



Contract Reference Number: TfL 93857

Date: 13 June 2018

**Contract for Liability Claims  
Handling Services**

**between**

***Transport for London***

**and**

**Gallagher Bassett International Ltd**

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**THIS CONTRACT** is made the 13 day of June 2018

**BETWEEN:**

- (1) Transport for London, a statutory corporation whose principal place of business is at 55 Broadway, London SW1H 0BD ("**the Authority**");
- (2) Gallagher Bassett International Ltd, a company registered in England and Wales (Company Registration Number **1844276**) whose registered office is at High Point, Sandy Hill Business Park, Tamworth, B77 4DU ("**the Service Provider**").

**RECITALS:**

- A. The Authority wishes the Service Provider to provide the Services (as particularised in Schedule 3 and in accordance with the Service Provider's proposal) and the Service Provider is willing to provide the Services to the Authority on the terms and conditions set out in the Contract.
- B. The Service Provider should be aware that the Authority does not offer any guarantee or minimum volume of the Services that may be delivered under this Contract and does not offer any exclusivity to the Service Provider.

**THE PARTIES AGREE THAT:**

1. **Definitions and Interpretation**

In the Contract (including the Recitals):

- 1.1 unless the context indicates otherwise the following expressions shall have the following meanings:

**"Affected Party"** has the meaning given to it in Clause 26.3;

**"Authority Assets"** means any assets (whether tangible or intangible), materials, resources, systems, networks, connectivity and other equipment, machinery and facilities owned by or licensed to the Authority or any member of the Authority Group;

**"Authority Group"** shall mean where the Authority is:

- (a) TfL, TfL in its own right and as holding company of all its subsidiaries (as defined in section 1159 of the Companies Act 2006) from time to time together and reference to any "**member of the Authority Group**" shall refer to TfL or any such

subsidiary; and

- (b) the Greater London Authority (GLA), the GLA, TfL, the Mayor's Office for Policing and Crime, the London Fire and Emergency Planning Authority, London Legacy Development Corporation and the Old Oak and Park Royal Development Corporation ("**Functional Bodies**") each in their own right and as holding companies of all of their subsidiaries (as defined in section 1159 of the Companies Act 2006) from time to time together and reference to any "**member of the Authority Group**" shall refer to the GLA, any Functional Body or any such subsidiary;

**"Authority Premises"**

any land or premises (including temporary buildings) owned or occupied by or on behalf of any member of the Authority Group;

**"Business Day"**

any day excluding Saturdays, Sundays or public or bank holidays in England;

**"Cessation Plan"**

a plan agreed between the Parties or determined by the Authority pursuant to Clauses 28.1 to 28.5 (inclusive) to give effect to a Declaration of Ineffectiveness or Clauses 28.6 to 28.10 (inclusive) to give effect to a Public Procurement Termination Event;

**"Charges"**

the charges payable by the Authority, in consideration of the due and proper performance of the Services in accordance with the Contract, as specified in or calculated in accordance with Schedule 4 as the same may be varied from time to time in accordance with Clause 26.6 or Clause 31;

**"Confidential Information"**

all information (whether written or verbal) that by its nature may reasonably be regarded as confidential to the Authority (or any member of the Authority Group) whether commercial, financial, technical or otherwise, and including information which relates to the business affairs, customers, suppliers, products, software, telecommunications, networks, trade secrets, know-how or

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|                                      | personnel of the Authority Group);  |
| <b>“Contract”</b>                    | this contract, including the Schedules and all other documents referred to in this contract;  |
| <b>“Contract Commencement Date”</b>  | the date for commencement of the Contract specified in Schedule 1;  |
| <b>“Contract Information”</b>        | (i) the Contract in its entirety (including from time to time agreed changes to the Contract) and (ii) data extracted from the invoices submitted pursuant to Clause 5 which shall consist of the Service Provider’s name, the expenditure account code, the expenditure account code description, the document number, the clearing date and the invoice amount;   |
| <b>“Contract Manager”</b>            | the person named as such in Schedule 1 or such other person as notified to the Service Provider by the Authority;   |
| <b>“Data Protection Legislation”</b> | means: <ul style="list-style-type: none"> <li>(a) any legislation in force from time to time in the United Kingdom which implements the European Community’s Directive 95/46/EC and Directive 2002/58/EC, including but not limited to the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003;</li> <li>(b) from 25 May 2018 only, the Regulation (EU) 2016/679 on the protection of natural persons with regard to the Processing of personal data and on the free movement of such data (the "<b>General Data Protection Regulation</b>");</li> <li>(c) any other legislation in force from time to time in the United Kingdom relating to privacy and/or the Processing of Personal Data; and</li> <li>(d) any statutory codes of practice issued by the Information Commissioner in relation to such</li> </ul> |

legislation.

**“Declaration of Ineffectiveness”**

a declaration of ineffectiveness in relation to this Contract made by a Court of competent jurisdiction pursuant to Regulation 98 of the Public Contracts Regulations 2015 or Regulations 113(2)(a) or 118(3) of the Utilities Contracts Regulations 2016;

**“Force Majeure Event”**

any of the following: riot, civil unrest, war, act of terrorism, threat or perceived threat of act of terrorism, fire, earthquake, extraordinary storm, flood, abnormal weather conditions or other natural catastrophe or strikes, lock-outs or other industrial disputes to the extent that such event has materially affected the ability of the Affected Party to perform its obligations in accordance with the terms of the Contract but excluding any such event insofar as it arises from or is attributable to the wilful act, omission or negligence of the Affected Party or the failure on the part of the Affected Party to take reasonable precautions to prevent such Force Majeure Event or its impact;

**“Holding Company”**

any company which from time to time directly or indirectly controls the Service Provider as set out by section 1159 of the Companies Act 2006;

**“Insolvency Event”**

any of the following:

- (a) either or both of the Service Provider or the Holding Company making any voluntary arrangement with its creditors or becoming subject to an administration order;
- (b) a receiver, administrative receiver, manager, or administrator being appointed over all or part of the business of either or both of the Service Provider or the Holding Company;
- (c) being a company, either or both of the Service Provider or the Holding Company having passed a resolution for its winding-up or being subject to a petition for its winding-up (except

for the purposes of a voluntary amalgamation, reconstruction or other re-organisation without insolvency);

- (d) either or both of the Service Provider or the Holding Company ceasing or threatening to cease to carry on its business for any reason or being unable to pay its debts within the meaning of the Insolvency Act 1986;
- (e) being an individual or firm, the Service Provider becoming bankrupt or dying;
- (f) any similar event to those in (a) to (e) above occurring in relation to either or both of the Service Provider or the Holding Company under the law of any applicable jurisdiction for those purposes;

**“Intellectual Property Rights”**

any patent, know-how, trade mark or name, service mark, design right, copyright, rights in passing off, database right, rights in commercial or technical information, any other rights in any invention, discovery or process and any other intellectual property rights, in each case whether registered or unregistered and including applications for the grant of any such rights and all rights or forms of protection having equivalent or similar effect in each case in the United Kingdom and anywhere else in the world;

**“Key Personnel”**

the Service Provider’s key personnel named in Schedule 1;

**“Losses”**

all costs (including legal costs and costs of enforcement), expenses, liabilities (including any tax liability), injuries, direct loss, damages, claims, demands, proceedings and judgments;

**“Milestone”**

an event which is the completion of one or more of the specified activities as may be set out in the Project Plan;

**“Parties”**

the Authority and the Service Provider (including their successors and permitted

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|   | assignees) and <b>“Party”</b> shall mean either of them as the case may be;  |
| <b>“Personal Data”</b>                          | has the meaning given to it in the Data Protection Legislation;  |
| <b>“Processing”</b>                             | has the meaning given to it in the Data Protection Legislation;  |
| <b>“Procurement Manager”</b>                    | the person named as such in Schedule 1 and referred to in Clause 7 or such other person as notified to the Service Provider by the Authority;  |
| <b>“Project Plan”</b>                           | the plan (if any) for implementation including (without limitation) project delivery set out in Schedule 5, developed and agreed by the Parties in relation to the performance and timing of the Services under the Contract which may include Milestones; |
| <b>“Public Procurement Termination Event”</b>   | has the meaning given to it in Clause 28.7;  |
| <b>“Public Procurement Termination Grounds”</b> | any one or more of the grounds described either in Regulation 73(1) of the Public Contracts Regulations 2015 or Regulation 89(1) of the Utilities Contracts Regulations 2016;  |
| <b>“Service Commencement Date”</b>              | the date for commencement of the Services set out in Schedule 1;   |
| <b>“Service Provider Equipment”</b>             | the equipment and materials of whatsoever nature used by the Service Provider in providing the Services which do not themselves form part of the Services and in which title is not intended to pass to the Authority under the Contract;                  |
| <b>“Service Provider’s Personnel”</b>           | all such persons, including (without limitation) employees, officers, suppliers, sub-contractors and agents of the Service Provider, as are engaged in the performance of any of the Services and including the Key Personnel;                             |
| <b>“Services”</b>                               | (a) subject to Clause 26.6 all or any part of the services to be provided to, or activities to be undertaken and completed for, the Authority by the   |

Service Provider under the Contract as detailed in the Specification including any variations to such services or activities pursuant to Clause 31; and

(b) any services, functions or responsibilities which may be reasonably regarded as incidental to the foregoing services or activities and which may be reasonably inferred from the Contract;

**“Specification”** the specification and other requirements set out in Schedule 3;

**“Supply Chain Finance Option”** has the meaning given to it in paragraph 1 of Part B of Schedule 6;

**“Term”** the period during which the Contract continues in force as provided in Clause 2 and Schedule 1;

**“TfL”** Transport for London, a statutory corporation established under the Greater London Authority Act 1999;

**“Transparency Commitment”** means the Authority’s commitment to publish its contracts, tender documents and data from invoices received in accordance with the Local Government Transparency Code 2015 and the Authority’s own published transparency commitments;

**“VAT”** means value added tax as provided for in the Value Added Tax Act 1994 and any tax replacing the same or of a similar nature.

1.2 a reference to the singular includes the plural and vice versa, and a reference to any gender includes all genders;

1.3 a reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended or re-enacted by any subsequent statute, enactment, order, regulation or instrument and shall include all statutory instruments or orders made pursuant to it whether replaced before or after the date of execution of the Contract;

1.4 a reference to any document other than as specified in Clause 1.3 and save as expressed otherwise shall be construed as a reference to the document as at the date of execution of the Contract;

- 1.5 headings are included in the Contract for ease of reference only and do not affect the interpretation or construction of the Contract;
- 1.6 references to Clauses and Schedules are, unless otherwise provided, references to clauses of, and schedules to, the Contract and any reference to a paragraph in any Schedule shall, in the absence of provision to the contrary, relate to the paragraph in that Schedule;
- 1.7 in the event, and only to the extent, of any conflict between the Clauses and the Schedules, the Clauses prevail, except where:
  - 1.7.1 the conflicting part of the Schedule is explicitly expressed to take precedence; or
  - 1.7.2 the conflict is with a provision in Schedule 2 (Special Conditions of Contract), in which case the provisions in Schedule 2 shall prevail;
- 1.8 the Schedules form part of the Contract and will have the same force and effect as if expressly set out in the body of the Contract;
- 1.9 the expression “person” means any individual, firm, body corporate, unincorporated association, partnership, government, state or agency of a state or joint venture; and
- 1.10 the words “including”, “includes” and “included” will be construed without limitation unless inconsistent with the context.

## 2. **Commencement and Duration**

- 2.1 The Contract commences on the Contract Commencement Date and continues in force for the duration stated in Schedule 1 unless terminated earlier in accordance with Clause 26.

## 3. **The Services**

- 3.1 The Service Provider:
  - 3.1.1 shall provide the Services to the Authority from the Service Commencement Date in accordance with the Contract;
  - 3.1.2 acknowledges that it has sufficient information about the Authority and the Specification and that it has made all appropriate and necessary enquiries to enable it to perform the Services in accordance with the Contract;
  - 3.1.3 shall neither be entitled to any additional payment nor excused from any obligation or liability under the Contract due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Specification or otherwise to the Contract; and

- 3.1.4 shall comply with all lawful and reasonable directions of the Authority relating to its performance of the Services.
- 3.2 Notwithstanding anything to the contrary in the Contract, the Authority's discretion in carrying out its statutory duties shall not be fettered or otherwise constrained or affected by any provision of the Contract;
- 3.3 The Service Provider shall provide the Services:
- 3.3.1 with the high degree of skill, care and diligence normally exercised by recognised professional firms or by highly skilled and experienced service providers providing services of a similar scope, type and complexity to the Services and with sufficient resources including project management resources;
  - 3.3.2 in conformance in all respects with the Specification and so that they fulfil the purpose indicated by or to be reasonably inferred from the Specification;
  - 3.3.3 in a safe manner and free from any unreasonable or avoidable risk to any person's health and well-being and in an economic and efficient manner; and
  - 3.3.4 so that they are properly managed and monitored and shall immediately inform the Authority if any aspect of the Contract is not being or is unable to be performed.
- 3.4 Where in the reasonable opinion of the Authority the Service Provider has failed to provide the Services or any part of them in accordance with the Contract, the Service Provider shall, without prejudice to any of the Authority's other rights, re-perform the Services or part thereof as requested by the Authority at no additional cost and within such period of time as reasonably specified by the Authority.
- 3.5 Where reasonably requested to do so by the Authority and provided the Service Provider is willing to so contract, the Service Provider shall contract with such other member(s) of the Authority Group as on the terms of this Contract with only the necessary changes of Parties' details being made.
- 3.6 Throughout the term of the Contract the Service Provider shall when required give to the Authority such written or oral advice or information regarding any of the Services as the Authority may reasonably require.
- 3.7 Where a format for electronic receipt of orders by the Service Provider is set out in Schedule 1, the Service Provider shall, unless the Authority requires otherwise, receive orders in such format and shall maintain its systems to ensure that it is able to do so throughout the Term.

