ITEMS

Prohibited Items

These are items or articles that are not permitted under any circumstances within the prison establishment:

Explosives Wax Weapons Cameras (including video cameras) Magnets Mobile Phone Bluetooth Headsets and Technology	Aerosols Wire Drugs (none HCC) Toy Guns Mobile Phones Alcohol Metal cutlery Mobile phone SIM cards	Game Stations with an Internal Modem
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Controlled Items

These are items or articles that must be carefully monitored when in the prison

Tools Matches Yeast Clingfilm Chewing Gum Rope Vinegar Games Consoles of any description Computer Software Syringes	Skips Ladders Solvents Bleach Personal Audio Equipment DVD's and DVD Players Computer Memory Devices Money (limit £100) Alarm clocks	Glue Tin Foil Video Dustbins Foods CD's Electrical equipment of any nature
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Schedule H Pricing and Payment

H1 Prices as provided in the tender submission fixed for the initial 12 month period.

Schedule I Commercially Sensitive Information

Schedule H – Pricing information and schedule.

Schedule J Monitoring and Management Information

J1.1 The following are the Key Performance Indicators relevant to this contract and shall be presented in a report 2 weeks prior to the quarterly review meetings.

Indicator	Measurement	Target
Product Quality	Level of Returns	<2%
Product Recalls	No of Product Recalls	<1%
Non availability of Products	Notify within 48 hours of receipt of order	100%
On Time Delivery	Delivered within 5 working days of receipt of order	98%
Order Fill Rate	Complete Orders	98%
Management of Complaints	Resolved within Agreed Timescales	97%
Compliance	No of incidents relating to Environmental or Health and Safety	100%
MI Reporting	Providing MI Reports within agreed timescales	100%
Invoice Accuracy	Number of Invoice Queries	<2%

Schedule K Training and Apprenticeships

K1 N/A

Schedule L Confidential Contract Information Exceptions

N/A

Schedule M Publicity and Audit Requirements

M1.1 N/A