#### **4. Charges**

- 4.1 The Service Provider shall invoice the Authority in accordance with the procedures set out in Clause 5 and in consideration of, and subject to the

due and proper performance of the Services by the Service Provider in accordance with the Contract, the Authority shall pay the Service Provider the Charges in accordance with those procedures and with the other terms and conditions of the Contract.

- 4.2 The Service Provider is not entitled to reimbursement for expenses unless such expenses are specified in Schedule 4 or have been incurred with the prior written consent of the Authority, in which case the Service Provider shall supply appropriate evidence of expenditure in a form acceptable to the Authority.
- 4.3 All Charges exclude any VAT which may be chargeable, which will be payable in addition to the sum in question at the rate and in the manner for the time being prescribed by law on delivery of a valid VAT invoice.

## 5. **Payment Procedures and Approvals**

- 5.1 The Service Provider shall invoice the Authority in respect of the Charges:
  - 5.1.1 where no Milestones are specified in Schedule 4, at such dates or at the end of such periods as may be specified in Schedule 1; or
  - 5.1.2 if specified in Schedule 4, on completion of each Milestone provided that any preceding Milestones have been completed in accordance with the Contract,

and shall not make any separate charge for submitting any invoice.

- 5.2 The Service Provider shall submit invoices to the postal address set out in Schedule 1 or, where an electronic format for submission of invoices is set out in Schedule 1, such electronic format shall, unless the Authority requires otherwise, be used. Each such invoice shall contain all information required by the Authority including the Contract Reference Number, SAP order number, Service Provider's name, address and bank account details to which payment should be made, a separate calculation of VAT and a brief description of the Services provided. Invoices shall be clear, concise, accurate, and adequately descriptive to avoid delays in processing subsequent payment.
- 5.3 In the event of a variation to the Services in accordance with the Contract that involves the payment of additional charges to the Service Provider, the Service Provider shall identify these separately on the relevant invoices.
- 5.4 The Authority shall consider and verify each invoice, which is submitted by the Service Provider in accordance with this Clause 5, in a timely manner. If the Authority considers that the Charges claimed by the Service Provider in any invoice have:
  - 5.4.1 been correctly calculated and that such invoice is otherwise correct, the invoice shall be approved and payment shall be made by bank transfer (Bank Automated Clearance System (BACS)) or such other method as the Authority may choose from time to time within

30 days of receipt of such invoice or such other time period as may be specified in Schedule 1;

- 5.4.2 not been calculated correctly or if the invoice contains any other error or inadequacy, the Authority shall notify the Service Provider and the Parties shall work together to resolve the error or inadequacy. Upon resolution, the Service Provider shall submit a revised invoice to the Authority.

The Authority shall not be entitled to treat any properly submitted invoice as disputed or incorrect solely due to its own undue delay in considering and verifying it.

- 5.5 No payment made by the Authority (including any final payment) or act or omission or approval by the Authority or Contract Manager or Procurement Manager (whether related to payment or otherwise) shall:

- 5.5.1 indicate or be taken to indicate the Authority's acceptance or approval of the Services or any part of them or any act or omission of the Service Provider, or otherwise prejudice any rights, powers or remedies which the Authority may have against the Service Provider, or absolve the Service Provider from any obligation or liability imposed on the Service Provider under or by virtue of the Contract; or

- 5.5.2 prevent the Authority from recovering any amount overpaid or wrongfully paid including payments made to the Service Provider by mistake of law or fact. Without prejudice to Clause 17, the Authority shall be entitled to withhold such amount from any sums due or which may become due to the Service Provider or the Authority may recover such amount as a debt.

- 5.6 Except where otherwise provided in the Contract (Schedule 1), the Charges shall be inclusive of all costs of staff, facilities, equipment, materials and other expenses whatsoever incurred by the Service Provider in discharging its obligations under the Contract.

- 5.7 Interest shall accrue at the rate of two percent (2%) above the base rate of the Bank of England from time to time on all sums due and payable under this Contract from the due date until the date of actual payment (both before and after judgement). All such interest shall be calculated on the basis of the actual number of days elapsed, over a three hundred and sixty five (365) day year and compounded at monthly intervals. The parties agree that this provision constitutes a substantial remedy for late payment of any sum payable under the Contract in accordance with s8(2) of the Late Payment of Commercial Debts (Interest) Act 1998.

## 6. **Warranties and Obligations**

6.1 Without prejudice to any other warranties expressed elsewhere in the Contract or implied by law, the Service Provider warrants, represents and undertakes to the Authority that:

6.1.1 the Service Provider:

6.1.1.1 has full capacity and authority and all necessary licences, permits, permissions, powers and consents (including, where its procedures so require, the consent of its Holding Company) to enter into and to perform the Contract; and

6.1.1.2 is aware of the purposes for which the Services are required and acknowledges that the Authority is reliant upon the Service Provider's expertise and knowledge in the provision of the Services; and

6.1.1.3 is entering into this Contract as principal and not as agent for any person and that it will act as an independent contractor in carrying out its obligations under this Contract;

6.1.2 the Contract is executed by a duly authorised representative of the Service Provider;

6.1.3 NOT USED

6.1.4 all documents, drawings, computer software and any other work prepared or developed by the Service Provider or supplied to the Authority under the Contract shall not infringe any Intellectual Property Rights or any other legal or equitable right of any person.

6.2 Each warranty and obligation in this Clause 6 shall be construed as a separate warranty or obligation (as the case may be) and shall not be limited or restricted by reference to, or reference from, the terms of any other such warranty or obligation or any other term of the Contract.

## 7. **Operational Management**

7.1 The Authority authorises the Contract Manager to act as the Authority's representative for the Contract.

7.2 The Service Provider shall deal with the Contract Manager (or his or her nominated representative) in respect of all matters arising under the Contract, except as set out below or unless otherwise notified by the Authority:

7.2.1 variations to the Contract;

7.2.2 any matter concerning the terms of the Contract; and

7.2.3 any financial matter (including any issues in Schedule 4),  
which shall be referred to the Procurement Manager.

7.3 The Service Provider shall, at the Authority's request, provide promptly to the Authority at no additional cost such reports on the provision of the Services as the Authority may reasonably request.

## 8. **Service Provider's Personnel**

8.1 The Parties confirm that the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended do not apply on the Contract Commencement Date or the expiry or termination of this Contract.

8.2 Nothing in this Contract will render the Service Provider's Personnel, an employee, agent or partner of the Authority or Authority Group by virtue of the provision of the Services by the Service Provider under the Contract, and the Service Provider shall be responsible for making appropriate deductions for tax and national insurance contributions from the remuneration paid to the Service Provider's Personnel.

8.3 The Service Provider shall provide the Service Provider's Personnel as necessary for the proper and timely performance and management of the Services in accordance with the Contract. All personnel deployed on work relating to the Contract shall have the appropriate qualifications and competence, be properly managed and supervised and in these and any other respects be acceptable to the Authority.

8.4 Without prejudice to any of the Authority's other rights, powers or remedies, the Authority may (without liability to the Service Provider) deny access to any Service Provider's Personnel to any Authority Premises and/or require that any Service Provider's Personnel be immediately removed from performing the Services if such Service Provider's Personnel in the Authority's view have not been properly trained in any way required by this Contract, are otherwise incompetent, negligent, guilty of misconduct or could be a danger to any person. The Authority shall notify the Service Provider of such denial and/or requirement in writing and the Service Provider shall comply with such notice and provide a suitable replacement (with the Contract Manager's prior consent in the case of Key Personnel).

8.5 The Service Provider shall give the Authority, if so requested, full particulars of all persons who are or may be at any time employed on the Contract and shall take all reasonable steps to avoid changes to any of its staff designated in the Contract as Key Personnel. The Service Provider shall give the Authority reasonable notice of any proposals to change Key Personnel and Clause 8.3 shall apply to the proposed replacement personnel.

8.6 Notwithstanding Clause 8.1, the Service Provider shall indemnify, keep indemnified and hold harmless the Authority from and against all Losses which the Authority or other member of the Authority Group incur or suffer in relation to the Service Provider's Personnel or any person who may allege to

be the same (whenever such Losses may arise) or any failure by the Service Provider to comply with Clause 8.4.

8.7 The Service Provider shall provide training to the Authority's personnel (including its employees, officers, suppliers, sub-contractors and agents) as specified in Schedule 1.

## 9. **Sub-Contracting and Change of Ownership**

9.1 The Service Provider shall not assign or sub-contract all or any part of the Services without the prior written consent of the Authority, which may be refused or granted subject to such conditions as the Authority sees fit.

9.2 Where the Service Provider sub-contracts all or any part of the Services to any person, the Service Provider shall:

9.2.1 ensure that such person is obliged to comply with all of the obligations and duties of the Service Provider under the Contract insofar as they relate to the Services or part of them (as the case may be) which that sub-contractor is required to provide;

9.2.2 be responsible for payments to that person;

9.2.3 remain solely responsible and liable to the Authority for any breach of the Contract or any performance, non-performance, part-performance or delay in performance of any of the Services by any sub-contractor to the same extent as if such breach, performance, non-performance, part-performance or delay in performance had been carried out by the Service Provider;

9.2.4 on or before the Contract Commencement Date or the Service Commencement Date (whichever is the earlier), notify the Authority in writing of the name, contact details and details of the legal representatives of any such sub-contractor (of any tier), to the extent that such information has not already been provided by the Service Provider to the Authority under the Contract;

9.2.5 promptly notify the Authority in writing of any change to the information notified under Clause 9.2.4 and provide in writing the name, contact details and details of the legal representatives of each such sub-contractor (of any tier) who is engaged after the Contract Commencement Date or the Service Commencement Date (whichever is the earlier);

9.2.6 without prejudice to the provisions of Clause 12, ensure compliance with the Bribery Act 2010 and any guidance issued by the Secretary of State under it when appointing any such sub-contractor;

9.2.7 include a term in each sub-contract (of any tier):

- 9.2.7.1 requiring payment to be made by the Service Provider or (in respect of a sub-contract below the first tier) the payer under the relevant sub-contract, to the sub-contractor within a specified period not exceeding 30 days from receipt of a valid and undisputed invoice as defined by the sub-contract requirements;
- 9.2.7.2 a requirement that any invoices for payment submitted by the sub-contractor are considered and verified by the Service Provider, or (in respect of a sub-contract below the first tier) the payer under the relevant sub-contract, in a timely manner and that any undue delay in doing so shall not in itself be sufficient justification for failing to treat an invoice as being valid and undisputed under the sub-contract requirements;
- 9.2.7.3 entitling the Service Provider or (in respect of a sub-contract below the first tier) the payer under the relevant subcontract to terminate that sub-contract if the relevant sub-contractor fails to comply in the performance of its contract with legal obligations in the fields of environmental, social or labour law; and
- 9.2.7.4 a requirement that the sub-contractor includes a provision having the same effect as Clause 9.2.7.3 above in any sub-contract it awards.

9.3 The Service Provider shall give notice to the Authority within 10 Business Days where:

- 9.3.1 there is any change in the ownership of the Service Provider where such change relates to 50% or more of the issued share capital of the Service Provider; and
- 9.3.2 there is any change in the ownership of the Holding Company where such change relates to 50% or more of the issued share capital of the Holding Company; and
- 9.3.3 (in the case of an unincorporated Service Provider) give notice to the Authority if there is any change in the management personnel of the Service Provider, which alone or taken with any other change in management personnel not previously notified to the Authority, equates to a change in the identity of 50% or more of the management personnel of the Service Provider.

Upon the occurrence of any of the events referred to at Clauses 9.3.1 – 9.3.3 above, the Authority shall have the right to terminate the Contract.

10. **Conflict of Interest**

- 10.1 The Service Provider warrants that it does not and will not have at the Contract Commencement Date or Service Commencement Date any interest in any matter where there is or is reasonably likely to be a conflict of interest with the Services or any member of the Authority Group, save to the extent fully disclosed to and approved by the Authority.
- 10.2 The Service Provider shall check for any conflict of interest at regular intervals throughout the Term and in any event not less than once in every six months and shall notify the Authority in writing immediately upon becoming aware of any actual or potential conflict of interest with the Services or any member of the Authority Group and shall work with the Authority to do whatever is necessary (including the separation of staff working on, and data relating to, the Services from the matter in question) to manage such conflict to the Authority's satisfaction, provided that, where the Authority is not so satisfied, it may terminate the Contract in accordance with Clause 26.1.4.

11. **Access to Premises and Assets**

- 11.1 Subject to Clause 8.4 any access to either or both of any Authority Premises or Authority Assets made available to the Service Provider in connection with the proper performance of the Contract shall be free of charge and shall be used by the Service Provider solely for the purpose of performing the Services during the Term in accordance with the Contract provided, for the avoidance of doubt, the Service Provider shall be responsible for its own costs or travel including either or both of any congestion charging or low emission zone charging. The Service Provider shall:
- 11.1.1 have the use of such Authority Premises as licensee and shall not have or purport to claim any sole or exclusive right to possession or to possession of any particular part of such Authority Premises;
  - 11.1.2 vacate such Authority Premises upon the termination or expiry of the Contract or at such earlier date as the Authority may determine;
  - 11.1.3 not exercise or purport to exercise any rights in respect of any Authority Premises in excess of those granted under this Clause 11.1;
  - 11.1.4 ensure that the Service Provider's Personnel carry any identity passes issued to them by the Authority at all relevant times and comply with the Authority's security procedures as may be notified by the Authority from time to time;
  - 11.1.5 not damage the Authority Premises or any assets on Authority Premises; and
  - 11.1.6 return immediately to the Authority in good working order and satisfactory condition (in the reasonable opinion of the Authority) all

Authority Assets used by the Service Provider or the Service Provider's Personnel in the performance of the Services.

11.2 Nothing in this Clause 11 shall create or be deemed to create the relationship of landlord and tenant in respect of any Authority Premises between the Service Provider and any member of the Authority Group.

11.3 The Authority shall be under no obligation to provide office or other accommodation or facilities or services (including telephony and IT services) to the Service Provider except as may be specified in Schedule 1.

## 12. **Compliance with Policies and Law**

12.1 The Service Provider, at no additional cost to the Authority:

12.1.1 undertakes to procure that all the Service Provider's Personnel comply with all of the Authority's policies and standards that are relevant to the performance of the Services including TfL's Code of Conduct (which is available on TfL's website, [www.tfl.gov.uk](http://www.tfl.gov.uk) and those relating to safety, security, business ethics, drugs and alcohol and any other on site regulations specified by the Authority. The Authority shall provide the Service Provider with copies of such policies and standards on request;

12.1.2 shall provide the Services in compliance with and shall ensure that the Service Provider's Personnel comply with all requirements of all Acts of Parliament, statutory instruments, court orders, regulations, directives, European Community decisions (insofar as legally binding), bye-laws, treaties and other regulatory requirements relevant to either or both of the Service Provider's or the Authority's business, from time to time in force which are or may become applicable to the Services. The Service Provider shall promptly notify the Authority if the Service Provider is required to make any change to the Services for the purposes of complying with its obligations under this Clause 12.1.2;

12.1.3 without limiting the generality of Clause 12.1.2, shall comply with all relevant enactments in force from time to time relating to discrimination in employment and the promotion of equal opportunities;

12.1.4 acknowledges that the Authority is under a duty under section 149 of the Equality Act 2010 to have due regard to the need to eliminate unlawful discrimination on the grounds of sex, marital or civil partnership status, race, sexual orientation, religion or belief, age, pregnancy or maternity, gender reassignment or disability (a "**Relevant Protected Characteristic**") (as the case may be) and to promote equality of opportunity between persons who share a Relevant Protected Characteristic and persons who do not share it. In providing the Services, the Service Provider shall assist and cooperate with Authority where possible in satisfying this duty;

12.1.5 where possible, shall provide the Services in such a manner as to:

12.1.5.1 promote equality of opportunity for all persons irrespective of their race, sex, disability, age, sexual orientation or religion;

12.1.5.2 eliminate unlawful discrimination; and

12.1.5.3 promote good relations between persons of different racial groups, religious beliefs and sexual orientation;

12.1.6 the Service Provider shall:

12.1.6.1 NOT USED;

12.1.6.2 obey directions from the Authority with regard to the conduct of the Contract in accordance with the duties referred to in Clauses 12.1.4. - 12.1.5;

12.1.6.3 assist, and consult and liaise with, the Authority with regard to any assessment of the impact on and relevance to the Contract of the duties referred to in Clauses 12.1.4. - 12.1.5;

12.1.6.4 on entering into any contract with a sub-contractor in relation to this Contract, impose obligations upon the sub-contractor to comply with this Clause 12.1.6 as if the sub-contractor were in the position of the Service Provider;

12.1.6.5 provide to the Authority, upon request, such evidence as the Authority may require for the purposes of determining whether the Service Provider has complied with this Clause 12.1.6. In particular, the Service Provider shall provide any evidence requested within such timescale as the Authority may require, and co-operate fully with the Authority during the course of the Authority's investigation of the Service Provider's compliance with its duties under this Clause 12.1.6; and

12.1.6.6 inform the Authority forthwith in writing should it become aware of any proceedings brought against it in connection with this Contract by any person for breach of the Equality Act 2010.

12.1.7 NOT USED

12.1.8 NOT USED

12.1.9 without limiting the generality of Clause 12.1.2, shall comply with the Bribery Act 2010 and any guidance issued by the Secretary of State under it; and

12.1.10 where applicable to the Service Provider and without limiting the generality of Clause 12.1.2, shall comply with the Modern Slavery Act 2015 and any guidance issued by the Secretary of State under it.

In all cases, the costs of compliance with this Clause 12.1 shall be borne by the Service Provider.

**13. Corrupt Gifts and Payment of Commission**

The Service Provider shall not, and shall ensure that its employees, agents and sub-contractors do not, pay any commission, fees or grant any rebates to any employee, officer or agent of any member of the Authority Group nor favour any employee, officer or agent of any member of the Authority Group with gifts or entertainment of significant cost or value nor enter into any business arrangement with employees, officers or agents of any member of the Authority Group other than as a representative of the Authority, without the Authority's prior written approval.

**14. Limitation of Liability**

14.1 Nothing in this Contract excludes or limits the Service Provider's liability for:

14.1.1 death or personal injury caused by its negligence;

14.1.2 fraud or fraudulent misrepresentation;

14.1.3 any liability which cannot legally be excluded or limited;

14.2 Subject to Clause 14.1 the Service Provider's total aggregate liability (whether arising for breach of contract, tort negligence or breach of statutory duty or otherwise) arising out of and/or in connection with this Contract shall be limited to [REDACTED] ([REDACTED] [REDACTED] [REDACTED]) for any one occurrence and [REDACTED] ([REDACTED]) in aggregate per annum.

**15. Quality and Best Value**

15.1 The Service Provider acknowledges that the Authority is a best value authority for the purposes of the Local Government Act 1999 and as such the Authority is required to make arrangements to secure continuous improvement in the way it exercises its functions (having regard to a combination of economy, efficiency and effectiveness) and, as such, the Service Provider shall, where reasonably requested by the Authority, participate in any relevant best value review.

15.2 NOT USED

**16. Records, Audit and Inspection**

16.1 The Service Provider shall, and shall procure that its sub-contractors shall:

- 16.1.1 maintain a complete and correct set of records pertaining to all activities relating to the performance of the Services and the Service Provider's obligations under the Contract and all transactions entered into by the Service Provider for the purposes of the Contract (including time-sheets for the Service Provider's Personnel where such records are material to the calculation of the Charges) ("**Records**"); and
  - 16.1.2 retain all Records during the Term and for a period of not less than 6 years (or such longer period as may be required by law), except Records containing Personal Data (as defined in section 1(1) of the Data Protection Act 1998) which shall only be retained for as long as necessary, following termination or expiry of the Contract ("**Retention Period**").
- 16.2 The Authority and any person nominated by the Authority has the right to audit any and all Records at any time during the Retention Period on giving to the Service Provider what the Authority considers to be reasonable notice (whether in writing or verbally) and at any reasonable time to inspect any aspect of the Service Provider's performance of the Services (including compliance with Clause 12.1) and the Service Provider shall give all reasonable assistance to the Authority or its nominee in conducting such inspection, including making available documents and staff for interview.

17. **Set-Off**

All damages, costs, charges, expenses, debts, sums or other amounts owing (contingently or otherwise) to or incurred by the Authority arising out of or attributable to this Contract or any other contract between the Authority and the Service Provider may be deducted by the Authority from monies due or which may become due to the Service Provider under this Contract or under any other contract with any member of the Authority Group may recover such amount as a debt.

18. **Indemnity**

- 18.1 Subject to Clause 18.2, the Service Provider is responsible for and shall indemnify, keep indemnified and hold harmless each of the Authority and all other members of the Authority Group (including their respective employees, sub-contractors and agents) ("**the Indemnified Party**") against all Losses which the Indemnified Party incurs or suffers as a consequence of any breach or negligent performance of the Contract by the Service Provider (or any of the Service Provider's Personnel) (including in each case any non-performance or delay in performance of the Contract) or of any breach of statutory duty, misrepresentation or misstatement by the Service Provider (or any of its employees, agents or sub-contractors).
- 18.2 The Service Provider is not responsible for and shall not indemnify the Authority for any Losses to the extent that such Losses are caused by any breach or negligent performance of any of its obligations under the Contract

by the Authority or any other member of the Authority Group including by any of their respective employees, agents or sub-contractors.

## 19. Insurance

19.1 The Service Provider will at its sole cost maintain employer's liability as required by law and insurance cover in the sums as set out in this clause (in terms approved by the Authority) in respect of the following to cover the Services (the "Insurances") and will ensure that the Authority's interest is noted on each and every policy or that any relevant insurance includes an Indemnity to Principal clause:

19.1.1 NOT USED

19.1.2 insurance to cover the loss or damage to any item related to the Services;

19.1.3 professional indemnity insurance in the sum of not less than [REDACTED] ([REDACTED]) for any one occurrence and [REDACTED] ([REDACTED]) in the aggregate per annum and shall be renewed for a period of 6 years (or such other period as the Authority may stipulate) following the expiry or termination of the Contract.

19.2 The insurance cover will be maintained with a reputable insurer.

19.3 The Service Provider will produce evidence to the Authority on reasonable request of the insurance policies set out in Clause 19.1 and payment of all premiums due on each policy.

19.4 The Service Provider warrants that nothing has or will be done or be omitted to be done which may result in any of the insurance policies set out in Clause 19.1 being or becoming void, voidable or unenforceable.

19.5 In the event that any of the Insurances are cancelled or not renewed, the Service Provider shall immediately notify the Authority and shall at its own cost arrange alternative Insurances with an insurer or insurers acceptable to the Authority.

## 20. The Authority's Data

20.1 The Service Provider acknowledges the Authority's ownership of Intellectual Property Rights which may subsist in the Authority's data. The Service Provider shall not delete or remove any copyright notices contained within or relating to the Authority's data.

20.2 The Service Provider and the Authority shall each take reasonable precautions (having regard to the nature of their other respective obligations under the Contract) to preserve the integrity of the Authority's data and to prevent any corruption or loss of the Authority's data.

## 21. **Intellectual Property Rights**

- 21.1 The Service Provider hereby grants to the Authority a perpetual, irrevocable, royalty-free and transferable licence free of charge to use all Intellectual Property Rights in all documents, drawings, computer software and any other work prepared or developed by or on behalf of the Service Provider in the provision of the Services (the “**Products**”).
- 21.2 The Service Provider shall provide the Authority with copies of all materials relied upon or referred to in the creation of the Products.
- 21.3 The Service Provider shall have no right (save where expressly permitted under the Contract or with the Authority’s prior written consent) to use any trademarks, trade names, logos or other Intellectual Property Rights of the Authority.
- 21.4 The Service Provider shall ensure that all royalties, licence fees or similar expenses in respect of all Intellectual Property Rights used in connection with the Contract have been paid and are included within the Charges.

## 22. **Privacy, Data Protection and Cyber Security**

- 22.1 The Service Provider shall comply with all of its obligations under Data Protection Legislation and, if Processing Personal Data on behalf of the Authority, shall only carry out such Processing for the purposes of providing the Services in accordance with Schedule 2 of this Contract.
- 22.2 The Service Provider must follow the 10 Steps to Cyber Security issued by the National Cyber Security Centre.

## 23. **Confidentiality and Announcements**

- 23.1 Subject to Clause 24, the Service Provider will keep confidential:
  - 23.1.1 the terms of this Contract; and
  - 23.1.2 any and all Confidential Information that it may acquire in relation to the Authority.
- 23.2 The Service Provider will not use the Authority’s Confidential Information for any purpose other than to perform its obligations under this Contract. The Service Provider will ensure that its officers and employees comply with the provisions of Clause 23.1.
- 23.3 The obligations on the Service Provider set out in Clause 23.1 will not apply to any Confidential Information:
  - 23.3.1 which either of the Parties can demonstrate is in the public domain (other than as a result of a breach of this Clause 23);

- 23.3.2 which a Party is required to disclose by order of a court of competent jurisdiction or a relevant regulatory body but then only to the extent of such required disclosure;
  - 23.3.3 to the extent that such disclosure is to the Secretary for Transport (or the government department responsible for public transport in London for the time being) the Office of Rail Regulation, or any person or body who has statutory responsibilities in relation to transport in London and their employees, agents and sub-contractors; or
  - 23.3.4 to the extent that such disclosure is to the Service Provider's legal advisors or insurers for the purpose relating to the provision of the Services.
- 23.4 The Service Provider shall keep secure all materials containing any information in relation to the Contract and its performance.
- 23.5 The Service Provider shall not communicate with representatives of the general or technical press, radio, television or other communications media in relation to the existence of the Contract or that it is providing the Services to the Authority or in relation to any matter under or arising from the Contract unless specifically granted permission to do so in writing by the Authority. The Authority shall have the right to approve any announcement before it is made.
- 23.6 The provisions of this Clause 23 will survive any termination of this Contract for a period of 6 years from termination.

## 24. **Freedom of Information and Transparency**

24.1 For the purposes of this Clause 24:

24.1.1 **"FOI Legislation"** means the Freedom of Information Act 2000, all regulations made under it and the Environmental Information Regulations 2004 and any amendment or re-enactment of any of them and any guidance or statutory codes of practice issued by the Information Commissioner, the Ministry of Justice or the Department for Environment Food and Rural Affairs (including in each case its successors or assigns) in relation to such legislation;

24.1.2 **"Information"** means information recorded in any form held by the Authority or by the Service Provider on behalf of the Authority; and

24.1.3 **"Information Access Request"** means a request for any Information under the FOI Legislation.

24.2 The Service Provider acknowledges that the Authority:

24.2.1 is subject to the FOI Legislation and agrees to assist and co-operate with the Authority to enable the Authority to comply with its obligations under the FOI Legislation; and

- 24.2.2 may be obliged under the FOI Legislation to disclose Information without consulting or obtaining consent from the Service Provider.
- 24.3 Without prejudice to the generality of Clause 24.2, the Service Provider shall and shall procure that its sub-contractors (if any) shall:
- 24.3.1 transfer to the Contract Manager (or such other person as may be notified by the Authority to the Service Provider) each Information Access Request relevant to the Contract, the Services or any member of the Authority Group that it or they (as the case may be) receive as soon as practicable and in any event within two (2) Business Days of receiving such Information Access Request; and
- 24.3.2 in relation to Information held by the Service Provider on behalf of the Authority, provide the Authority with details about and copies of all such Information that the Authority requests and such details and copies shall be provided within five (5) Business Days of a request from the Authority (or such other period as the Authority may reasonably specify), and in such forms as the Authority may reasonably specify.
- 24.4 The Authority shall be responsible for determining whether Information is exempt from disclosure under the FOI Legislation and for determining what Information will be disclosed in response to an Information Access Request in accordance with the FOI Legislation.
- 24.5 The Service Provider shall not itself respond to any person making an Information Access Request, save to acknowledge receipt, unless expressly authorised to do so by the Authority.
- 24.6 The Service Provider acknowledges that the Authority is subject to the Transparency Commitment. Accordingly, notwithstanding Clause 23.1 and Clause 24, the Service Provider hereby gives its consent for the Authority to publish the Contract Information to the general public.
- 24.7 The Authority may in its absolute discretion redact all or part of the Contract Information prior to its publication. In so doing and in its absolute discretion the Authority may take account of the exemptions/exceptions that would be available in relation to information requested under the FOI Legislation.
- 24.8 The Authority may in its absolute discretion consult with the Service Provider regarding any redactions to the Contract Information to be published pursuant to Clause 24.6. The Authority shall make the final decision regarding both publication and redaction of the Contract Information.
25. **Dispute Resolution**
- 25.1 The Authority and the Service Provider shall use all reasonable endeavours to negotiate in good faith and settle any dispute or difference that may arise out of or relate to the Contract (“**Dispute**”) before resorting to litigation.

- 25.2 If the Dispute is not settled through discussion between the Contract Manager and a representative of the Service Provider within a period of seven (7) Business Days of the date on which the Dispute arose, the Parties may refer the Dispute in writing to a director or chief executive (or equivalent) ("**Senior Personnel**") of each of the Parties for resolution.
- 25.3 If the Dispute is not resolved within 14 Business Days of referral to the Senior Personnel, the Parties shall attempt in good faith to resolve the Dispute through entry into a structured mediation or negotiation with the assistance of a mediator. Either Party may give notice to the other Party ("**Notice**") to commence such process and the Notice shall identify one or more proposed mediators.
- 25.4 If the Parties are unable to agree on a mediator, or if the agreed mediator is unable or unwilling to act within 28 Business Days of the service of the Notice, either Party may apply to the Centre for Effective Dispute Resolution ("**CEDR**") in London to appoint a mediator. The costs of that mediator shall be divided equally between the Parties or as the Parties may otherwise agree in writing.
- 25.5 Where a dispute is referred to mediation under Clause 25.3, the Parties will attempt to settle such Dispute by mediation in accordance with the model mediation procedures published by CEDR or such other procedures as the mediator may recommend.
- 25.6 If the Parties reach agreement on the resolution of the Dispute, such agreement shall be recorded in writing and once signed by the Parties' authorised representatives, shall be final and binding on the Parties.
- 25.7 If either Party refuses at any time to participate in the mediation procedure and in any event if the Parties fail to reach agreement on the Dispute within 40 Business Days of the service of the Notice either Party may commence proceedings in accordance with Clause 40.
- 25.8 For the avoidance of doubt, the Service Provider shall continue to provide the Services in accordance with the Contract and without delay or disruption while the Dispute is being resolved pursuant to this Clause 25.
- 25.9 Neither Party shall be prevented from, or delayed in, seeking any order for specific performance or for interim or final injunctive relief as a result of the provisions of this Clause 25 and Clause 25 shall not apply in respect of any circumstances where such remedies are sought.

## 26. **Breach and Termination of Contract**

- 26.1 Without prejudice to the Authority's right to terminate at common law, the Authority may terminate the Contract immediately upon giving notice to the Service Provider if:

26.1.1 In addition and without prejudice to Clauses 26.1.2 to 26.1.6 (inclusive), the Service Provider has committed any material or

persistent breach of the Contract and in the case of such a breach that is capable of remedy fails to remedy that breach within 10 Business Days (or such other timeframe as specified in writing by the Authority) from the date of written notice to the Service Provider giving details of the breach and requiring it to be remedied;

- 26.1.2 the Service Provider is subject to an Insolvency Event;
  - 26.1.3 in the event that there is a change of ownership referred to in Clause 9.3 or the Service Provider is in breach of Clause 9.3;
  - 26.1.4 the Authority is not satisfied on the issue of any conflict of interest in accordance with Clause 10;
  - 26.1.5 the Service Provider or any of its officers, employees or agents commits any act of bribery described in the Bribery Act 2010; or
  - 26.1.6 the Service Provider commits any of the money laundering related offences listed in the Public Contracts Regulations 2015; or
  - 26.1.7 the Service Provider fails to comply in the performance of the Services with legal obligations in the fields of environmental, social or labour law.
- 26.2 Without prejudice to any of the Authority's other rights, powers or remedies (whether under the Contract or otherwise) if the Service Provider is in breach of any of its warranties, or obligations either under Clause 6 or any other provision of this Contract, the Service Provider shall, if required to do so by the Authority, promptly remedy and/or re-perform the Services or part of them at its own expense to ensure compliance with such warranties and obligations. Nothing in this Clause 26.2 shall prevent the Authority from procuring the provision of any Services or any remedial action in respect of any Services from an alternative contractor and, where the Authority so procures any Services or any remedial action, the Authority shall be entitled to recover from the Service Provider all additional cost, loss and expense incurred by the Authority and attributable to the Authority procuring such Services or remedial action from such alternative contractor.
- 26.3 Neither Party shall be deemed to be in breach of the Contract, or otherwise liable to the other Party in any manner whatsoever, for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is due to a Force Majeure Event. If a Force Majeure Event has continued for more than 8 weeks from the date on which that Force Majeure Event first arose and is having a material adverse effect on either Party's performance of its obligations under the Contract ("**the Affected Party**"), then for as long as such Force Majeure Event continues and has that effect, the Party not affected by such Force Majeure Event ("**Innocent Party**") may terminate the Contract immediately upon giving notice to the Affected Party. If the Contract is terminated in accordance with this Clause 26.3 then without prejudice to any rights and liabilities which accrued prior to termination the

Affected Party shall not be liable to the Innocent Party by reason of such termination.

- 26.4 Without prejudice to the Authority's right to terminate the Contract under Clause 26.1 or to terminate at common law, the Authority may terminate the Contract at any time without cause subject to giving the Service Provider written notice of the period specified in Schedule 1, provided that this Clause 26.4 may be disapplied by notice to that effect in Schedule 1.
- 26.5 Without prejudice to the Authority's right to terminate the Contract under Clauses 26.1, 26.4 or at common law, the Authority may terminate the Contract at any time following a Declaration of Ineffectiveness in accordance with the provisions of Clause 28.
- 26.6 To the extent that the Authority has a right to terminate the Contract under this Clause 26 then, as an alternative to termination, the Authority may by giving notice to the Service Provider require the Service Provider to provide part only of the Services with effect from the date specified in the Authority's notice ("**Change Date**") whereupon the provision of the remainder of the Services will cease and the definition of "the Services" shall be construed accordingly. The Charges applicable with effect from the Change Date will be adjusted proportionately or if in the Authority's opinion a proportionate adjustment would not be reasonable in such manner as the Authority may determine.

**27. Consequences of Termination or Expiry**

- 27.1 Notwithstanding the provisions of Clause 23, wherever the Authority chooses to put out to tender for a replacement service provider some or all of the Services, the Service Provider shall disclose to tenderers such information concerning the Services as the Authority may require for the purposes of such tender and shall also comply with all requirements as are set out at Schedule 8. The Service Provider may impose upon any recipient of such information such obligations of confidentiality as it may require.
- 27.2 The termination or expiry of the Contract shall not prejudice or affect any right, power or remedy which has accrued or shall accrue to either Party prior to or after such termination or expiry.
- 27.3 Upon expiry or termination of the Contract (howsoever caused):
  - 27.3.1 the Service Provider shall, at no further cost to the Authority:
    - 27.3.1.1 take all such steps as shall be necessary to agree with the Authority a plan for the orderly handover of Services to the Authority (or its nominee), such that the Services can be carried on with the minimum of interruption and inconvenience to the Authority and to effect such handover; and

27.3.1.2 on receipt of the Authority's written instructions to do so (but not otherwise), arrange to remove all electronically held information by a mutually agreed date, including the purging of all disk-based information and the reformatting of all disks, except, subject to the confidentiality obligations pursuant to Clause 23, the Service Provider may retain a copy of such information as are necessary for regulatory or compliance purposes only.

27.3.2 the Authority shall (subject to Clauses 17, 27.1 and 27.4 and the provisions of any security for due performance supplied by the Service Provider) pay the Service Provider any Charges remaining due in relation to any Services properly performed in accordance with the Contract up to the date of termination or expiry calculated so far as is possible in accordance with Schedule 4 or otherwise reasonably determined by the Authority.

27.4 On termination of all or any part of the Contract, the Authority may enter into any agreement with any third party or parties as the Authority thinks fit to provide any or all of the Services and (save where terminated under Clause 26.4) the Service Provider shall be liable for all additional expenditure reasonably incurred by the Authority in having such services carried out and all other costs and damages reasonably incurred by the Authority in consequence of such termination. The Authority may deduct such costs from the Charges or otherwise recover such costs from the Service Provider as a debt.

## **28. Declaration of Ineffectiveness and Public Procurement Termination Event**

28.1 In the event that a court makes a Declaration of Ineffectiveness, the Authority shall promptly notify the Service Provider. The Parties agree that the provisions of Clause 27 and Clauses 28.1, 28.2, 28.4 to 28.6 (inclusive) and 28.12 shall apply as from the time when the Declaration of Ineffectiveness is made.

28.2 The Declaration of Ineffectiveness shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such Declaration of Ineffectiveness in respect of the period prior to the Declaration of Ineffectiveness, save as otherwise expressly provided to the contrary in Clauses 28.1 to 28.6 inclusive.

28.3 During any court proceedings seeking a Declaration of Ineffectiveness, the Authority may require the Service Provider to prepare a Cessation Plan in accordance with this Clause 28.3 by issuing a notice in writing. As from the date of receipt by the Service Provider of such notification from the Authority, the Parties (acting reasonably and in good faith) shall agree or, in the absence of such agreement, the Authority shall reasonably determine an appropriate Cessation Plan with the object of achieving:

28.3.1 an orderly and efficient cessation of the Services or (at the Authority's request) a transition of the Services to the Authority or such other entity as the Authority may specify; and

28.3.2 minimal disruption or inconvenience to the Authority or to customers of the Services or to public passenger transport services or facilities,

in accordance with the provisions of Clauses 28.2 to 28.6 (inclusive) and which the Parties agree would have effect in the event that a Declaration of Ineffectiveness is made.

28.4 Where there is any conflict or discrepancy between the provisions of Clause 27 and Clauses 28.2 to 28.6 (inclusive) and 28.12 or the Cessation Plan, the provisions of these Clauses 28.2 to 28.6 (inclusive) and 28.12 and the Cessation Plan shall prevail.

28.5 The Parties will comply with their respective obligations under the Cessation Plan (as agreed by the Parties or, where agreement cannot be reached, as reasonably determined by the Authority) in the event that a Declaration of Ineffectiveness is made.

28.6 The Authority shall pay the Services Provider's reasonable costs in assisting the Authority in preparing, agreeing and complying with the Cessation Plan. Such costs shall be based on any comparable costs or Charges agreed as part of this Contract or as otherwise reasonably determined by the Authority. Provided that the Authority shall not be liable to the Service Provider for any loss of profit, revenue, goodwill or loss of opportunity as a result of the early termination of this Contract pursuant to any Declaration of Ineffectiveness.

28.7 Without prejudice to the Authority's rights of termination implied into the Contract by Regulation 73(3) of the Public Contracts Regulations 2015 or Regulation 89(3) of the Utilities Contracts Regulations 2016, in the event that the Authority exercises its right to terminate pursuant to this Clause 28.7 (a "**Public Procurement Termination Event**"), the Authority shall promptly notify the Service Provider and the Parties agree that:

28.7.1 the provisions of Clause 27 and these Clauses 28.7 to 28.12 (inclusive) shall apply as from the date of receipt by the Service Provider of the notification of the Public Procurement Termination Event; and

28.7.2 if there is any conflict or discrepancy between the provisions of Clause 27 and these Clauses 28.7 to 28.12 or the Cessation Plan, the provisions of these Clauses 28.7 to 28.12 and the Cessation Plan shall prevail.

28.8 Termination on the Public Procurement Termination Grounds shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such termination on Public Procurement Termination Grounds, in respect of the period prior to such

termination, save as otherwise expressly provided in Clauses 28.7 to 28.11 inclusive.

28.9 As from the date of receipt by the Service Provider of the notification of the termination on Public Procurement Termination Grounds, the Parties (acting reasonably and in good faith) shall agree or, in the absence of such agreement, the Authority shall reasonably determine an appropriate Cessation Plan with the object of achieving:

28.9.1 an orderly and efficient cessation or (at the Authority's election) a transition to the Authority or such other entity as the Authority may specify of: (i) the Services; or (at Authority's election), (ii) the part of the Services which are affected by the Public Procurement Termination Grounds; and

28.9.2 minimal disruption or inconvenience to the Authority or to customers of the Services or to public passenger transport services or facilities,

in accordance with the provisions of these Clauses 28.7 to 28.11 (inclusive) and to take account of the circumstances of the Public Procurement Termination Grounds.

28.10 Upon agreement, or determination by the Authority, of the Cessation Plan the Parties will comply with their respective obligations under the Cessation Plan.

28.11 The Authority shall pay the Service Provider's reasonable costs in assisting the Authority in preparing, agreeing and complying with the Cessation Plan. Such costs shall be based on any comparable costs or Charges agreed as part of this Contract or as otherwise reasonably determined by the Authority, provided that the Authority shall not be liable to the Service Provider for any loss of profit, revenue, goodwill or loss of opportunity as a result of the early termination of this Contract as a result of Public Procurement Termination Grounds.

28.12 For the avoidance of doubt, the provisions of this Clause 28 (and applicable definitions) shall survive any termination of the Contract following a Declaration of Ineffectiveness or termination on Public Procurement Termination Grounds.

## 29. **Survival**

The provisions of Clauses 1, 3.1.3, 4, 5, 6.1.4, 8.1, 9.2.2, 9.2.3, 11.1.1, 11.1.2, 11.1.5, 11.2, , 16-20 (inclusive), 21.2, 22-25 (inclusive), 27, 28-31 (inclusive), 33-40 (inclusive) and any other Clauses or Schedules that are necessary to give effect to those Clauses shall survive termination or expiry of the Contract. In addition, any other provision of the Contract which by its nature or implication is required to survive the termination or expiry of the Contract shall do so.

30. **Rights of Third Parties**

- 30.1 Save that any member of the Authority Group has the right to enforce the terms of the Contract in accordance with the Contracts (Rights of Third Parties) Act 1999 ("**Third Party Act**"), the Parties do not intend that any of the terms of the Contract will be enforceable by virtue of the Third Party Act by any person not a party to it.
- 30.2 Notwithstanding Clause 30.1, the Parties are entitled to vary or rescind the Contract without the consent of any other person including any member of the Authority Group.

31. **Contract Variation**

Save where the Authority may require an amendment to the Services and/or this Contract is amended pursuant to the Service Provider's exercise of any Supply Chain Finance Option, the Contract may only be varied or amended with the written agreement of both Parties. Save for any variations or amendments to reflect the Service Provider's exercise of any Supply Chain Finance Option (the mechanism for which is set out at Part B of Schedule 6) the details of any variations or amendments shall be set out in such form as the Authority may dictate and which may be substantially in the form set out in Part A of Schedule 6 and shall not be binding upon the Parties unless completed in accordance with such form of variation.

32. **Novation**

- 32.1 The Authority may novate or otherwise transfer the Contract (in whole or in part).
- 32.2 Within 10 Business Days of a written request from the Authority, the Service Provider shall at its expense execute such agreement as the Authority may reasonably require to give effect to any such transfer all or part of its rights and obligations under the Contract to one or more persons nominated by the Authority.
- 32.3 Subject to Clause 9, the Contract is personal to the Service Provider who shall not assign the benefit or delegate the burden of the Contract or otherwise transfer any right or obligation under the Contract without the prior written consent of the Authority.

33. **Non-Waiver of Rights**

No waiver of any of the provisions of the Contract is 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 35. The single or partial exercise of any right, power or remedy under the Contract shall not in any circumstances preclude any other or further exercise of it or the exercise of any other such right, power or remedy.

34. **Illegality and Severability**

If any provision of the Contract (in whole or in part) is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed from the Contract and the remaining provisions shall continue in full force and effect as if the Contract had been executed without the invalid, illegal, or unenforceable provision. In the event that in the Authority's reasonable opinion such a provision is so fundamental as to prevent the accomplishment of the purpose of the Contract, the Authority and the Service Provider shall immediately commence good faith negotiations to remedy such invalidity.

35. **Notices**

Any notice, demand or communication in connection with this Contract will be in writing and may be delivered by hand, prepaid recorded delivery first class post or facsimile addressed to the recipient at its registered office, the address stated in Schedule 1 or any other address (including a facsimile number) notified to the other Party in writing in accordance with this Clause as an address to which notices, invoices and other documents may be sent. The notice, demand or communication will be deemed to have been duly served:

if delivered by hand, at the time of delivery;

if delivered by post, two (2) Business Days after being posted or in the case of Airmail 14 Business Days after being posted; or

if delivered by facsimile, at the time of transmission, provided that a confirming copy is sent by first class post to the other Party within 24 hours after transmission.

36. **Entire Agreement**

36.1 Subject to Clause 36.2:

36.1.1 the Contract and all documents referred to in the Contract, contains all of the terms which the Parties have agreed relating to the subject matter of the Contract and such documents and supersedes and extinguishes any prior drafts, agreements, undertakings, representations, warranties and arrangements of any nature whatsoever, whether or not in writing relating to the provision of the Services. Neither Party has been induced to enter into the Contract by a statement which the Contract does not contain; and

36.1.2 without prejudice to the Service Provider's obligations under the Contract, the Service Provider is responsible for and shall make no claim against the Authority in respect of any misunderstanding affecting the basis of the Service Provider's tender in respect of the

Contract or any incorrect or incomplete information howsoever obtained.

36.2 Nothing in this Clause 36 excludes any liability which one Party would otherwise have in respect of any statement it has made fraudulently to the other Party.

**37. Counterparts**

This Contract may be executed in any number of counterparts or duplicates, each of which shall be an original, and such counterparts or duplicates shall together constitute one and the same agreement.

**38. Relationship of the Parties**

Nothing in the Contract constitutes, or shall be deemed to constitute, a partnership between the Parties. Except as expressly provided in the Contract, neither Party shall be deemed to be the agent of the other, nor shall either Party hold itself out as the agent of the other.

**39. Further Assurance**

Each Party will do or procure the doing of all acts and things and execute or procure the execution of all such documents as the other Party reasonably considers necessary to give full effect to the provisions of the Contract.

**40. Governing Law**

The Contract shall be governed by and construed in accordance with the law of England and Wales. Without prejudice to Clause 25, the courts of England will have exclusive jurisdiction to settle any dispute which may arise out of or in connection with the Contract provided that the Authority has the right in its absolute discretion to enforce a judgment and take proceedings in any other jurisdiction in which the Service Provider is incorporated or in which any assets of the Service Provider may be situated. The Parties agree irrevocably to submit to that jurisdiction.

**THE CONTRACT** has been signed for and on behalf of the Parties the day and year written above.

Signed by  
for and on behalf of  
**Transport for London**



Signature

Ryen Conroy

Print name and position

Assistant Commercial

Date Manager

26 June 2018



Katherine Adams

Lead Commercial Manager 2.7.18

Signed by  
for and on behalf of

Callaghan Bussett Ltd



Signature

Simon Pemberton, CEO

Print name and position

Date 18<sup>th</sup> June 2018

## **SCHEDULE 1 - KEY CONTRACT INFORMATION**

- 1. Contract Reference Number: TfL 93857**
- 2. Name of Service Provider: Gallagher Bassett International Ltd.**
- 3. Commencement:**
  - (a) Contract Commencement Date: 1 July 2018**
  - (b) Service Commencement Date: 1 July 2018**
- 4. Duration/Expiry Date: 30 June 2021**
  - This contract has an optional extension period of up to 24 months beyond the expiry date, as stated in clause A12 of Schedule 2. If the full extension period is performed, the latest expiry date will be 30 June 2023.
- 5. Payment (see Clauses 5.1 and 5.4):**
  - 5.1 Clause 5.1**
    - 5.1.1 The payment period shall be quarterly in arrears based on the number of claims set up (opened) in the last quarter.
  - 5.2 Clause 5.6**
    - 5.2.1 The Service Provider shall be appraised of the findings of any Audit and where appropriate shall respond and take remedial action.
    - 5.2.2 The Service Provider's performance percentage (%) from their ITT commercial submission will be used for performance management of this Contract. If a Service Provider does not meet 85% of their SLAs within a contract year, then the performance percentage will be used to calculate the amount that the Service Provider will reimburse to the Authority.
    - 5.2.3 Formal quarterly contract review meetings between the Authority and the Service Provider will involve a review of Contract performance and the SLA's.
    - 5.2.4 An annual audit at the end of the contract year will review and determine if the Service Provider has delivered 85% of their SLAs. The Authority will have the final decision to whether the Service Provider is required to pay the reimbursement.

5.2.5 The performance percentage will be paid as a lump sum to the Authority within 60 days of notification to the Service Provider by the Authority.

5.2.6 The reimbursement value will be calculated as the Service Provider's performance percentage deducted from [REDACTED] of the total cost of claims for that contract year. An example of this is found within Schedule 3.

#### **Clause 5.4**

Payment will be made within 30 days of receipt of invoices.

**6. Address where invoices shall be sent:** Transport for London  
Accounts Payable  
P O Box 45276  
14 Pier Walk  
London  
SE10 1AJ

**7. Time for payment where not 30 days (see Clause 5.4):** N/A

#### **8. Details of the Authority's Contract Manager**

**Name:** Keith Savill  
**Address:** Transport for London

[REDACTED]  
[REDACTED]  
[REDACTED]

**Tel:** [REDACTED]

**Email:** [REDACTED]

#### **9. Details of the Authority's Procurement Manager**

**Name:** Ryan Conroy  
**Address:** Transport for London  
Professional Services

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Email: [REDACTED]

**10. Service Provider's Key Personnel:**

| Name & Position                               | Contact Details                        |
|---|--|
| Simon Johnson – Branch Manager                | [REDACTED]<br>[REDACTED]<br>[REDACTED] |
| Dylan Magnay – Unit Manager                   | [REDACTED]<br>[REDACTED]<br>[REDACTED] |
| Gaby Andrews – Team Leader                    | [REDACTED]<br>[REDACTED]               |
| Jacky Johnson – Claims Assistant              | [REDACTED]<br>[REDACTED]               |
| Steven Dobinson – Senior Claims Adjuster      | [REDACTED]<br>[REDACTED]               |
| George Maloney – Claims Adjuster              | N/A                                    |
| Linda Sample – Senior Claims Adjuster         | [REDACTED]<br>[REDACTED]<br>[REDACTED] |
| Tracy Page – Claims Adjuster                  | [REDACTED]<br>[REDACTED]               |
| Philip Peers – Claims Adjuster                | [REDACTED]<br>[REDACTED]<br>[REDACTED] |
| Sharon Webb – Senior Motor Adjuster           | [REDACTED]<br>[REDACTED]               |
| Elaine Atkins-Lovell – Senior Claims Adjuster | [REDACTED]<br>[REDACTED]               |

|                                    |  |
|------------------------------------|--|
| Martin Gossage – Client Manager    | ████████████████████<br>████████████████████<br>██ |
| Morgan Davidson – Client Executive | ████████████████████<br>████████████████████<br>██ |

**11. Notice period in accordance with Clause 26.4 (termination without cause): 90 days**

**12. Address for service of notices and other documents in accordance with Clause 35:**

**For the Authority:** Transport for London  
Professional Services  
1<sup>st</sup> Floor, North Wing,  
55 Broadway  
London  
SW1H 0BD  
For the attention of:  
Ryan Conroy, Assistant Commercial Manager

**For the Service Provider:** Gallagher Bassett International Ltd  
Halford House,  
2 Coval Lane,  
Chelmsford,  
Essex  
CM1 1TD  
For the attention of:  
Gary De Groot, Business Development  
Manager

**13. Office facilities to be provided to the Service Provider in accordance with Clause 11.3:**

The Service Provider will provide and be responsible for all necessary office space, IT services, telephony etc to enable the Claims Team to manage the claims subject to this contract.

**14. Training to be provided by the Service Provider in accordance with Clause 8.7:**

## SCHEDULE 2 - SPECIAL CONDITIONS OF CONTRACT

### A1 Privacy and Data Protection

For the purposes of this Clause A1, unless the context indicates otherwise, the following expressions shall have the following meanings:

**“Authority Personal Data”** Personal Data and/or Sensitive Personal Data Processed by the Service Provider or any sub-contractor on behalf of the Authority, pursuant to or in connection with this Contract;

**“Data Controller”** has the meaning given to it in Data Protection Legislation;

**“Data Processor”** has the meaning given to it in Data Protection Legislation;

**“Data Protection Impact Assessment”** a process used to identify and mitigate the privacy and data protection risks associated with an activity involving the Processing of Personal Data;

**“Data Protection Legislation”** means:

- (a) any legislation in force from time to time in the United Kingdom which implements the European Community’s Directive 95/46/EC and Directive 2002/58/EC, including but not limited to the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003;
- (b) from 25 May 2018 only, the Regulation (EU) 2016/679 on the protection of natural persons with regard to the Processing of personal data and on the free movement of such data (the "**General Data Protection Regulation**");
- (c) any other legislation in force from time to time in the United Kingdom relating to privacy and/or the Processing of Personal Data; and
- (d) any statutory codes of practice issued by the Information Commissioner in

|                                  |  |
|----------------------------------|--|
|                                  | relation to such legislation;  |
| <b>“Data Subject”</b>            | has the meaning given to it in Data Protection Legislation;  |
| <b>“Personal Data”</b>           | has the meaning given to it in Data Protection Legislation;  |
| <b>“Processing”</b>              | has the meaning given to it in Data Protection Legislation and <b>“Process”</b> and <b>“Processed”</b> will be construed accordingly;                                |
| <b>“Restricted Countries”</b>    | any country outside the European Economic Area;  |
| <b>“Sensitive Personal Data”</b> | sensitive or special categories of Personal Data (as defined in Data Protection Legislation) which is Processed pursuant to or in connection with this Contract; and |
| <b>“Subject Access Request”</b>  | a request made by a Data Subject to access his or her own Personal Data in accordance with rights granted in Data Protection Legislation.                            |

A1.1 With respect to the Parties' rights and obligations under the Contract, the Parties acknowledge that the Authority is a Data Controller solely responsible for determining the purposes and manner in which Authority Personal Data is to be Processed, and that the Service Provider is a Data Processor.

A1.2 Details of the Authority Personal Data to be Processed by the Service Provider and the purposes of such Processing are as follows:

A1.2.1 The Authority Personal Data to be Processed by the Service Provider (if any) concerns the following categories of Data Subject:

Third-party claimants; dependents, beneficiaries or subrogees of claimants; lawyers, representatives and guardians of the aforementioned individuals; past, existing and potential clients; relatives or other persons associated with the client; past, existing and potential suppliers of goods and/or services; past, existing and potential contractors; past, existing and potential sub-contractors; past, existing and potential agents; past, existing and potential brokers; past, existing and potential underwriters. **For advice/guidance contact [privacy@tfl.gov.uk](mailto:privacy@tfl.gov.uk)**

A1.2.2 The Authority Personal Data to be Processed includes the following types of Personal Data and/or Sensitive Personal Data:

Personal data:- Name, address, telephone number, e-mail address, marital status, date of birth, social security number, driver licence number, bank account details, medical information, accident details, job title/history, membership of a body/association, bank account details, financial standing and/or other identifier of the data subject(s).

Sensitive data:- Racial or ethnic origin, political opinions, religious or similar beliefs, physical or mental health or condition, sexual life, alleged commission or any offence or any proceedings for any offence (alleged to be) committed and the outcome or court sentence. **For advice/guidance contact [privacy@tfl.gov.uk](mailto:privacy@tfl.gov.uk)**

A1.2.3 The Authority Personal Data is to be Processed for the following purpose(s):

Claims handling services. **For advice/guidance contact [privacy@tfl.gov.uk](mailto:privacy@tfl.gov.uk)**

A1.2.4 The Authority Personal Data is to be Processed in the following Restricted Countries:

USA. **For advice/guidance contact [privacy@tfl.gov.uk](mailto:privacy@tfl.gov.uk)**

A1.3 Without prejudice to the generality of Clause 22, the Service Provider shall:

A1.3.1 process the Authority Personal Data only in accordance with instructions from the Authority to perform its obligations under the Contract;

A1.3.2 use its reasonable endeavours to assist the Authority in complying with any obligations under Data Protection Legislation and shall not perform its obligations under this Contract in such a way as to cause the Authority to breach any of its obligations under Data Protection Legislation to the extent the Service Provider is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations;

A1.3.3 notify the Authority without undue delay if it determines or is notified that an instruction to Process Personal Data issued to it by the Authority is incompatible with any obligations under Data Protection Legislation to the extent the Service Provider is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations;

A1.3.4 maintain, and make available to the Authority on its request, documentation which describes the Processing operations for which it is responsible under this Contract including:

A1.3.4.1 the purposes for which Authority Personal Data is Processed;

- A1.3.4.2 the types of Personal Data and categories of Data Subject involved;
  - A1.3.4.3 the source(s) of the Personal Data;
  - A1.3.4.4 any recipients of the Personal Data;
  - A1.3.4.5 the location(s) of any overseas Processing of Authority Personal Data;
  - A1.3.4.6 retention periods for different types of Authority Personal Data; and
  - A1.3.4.7 where possible a general description of the security measures in place to protect Authority Personal Data.
- A1.3.5 where requested to do so by the Authority, or where Processing Authority Personal Data presents a specific risk to privacy, carry out a Data Protection Impact Assessment in accordance with guidance issued from time to time by the Information Commissioner (and any relevant requirements detailed in Data Protection Legislation) and make the results of such an assessment available to the Authority;
- A1.3.6 without prejudice to any cyber security and/or payment card industry data security standard obligations in this Contract, take appropriate technical and organisational security measures that are satisfactory to the Authority from time to time, against unauthorised or unlawful Processing of Authority Personal Data and against accidental loss, destruction of, or damage to such Authority Personal Data;
- A1.3.7 without prejudice to any cyber security and/or payment card industry data security standard obligations in this Contract, provide the Authority with such information as the Authority may from time to time require to satisfy itself of compliance by the Service Provider (and/or any authorised sub-contractor) with Clauses A1.3.6 and A1.3.8, including, protocols, procedures, guidance, training and manuals. For the avoidance of doubt, this shall include a full report recording the results of any privacy or security audit carried out at the request of the Service Provider itself or the Authority;
- A1.3.8 notify the Authority without undue delay and in any event within 24 hours by written notice with all relevant details reasonably available of any actual or suspected breach of this Clause A1, including the unauthorised or unlawful Processing of Authority Personal Data, or its accidental loss, destruction or damage;

- A1.3.9 having notified the Authority of a breach in accordance with Clause A1.3.8, keep the Authority properly and regularly informed in writing until the breach has been resolved to the satisfaction of the Authority;
- A1.3.10 fully cooperate as the Authority requires with any investigation or audit in relation to Authority Personal Data and/or its Processing including allowing access to premises, computers and other information systems, records, documents and agreements as may be reasonably necessary (whether in relation to Processing pursuant to the Contract, in relation to compliance with Data Protection Legislation or in relation to any actual or suspected breach), whether by the Authority (or any agent acting on its behalf), any relevant regulatory body, including the Information Commissioner, the police and any other statutory law enforcement agency, and shall do so both during the Contract and after its termination or expiry (for so long as the Party concerned retains and/or Processes Authority Personal Data);
- A1.3.11 notify the Authority within two (2) Business Days if it, or any sub-contractor, receives:
  - A1.3.11.1 from a Data Subject (or third party on their behalf):
    - A1.3.11.1.1 a Subject Access Request (or purported Subject Access Request);
    - A1.3.11.1.2 a request to rectify, block or erase any Authority Personal Data; or
    - A1.3.11.1.3 any other request, complaint or communication relating to the Authority's obligations under Data Protection Legislation.
  - A1.3.11.2 any communication from the Information Commissioner or any other regulatory authority in connection with Authority Personal Data; or
  - A1.3.11.3 a request from any third party for disclosure of Authority Personal Data where compliance with such request is required or purported to be required by law;
- A1.3.12 provide the Authority with full cooperation and assistance (within the timescales reasonably required by the Authority) in relation to any complaint, communication or request made as referred to in Clause A1.3.11, including by promptly providing:

- A1.3.12.1 the Authority with full details and copies of the complaint, communication or request;
  - A1.3.12.2 where applicable, such assistance as is reasonably requested by the Authority to enable it to comply with the Subject Access Request within the relevant timescales set out in Data Protection Legislation; and
  - A1.3.12.3 where applicable, such assistance as is reasonably required by the Authority to enable it to comply with a request from a Data Subject to rectify, block or erase any Authority Personal Data.
- A1.3.13 when notified in writing by the Authority, supply a copy of, or information about, any Authority Personal Data. The Service Provider shall supply such information or data to the Authority within such time and in such form as specified in the request (such time to be reasonable) or if no period of time is specified in the request, then within two (2) Business Days from the date of the request;
- A1.3.14 when notified in writing by the Authority, comply with any agreement between the Authority and any Data Subject in relation to any Processing which causes or is likely to cause substantial and unwarranted damage or distress to such Data Subject, or any court order requiring the rectification, blocking, erasure or destruction of any Authority Personal Data; and
- A1.3.15 if required to do so by Data Protection Legislation, appoint a designated Data Protection Officer.
- A1.4 The Service Provider shall not share Authority Personal Data with any sub-contractor without prior written consent from the Authority and only where there is a written contract in place between the Service Provider and the sub-contractor which requires the sub-contractor to:
  - A1.4.1 only Process Authority Personal Data in accordance with the Authority's instructions to the Service Provider; and
  - A1.4.2 comply with the same obligations which the Service Provider is required to comply with under this Clause A1 (and in particular Clauses 12.1, 16.1, 16.2, 18.1, 20.2, 22 and 23).
- A1.5 The Service Provider shall, and shall procure that any sub-contractor shall:
  - A1.5.1 only Process Authority Personal Data in accordance with the Authority's instructions to the Service Provider and as reasonably necessary to perform the Contract in accordance with its terms;

- A1.5.2 not Process Authority Personal Data for any other purposes (in whole or part) and specifically, but without limitation, reproduce or refer to it in training materials, training courses, commercial discussions and negotiations with third parties or in relation to proposals or tenders with the Authority;
- A1.5.3 not Process Authority Personal Data in such a way as to:
  - A1.5.3.1 place the Authority in breach of Data Protection Legislation;
  - A1.5.3.2 expose the Authority to the risk of actual or potential liability to the Information Commissioner or Data Subjects;
  - A1.5.3.3 expose the Authority to reputational damage including adverse publicity;
- A1.5.4 not allow Service Provider's Personnel to access Authority Personal Data unless such access is necessary in connection with the provision of the Services;
- A1.5.5 take all reasonable steps to ensure the reliability and integrity of all Service Provider's Personnel who can access Authority Personal Data;
- A1.5.6 ensure that all Service Provider's Personnel who can access Authority Personal Data:
  - A1.5.6.1 are informed of its confidential nature;
  - A1.5.6.2 are made subject to an explicit duty of confidence;
  - A1.5.6.3 understand and comply with any relevant obligations created by either this Contract or Data Protection Legislation; and
  - A1.5.6.4 receive adequate training in relation to the use, care, protection and handling of Personal Data on an annual basis.
- A1.5.7 not disclose or transfer Authority Personal Data to any third party without the Service Provider having obtained the prior written consent of the Authority (save where such disclosure or transfer is specifically authorised under this Contract);
- A1.5.8 without prejudice to Clause A1.3.6, wherever the Service Provider uses any mobile or portable device for the transmission or storage of Authority Personal Data, ensure that each such device encrypts Authority Personal Data; and

- A1.5.9 comply during the course of the Contract with any written retention and/or deletion policy or schedule provided by the Authority to the Service Provider from time to time.
- A1.6 The Service Provider shall not, and shall procure that any sub-contractor shall not, Process or otherwise transfer any Authority Personal Data in or to any Restricted Countries without prior written consent from the Authority (which consent may be subject to additional conditions imposed by the Authority).
- A1.7 If, after the Service Commencement Date, the Service Provider or any sub-contractor wishes to Process and/or transfer any Authority Personal Data in or to any Restricted Countries, the following provisions shall apply:
- A1.7.1 the Service Provider shall submit a written request to the Authority setting out details of the following:
- A1.7.1.1 the Authority Personal Data which will be transferred to and/or Processed in any Restricted Countries;
  - A1.7.1.2 the Restricted Countries which the Authority Personal Data will be transferred to and/or Processed in;
  - A1.7.1.3 any sub-contractors or other third parties who will be Processing and/or receiving Authority Personal Data in Restricted Countries;
  - A1.7.1.4 how the Service Provider shall ensure an adequate level of protection and adequate safeguards in respect of the Authority Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Authority's compliance with Data Protection Legislation;
- A1.7.2 in preparing and evaluating such a request, the Parties shall refer to and comply with applicable policies, procedures, guidance and codes of practice produced by the Parties and/or the Information Commissioner in connection with the Processing of Personal Data in (and/or transfer of Personal Data to) any Restricted Countries;
- A1.7.3 the Service Provider shall comply with any instructions and shall carry out such actions as the Authority may notify in writing when providing its consent to such Processing or transfers, including:

- A1.7.3.1 incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the Data Protection Legislation) into this Contract or a separate data processing agreement between the Parties; and
- A1.7.3.2 procuring that any sub-contractor or other third party who will be Processing and/or receiving or accessing the Authority Personal Data in any Restricted Countries enters into a data processing agreement with the Service Provider on terms which are equivalent to those agreed between the Authority and the Service Provider in connection with the Processing of Authority Personal Data in (and/or transfer of Authority Personal Data to) any Restricted Countries, and which may include the incorporation of the clauses referred to in A1.7.3.1.

A1.8 The Service Provider and any sub-contractor (if any), acknowledge:

- A1.8.1 the importance to Data Subjects and the Authority of safeguarding Authority Personal Data and Processing it only in accordance with the Authority's instructions and the Contract;
- A1.8.2 the loss and damage the Authority is likely to suffer in the event of a breach of the Contract or negligence in relation to Authority Personal Data;
- A1.8.3 any breach of any obligation in relation to Authority Personal Data and/or negligence in relation to performance or non performance of such obligation shall be deemed a material breach of Contract;
- A1.8.4 notwithstanding Clause 26.1.1, if the Service Provider has committed a material breach under Clause A1.8.3 on two or more separate occasions, the Authority may at its option:
  - A1.8.4.1 exercise its step in rights pursuant to Clause A16;
  - A1.8.4.1 withdraw authorisation for Processing by a specific sub-contractor by immediate written notice; or
  - A1.8.4.2 terminate the Contract in whole or part with immediate written notice to the Service Provider.

A1.9 Compliance by the Service Provider with this Clause A1 shall be without additional charge to the Authority.

- A1.10 Following termination or expiry of this Contract, howsoever arising, the Service Provider:
- A1.12.1 may Process the Authority Personal Data only for so long and to the extent as is necessary to properly comply with its non-contractual obligations arising under law (and will then comply with Clause A1.10.2);
  - A1.12.2 subject to Clause A1.10.1, shall;
    - A1.10.2.1 on written instructions from the Authority either securely destroy or securely and promptly return to the Authority or a recipient nominated by the Authority (in such usable format as and to the extent the Authority may reasonably require) the Authority Personal Data; or
    - A.10.2.2 in the absence of instructions from the Authority after 12 months from the expiry or termination of the Contract securely destroy the Authority Personal Data.
- A1.11 Authority Personal Data may not be Processed following termination or expiry of the Contract save as permitted by Clause A1.10.
- A1.12 For the avoidance of doubt, and without prejudice to Clause A1.10, the obligations in this Clause A1 shall apply following termination or expiry of the Contract to the extent the Party concerned retains or Processes Authority Personal Data.
- A1.13 The indemnity in Clause 18 shall apply to any breach of Clause A1 and shall survive termination or expiry of the Contract.
- A1.14 The Parties' liability in respect of any breach of Clause 22.1 and this Clause A1 insofar as they relate to fines, court awards, settlements and legal costs shall be [REDACTED]

## A2 IT Systems

For the purposes of this Clause A2, unless the context indicates otherwise, the following expressions shall have the following meanings:

**“Euro Compliant”** that the software, electronic or magnetic media, hardware or computer system (whichever is applicable) is capable of, and will not require any replacement or changes in order to be capable of, supporting the introduction of, changeover to and operation of the Euro as a currency and in dual currency (Sterling and Euro) and will not manifest any material error nor suffer a diminution in performance or loss of functionality as a result of such introduction, changeover or operation and it shall (if applicable) be capable of processing transactions calculated in Euros separately from or in conjunction with other currencies and is capable of complying with any legislative changes relating to the Euro;

A2.1 The Service Provider shall ensure that:

A2.1.1 any software, electronic or magnetic media, hardware or computer system used or supplied by the Service Provider in connection with the Contract shall:

A2.1.1.1 not have its functionality or performance affected, or be made inoperable or be more difficult to use by reason of any data related input or processing in or on any part of such software, electronic or magnetic media, hardware or computer system;

A2.1.1.2 not cause any damage, loss or erosion to or interfere adversely or in any way with the compilation, content or structure of any data, database, software or other electronic or magnetic media, hardware or computer system used by, for or on behalf of the either or both of the Authority or any other member of the Authority Group, on which it is used or with which it interfaces or comes into contact;

A2.1.1.3 comply with the Government’s open standards principles as documented at <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles#open-standards-principles>;

A2.1.1.4 be Euro Compliant; and

any variations, enhancements or actions undertaken by the Service Provider in respect of such software, electronic or magnetic media, hardware or computer system shall not affect the Service Provider's compliance with this Clause A2.

## **A10 Further Confidentiality Requirements**

A10.1 The Service Provider shall:

A10.1.1 at the Authority's request and in any event upon the termination or expiry of the Contract, promptly deliver to the Authority or destroy as the Authority may direct, all documents and other materials in the possession, custody or control of the Service Provider (or the relevant parts of such materials) that bear or incorporate the whole or any part of the Confidential Information and if instructed by the Authority in writing, remove all electronically held Confidential Information, including the purging of all disk-based Confidential Information and the reformatting of all disks; and

A10.1.2 not, except where provided in Clause 23 or with the prior written consent of the Authority, disclose to any person the nature or content of any discussions or negotiations between the Parties relating to the Confidential Information.

A10.2 The Service Provider acknowledges that damages would not be an adequate remedy for any breach of Clauses 23 or A10 and that (without prejudice to all other rights, powers and remedies which the Authority may be entitled to as a matter of law) the Authority shall be entitled to the remedies of injunction, specific performance and other equitable relief to enforce the provisions of Clauses 23 and A10 and no proof of special damages shall be necessary for the enforcement of the provisions of Clauses 23 and A10.

## **A11 Euro - Continuity of Contract**

A11.1 The Parties confirm that the occurrence or non-occurrence of an event associated with economic and monetary union in the European Union will not have the effect of altering any term of, or discharging or excusing performance under the Contract or any transaction, or give either Party the right unilaterally to alter or terminate the Contract or any transaction.

A11.2 The words "an event associated with economic and monetary union in the European Union" will include each and any combination of the following:

A11.2.1 the introduction of, changeover to or operation of a single or unified European currency (whether known as the Euro or otherwise);

- A11.2.2 the fixing of conversion rates between a member state's currency and the new currency or between the currencies of member states;
- A11.2.3 the introduction of that new currency as lawful currency in a member state;
- A11.2.4 the withdrawal from legal tender of any currency which, before the introduction of the new currency, was lawful currency in one of the member states;
- A11.2.5 the disappearance or replacement of a relevant rate option or other price source for the national currency of any member state, or the failure of the agreed sponsor (or successor sponsor) to publish or display a relevant rate, index, price, page or screen; or
- A11.2.6 the withdrawal of any member state from a single or unified European currency.

## **A12 Option to Extend Duration**

- A12.1 The Authority has an option, exercisable at its sole discretion, to extend the duration of the Contract for a further period or periods up to a total of **two** years by notice in writing to the Service Provider provided that such notice is served at least **one month** prior to the expiry of the initial duration of the Contract or the expiry of any previous extension, if later.

**SCHEDULE 3 – SPECIFICATION OF SERVICE**

# Transport for London



## Volume 2 The Specification

**Liability Claims Administrator  
Specification**

OJEU Ref: 2018/S 036-078585

TfL Reference Number: TfL 93857

Version: V6.3  
Date: 19/02/2018

Transport for London (the Authority)

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## **1. General**

1.1. The Service Provider will at all times:

1.1.1. Respect and comply with the direct relationship that the Authority (the Authority) has and will have with its insurers and private finance initiative (PFI) partners.

1.1.2. Ensure that the staff providing the Services to the Authority are based in a place accessible from central London, unless otherwise agreed by the Authority.

1.1.3. Ensure that the staff providing Services to the Authority are conversant with terms, structure and usage of the various transportation networks that the Authority control.

1.1.4. Be a partner to the Authority in the efficient and effective management of the claims, resulting in the reduction of claim numbers and claims spend, along with the improvement of claims defensibility rates.

1.1.5. Provide the Services as outlined in this specification which shall include the following as a minimum:

- Claim handling
- Escrow account management
- Use and payment of professional service providers
- General administration
- Continuation and further development of claims best practice

## **2. Claims forming a part of the Services**

2.1. The Service Provider shall handle claims made against the Authority or any other party on whose behalf the Authority is contractually obliged to handle any such claim. Claims received but not deemed to be against the Authority are not a part of the contract. The Authority out-sources the maintenance of roads under its control. Third party claims arising from incidents in connection with roads are not included in the out-source arrangements. However, these services do form part of this contract. The Service Provider shall work with the out-sourced supplier or third party and shall gather relevant information directly from them.

2.2. Claims may be funded by insurance but are subject to deductibles set from time to time. Key policy information is shown in the table below. The

Service Provider shall provide to Insurers Bordereaux of relevant claims in a format and to a frequency directed by the Contract Manager.

- 2.3. In respect of the Authority's two motor vehicle fleets, at the time of writing, one fleet is insured under the Authority's General Liability Policy and is included within the scope set out in 2.1 above. The second is currently insured directly as a fleet and as such is currently excluded from the scope set out in 2.1 above. Furthermore, during the 2015/2016 policy year, the second fleet had 216 motor claim occurrences. TfL's insurance placements are subject to a similar tendering exercise with any changes taking effect from 1st July 2018. It is possible that the current insurance carriers and/or programme structure will change and therefore there may be more, or less, motor third party claims to handle than is the case under the current contract.
- 2.4. The Service Provider will take on all outstanding work in progress (WIP) from the incumbent service provider along with any reopened claims. The Service Provider must unconditionally accept all outstanding claims, including all relevant data, from the incumbent service provider. The Service Provider must also accept responsibility for any claims reopened during the contract Term.
- 2.5. The Service Provider accepts to take on all WIP claims and any reopened claims at their own expense and risk at no cost to the Authority. This will be offset at the end of this contract when all WIP claims will be transferred to the future service provider.

| <b>KEY POLICY INFORMATION - EFFECTIVE 1 APRIL 2009</b> |              |                   |                                     |
|--|--------------|-------------------|-------------------------------------|
| <b>Cover</b>   | <b>Limit</b> | <b>Deductible</b> | <b>Captive Retention</b>            |
| Public / Products                                      | £200m        | £175k             | £3.75m occurrence / £7.5m aggregate |
| Employer's   | £75m         | As above          | As above                            |
| <b>PRE 1 APRIL 2009</b>                                |              |                   |                                     |
| <b>Cover</b>   | <b>Limit</b> | <b>Deductible</b> | <b>Captive Retention</b>            |
| Public / Products                                      | £200m        | £250k             | £4.75m occurrence /                 |

|            |      |          |                 |
|------------|------|----------|-----------------|
|            |      |          | £9.5m aggregate |
| Employer's | £75m | As above | As above        |

### **3. Claims excluded from the Services**

- 3.1. The handling of British Transport Police (BTP) claims is excluded from the scope of this tender.
- 3.2. Please note that construction liability and marine liability claims, as well as the recovery of losses from third parties who damage the Authority, assets are not included within the scope of this contract.

### **4. Historical service volumes**

- 4.1. Historic claim data is provided within Appendix B.

### **5. Non-core services**

- 5.1. In the event that the Service Provider is required to undertake work which is not provided as part of the Services, the Authority shall pay an additional amount, such sum to be agreed between the Parties.

### **6. Professional services (third party suppliers)**

- 6.1. The Service Provider shall be responsible for the selection, instructing, management and payment of any professional Party used in the preparation, investigation, quantification or defence of a claim made against the Authority. The Authority must be satisfied that the professional Party is suitable for the task, that the remunerations shall be appropriate for the service, and that there are no conflicts of interest. The Authority reserves the right to nominate professional Parties for the Service.
- 6.2. The professional Party, appointed by the Service Provider, shall be suitably qualified and experienced in the field of commission and shall maintain Insurances appropriate for it.
- 6.3. The Service Provider shall not outsource any element of claims handling without the written consent of the Contract Manager.
- 6.4. The payment of the professional Service Provider's services shall be made from the escrow account operated by the Service Provider on behalf of the Authority. VAT where payable shall be paid directly by the Authority. Invoices from the professional Party shall be submitted in a format suitable to facilitate this.

- 6.5. Professional adviser's expenses shall be strictly regulated in accordance with the Authority's policies regarding expenses. The Authority will not reimburse expenses not held to be in compliance the Authority's polices.

## **7. Service Provider's account staff**

- 7.1. The Service Provider shall provide sufficient resources to ensure the Services are provided to the Authority in accordance with this contract.
- 7.2. The efficient and effective administration of claims is an important aspect of contract delivery. As such the provision of a team that are responsive, experienced and competent is crucial. This relates to all aspects of the Service, from claims handling, production of management information (MI), the administration of the escrow account and the client management team.
- 7.3. The Authority requires the Service Provider to appoint an account manager to manage the contract.
- 7.4. The Service Provider's management staff engaged on the Authority account (the "the Authority account staff") shall be those named in the contract. In the event that any of the Authority Account Staff change, the Service Provider shall ensure that appropriate replacements are found, and approved by the Authority prior to commencing work on the account. The Service Provider shall ensure that there is no deterioration in the level of service provided whilst the staff changeover takes place.

## **8. Escrow account**

- 8.1. The Service Provider shall open and operate an escrow account on behalf of the Authority for the exclusive payment of liabilities to claimants, their representatives, courts and professionals used by the Service Provider in the fulfilment of the Service or as directed by the Contract Manager. No charge shall be payable for issuing cheques or the operation of the account.
- 8.2. The escrow account shall be opened with a reputable bank, and operated in such a way as to ensure that funds deposited remain exclusive assets of the Authority used solely for its benefit. Details of the provisions of the escrow account shall be supplied to and approved by the Contract Manager prior to the initial deposit.
- 8.3. The Service Provider will hold a float for the Authority of £350,000. The Service Provider will send the Authority transactions to provide the audit trail for the invoiced sum. Only in exceptional cases will un-programmed deposits be made.

- 8.4. The Service Provider is responsible for ensuring that sufficient funds are available from the account to meet any liabilities. The Service Provider shall be responsible for any costs incurred should there be insufficient funds available, unless the Authority has not properly funded the escrow account. The Service Provider will issue an alert to the Contract Manager by email when the escrow account reduces to £50,000.
- 8.5. If in the opinion of the Authority, the balance of funds in the escrow account is inappropriate for the payment of liabilities, the Authority may vary the deposit made.
- 8.6. The Authority may request and shall receive within 10 working days any amount held in the escrow up to its full value.

## **9. Payments**

- 9.1. The Service Provider shall ensure that payments to claimants, into court or other deposits shall be made within 28 days or as required to meet any obligation imposed on the Authority to ensure effective settlement of the claim.
- 9.2. If the Service Provider fails to make payment by the due date (other than through inadequate funds in the escrow account where the Authority is aware of the need for funding) any additional cost incurred shall be borne by the Service Provider.

## **10. Claim handling**

- 10.1. The Service Provider is responsible for receiving, assessing liability, quantifying, defending and/or settling all aspects of a claim made within the scope of the contract. The Contract Manager may give direction on liability or settlement.
- 10.2. The Service Provider shall identify complaints or claims made outside the scope of the contract and direct them to a responsible person as directed by the Contract Manager. Such claims shall not be recorded.
- 10.3. The Service Provider shall provide to claimants the Authority's pro forma claim questionnaire. Questionnaires shall be provided free of charge by the Authority or by the Service Provider as a chargeable item.
- 10.4. The Service Provider is responsible for identifying and maintaining sources of relevant information within the Authority, its IT system or its suppliers and obtaining from them adequate information from them to properly fulfil their duties. The Authority is a very large, complex and evolving business and the Service Provider should be particularly aware that sources of

information will change from time to time and may require perseverance to receive requested information.

- 10.5. The Service Provider shall collect appropriate evidence in liaison with the relevant the Authority personnel or the claimant / claimants' representative.
- 10.6. The Service Provider shall, if instructed by the Contract Manager, employ a claims field agent to attend the Authority sites and retrieve relevant information to support settlement of claims; this does not relieve the Service Provider of his duties under Clause 9.4, above.
- 10.7. The Service Provider will be responsible for the appointment of appropriate experts in the quantification of the claims, whilst following due legal processes applicable at the time.
- 10.8. The Service Provider shall notify the Contract Manager and insurers when defined criteria are met in the progress of a claim. Changes requiring notification include, but are not limited to payments and changes in reserve.
- 10.9. Claims outside the specifications are not to be recorded as a claim and are not chargeable under this Contract.
- 10.10. Investigation shall wherever possible be carried out by the Service Provider's own staff and shall not be out-sourced to others except where specialist skills of investigation are required. The level of investigation shall be appropriate for the claim being handled.
- 10.11. Claims identified by the Contract Manager or the Service Provider as significant in terms of settlement value, nature or potential loss, shall be reviewed and a pre-settlement report be prepared by the Service Provider for consideration by the Contract Manager allowing tactical or strategic decisions to be made in connection with the claim prior to commitment.
- 10.12. Claims identified by the Contract Manager or the Service Provider as significant in terms of settlement value, nature or potential loss, shall be reviewed and a post-settlement report be prepared by the Service Provider to identify deficiencies in the Authority's procedures or actions that should be rectified to mitigate future losses.
- 10.13. The Service Provider shall establish an integrated process to identify and report on repeat claimants or possible fraudulent claims. The Authority shall be responsible for deciding on and taking enforcement action where suspicious claims are identified. The Service Provider shall provide whatever evidence is required to resist and counter a fraudulent claim.

- 10.14. The Service Provider shall support the aims and objectives of relevant national anti-fraud initiatives by providing data in the prescribed format to the Contract Manager or uploading the data directly to a nominated institution.
- 10.15. The Service Provider shall seek to be “firm but fair” with all claimants. The Service Provider shall give particular assistance to unrepresented claimants so that they may comply and understand the process, their rights and responsibilities and where appropriate to receive an early settlement.
- 10.16. The Service Provider shall aggressively resist claimant’s solicitor’s fees through full analysis of work done and adjustment.
- 10.17. The Service Provider shall ensure compliance with relevant pre-action protocols and where no protocol applies, compliance with the overriding objective and reasonable pre-action conduct as envisaged in the practice direction for protocols.
- 10.18. The Service Provider shall ensure effective handling of pre action claims to avoid unnecessary litigation such as pre action applications for disclosure.
- 10.19. The Service Provider shall be aware of “media” interest in the Authority safety matters and shall refer all requests for information in connection with the Contract, any claim, or series of claims from third parties, to the Contract Manager. No statement of any nature confirming or denying the Service Providers interest with the Authority shall be made to third parties without consent from the Contract Manager.
- 10.20. The Authority is a signatory to the Claims Allocation and Handling Agreement (CAHA). Where appropriate the Service Provider shall comply with its requirements.
- 10.21. Motor third party claims shall be managed using intervention services to minimise claims costs against the Authority. Where appropriate, the Service Provider shall be responsible for applying to the compensation recovery unit and managing the application to completion.

## **11. Legacy claims**

- 11.1. If requested by the Contract Manager, the Service Provider shall receive partially handled claims and take responsibility for the completion of the claim. This shall include the transfer of financial and other data to the Service Providers information system, the verification of work done by previous Service Providers and professional Parties and opinion.
- 11.2. The Service Provider shall be remunerated at the rates from their commercial submission in Volume 3.

11.3. This section 11 does not apply to the transfer of the WIP from the incumbent service provider.

## **12. Contingent claims**

12.1. If requested by the Contract Manager, the Service Provider shall record incidents identified as potential liabilities and assign an appropriate Reserve.

12.2. The Service Provider shall review the record from time to time and ensure that the Reserve held remains appropriate.

12.3. Contingent claims carry the same fee as full claims.

## **13. Payment only claims**

13.1. If requested by the Contract Manager, the Service Provider shall record as a claim and make payments from the escrow account to a claimant or organisation where the Authority deems appropriate without investigation, assessment of liability or negotiation. If the claim is likely to continue beyond a single payment an appropriate reserve should be recorded.

13.2. For guidance only, payments within this category are likely to originate from:

13.2.1. An Indemnity given by London Underground (LU) to BTP 'L' division.

13.2.2. Claims of such a nature that it is deemed appropriate to settle on a good-will basis rather than a strict liability basis

## **14. Recovery of costs**

14.1. The Service Provider shall be responsible for recovering costs where allowed under law or through Contract. Proceeds from recoveries shall be deposited in the escrow account.

14.2. Recoveries under the Contract include but are not limited to rights under PFI contracts. The Authority handles liability claims on behalf of the Service Provider or third party supplier. Where liability attaches to the PFI supplier recovery may be made.

14.3. Where a claim exceeds the policy deductible appropriate for the loss, the Service Provider shall liaise with the insurer/s to ensure that any payments made above the policy deductible are either made directly by the relevant insurer, or funded by the escrow account but immediately reimbursed by the insurer.

## 15. Delegated Authority (DA)

15.1. Within the self-insured deductible, the Service Provider will be granted DA to settle claims according to the following thresholds:

15.1.1. Where the anticipated full value of the claim does not exceed the Service Provider's DA, the Service Provider will have authority to make an offer and to settle the claim.

15.1.2. Where the anticipated full value of the claim exceeds the Service Provider's DA, the Service Provider will prepare a summary of the claim with costs identified for the Contract Manager and must receive specific authority prior to making any offer in excess of the DA. If the final negotiated settlement sum exceeds the granted authority, the Service Provider must revert to the Contract Manager for further authority.

15.1.3. The Service Provider's DA will be £50,000 from the Contract Commencement Date.

15.2. Where a claim is anticipated to reach or exceed the trigger point agreed with any insurer, the Service Provider shall comply with the DA and protocols agreed between the insurer and insured (the Authority). This also applies in relation to the severity element of a claim or contingent claim.

15.3. The Contract Manager reserves the right to amend the Delegated Authority levels.

## 16. Reports and analysis

16.1. The Authority reporting dates are April to April of each year and each year is divided into thirteen, four week periods.

16.2. The Service Provider shall prepare the following reports for the Contract Manager:

| Report   | Timescale / Frequency |
|--|-----------------------|
| Payment report showing all transactions and the reason to and from the escrow account. | Every 4 weeks         |
| Electronic report to in accordance with the NFI.                                       | As required           |
| Incumbent on the Service Provider to produce the agreed suite of reports, which        | Monthly               |

|   |  |
|---|--|
| from time to time may change. The Service Provider is to review on a regular basis the current suite and recommend changes to the Contract Manager to ensure the correct level of MI is produced. |  |
|---|--|

- 16.3. The Service Provider shall design and make available report templates to be used by the Authority when interrogating the Service Provider's database.
- 16.4. If requested by the Contract Manager, the Service Provider shall supply data, reports or analysis to the Authority within an agreed timescale and in agreed format.
- 16.5. The Service Provider shall submit notification to the Authority and insurers when criteria defined by the Contract Manager are met.

**17. Data**

- 17.1. The Service Provider shall record sufficient data, in a format that can be interrogated by the Authority in an ad-hoc fashion, recording as a minimum the following details:

|                           |   |
|---------------------------|---|
| <b>The Loss</b>           | Date<br>Class of Business<br>Location<br>Cause<br>Details of the injury / loss<br>Current Position<br>Claim Details |
| <b>Location</b>           | Address details   |
| <b>Claimant details</b>   | Name<br>Address<br>NI Number<br>Date of Birth   |
| <b>Financial tracking</b> | Reserves<br>Payments  |

|                             |  |
|-----------------------------|--|
|                             | Payee<br>Date of Payment<br>Claim Year                 |
| <b>Liable business unit</b> | the Authority mode<br>Business Unit<br>Department      |
| <b>Professional Fees</b>    | Name of Service Provider<br>Amount<br>Service supplied |

- 17.2. The Authority will require full access to the successful bidder's claims database and any document management system (DMS).
- 17.3. The data shall be recorded in a relational database and hierarchical structure to permit interrogation at any level from the Authority group-wide to individual business units. Data regarding historical reserves at any period or year end and payment dates on each claim shall be retained, to allow a full triangulation to be prepared showing claim development by year or period.
- 17.4. The Authority via the Contract Manager will notify the Service Provider of all structural updates.
- 17.5. The Service Provider shall be responsible for adding to the database new locations, businesses, and other data to reflect the Authority's business when advised by the Contract Manager.
- 17.6. Ownership of the data shall reside with the Authority. The Service Provider shall provide to the Contract Manager a copy of data held in the format and medium specified within 10 working days of request. There shall be no charge payable.
- 17.7. Ownership of claim file shall reside with the Authority. The Service Provider shall provide to the Contract Manager the original or a copy of the claims file within 10 working days of request. There shall be no charge payable.
- 17.8. Data and files shall be retained and accessible for six years after termination of the Contract, unless relieved of the duty in writing by the Contract Manager.
- 17.9. When established, the Service Provider shall make electronic transfers of data from their claims handling IT system to the Authority's Data

warehouse. The form of data transfer is to be agreed. The frequency of data transfer shall be weekly or as directed by the Contract Manager.

17.10. The Service Provider shall ensure that data held is of the highest quality and will have sufficient quality assurance and control for:

17.10.1. Claims will be recorded only once.

17.10.2. Name consistency. Claimants and other Parties details shall be recorded consistently to allow easy identification e.g. the Department for Work and Pensions will be identified consistently and not varyingly as DWP, Dept. for Work and Pensions or any other variation.

## **18. Service levels**

18.1. The Service Provider will deliver the level of service as described within the SLAs.

## **19. Training**

19.1. Training shall be provided by the Service Provider, free of cost for attendance, to support the claims handling and management process.

19.2. The Service Provider shall train the Authority staff or representatives in the effective use of IT or other systems used by the Service Provider to allow efficient analysis and reporting on claims experience.

19.3. Where necessary, the Authority shall train the Service Provider to its standards to allow access to restricted areas. These may include but is not limited to:

19.3.1. Track accustomed training: 1 day

19.3.2. Entry permit training: ½ day

19.3.3. Depot area training: 1 hour

19.4. Where training is required, 4 sets of safety training shall be provided at the Authority's cost. Travelling costs are to be borne by the Service Provider. Where the Service Provider requires additional training due to staff turnover, or failure to complete the training, it shall be at the Service Provider's expense.

## **20. Attendance at meetings**

20.1. Although this is a pan the Authority contract, it will be managed by the Authority group insurance with regular review meetings during the contract

period. The review meetings will, in the main, be quarterly to discuss, amongst other things, SLA compliance, trends, complex claims, claims defensibility, ways to improve the Authority’s claims profile and a general review of MI.

20.2. The Service Provider shall attend business-centric meetings required by the Authority and these shall be in the Authority’s offices or location readily accessible from the Authority’s places of business.

20.3. These include, but are not limited to:

| <b>Meeting</b>                                 | <b>Frequency</b>                       |
|--|--|
| claims’ Acceptance & Tactical discussion       | 2 weekly                               |
| Review meeting                                 | Quarterly                              |
| Insurance Seminar                              | As required (typically annually)       |
| Senior Management Review                       | As required (typically twice annually) |
| Internal business presentations and advisories | As required (typically 6 per year)     |

20.4. Where the Authority management or staff are required to meet the Service Provider or others to provide claim-centric information or decisions, such meetings shall be in the Authority offices or location readily accessible from the Authority’s places of business e.g. on the London Underground network

20.5. Throughout the life of the contract there may be the requirement to hold additional review meetings with specific business units

## **21. Auditing and Performance Management**

21.1. The Service Provider shall, when requested by the Contract Manager, facilitate and make available resources to authorised staff, their representatives or others with a legitimate interest in the systems, processes, security and performance.

21.2. The Service Provider shall be appraised of the findings of any Audit and where appropriate shall respond and take remedial action.

- 21.3. The Service Provider's performance percentage (%) from their ITT commercial submission will be used for performance management of this Contract. If a Service Provider does not meet 85% of their SLAs within a contract year, then the performance percentage will be used to calculate the amount that the Service Provider will reimburse to the Authority.
- 21.4. Formal quarterly contract review meetings between the Authority and the Service Provider will involve a review of Contract performance and the SLA's.
- 21.5. An annual audit at the end of the contract year will review and determine if the Service Provider has delivered 85% of their SLAs. The Authority will have the final decision to whether the Service Provider is required to pay the reimbursement.
- 21.6. The performance percentage will be paid as a lump sum to the Authority within 60 days of notification to the Service Provider by the Authority.
- 21.7. The reimbursement value will be calculated as the Service Provider's performance percentage deducted from 25% of the total cost of claims for that contract year. For example:
- 21.7.1. The total cost of a contract year will be the sum of all the claims within that year multiplied by the winning bidders price per claim submission (e.g. 2000 claims x £350 price per claim = £700,000)
  - 21.7.2. 25% of this total cost will be used for performance (e.g. 25% of £700,000 = £175,000)
  - 21.7.3. Bidders will assign a performance percentage (minimum 15%) within their commercial submission, which is scored; this is fixed for the contract term and all extensions (e.g. 20%)
  - 21.7.4. Bidder performance is linked to SLAs set by the Authority, as stated within Schedule 2 of Volume 2. For each contract year end, an audit will be conducted of which the SLAs will be reviewed. If the Service Provider has failed to pass 85% overall of the SLAs then this performance percentage will be reimbursed to the Authority by the Supplier (e.g. 20% of £175,000 = £35,000)

## **22. Remuneration**

- 22.1. The Service Provider shall be remunerated in accordance with the rates from their commercial submission in Volume 3.
- 22.2. There is no adjustment for Inflation during the term of this Contract.

- 22.3. Legacy claims received shall be deemed to be included in the year that the Service Provider receives the instruction to handle the claim.

## **23. Importation of existing data**

- 23.1. The Service Provider shall receive data representing all liability claims handled by the incumbent supplier. The data shall be mapped to the Service Provider's database structure and imported to it. This will also include any claims correspondence or documentation held on the incumbent suppliers "paperless" computer systems.
- 23.2. The Service Provider is to supply adequately skilled and experienced technical staff to design and execute the transfer of data.
- 23.3. The scope and required fields are to be agreed with the Contract Manager during the implementation planning stage.
- 23.4. The Service Provider is to produce a detailed project plan that outlines the processes and timescales to be followed for the transfer of the contract from the incumbent Service Provider should be provided within two weeks of the Contract Commencement Date and regular updates provided as per a timescale agreed with the successful provider and the Authority. The project plan should outline precise details on how the teams will be trained to ensure that they are aware of all of the unique aspects of the Authority in relation to claims handling.

## **24. Deliverables / Milestones:**

- 24.1. If requested, work with the outgoing supplier, prior to the 1st July 2018 start date, in order to transfer all claims data and electronic or paper files to the successful bidder to ensure a seamless transfer.
- 24.2. Compliance with SLAs.
- 24.3. Provision of a dedicated imprest/escrow account that is either interest bearing (with interest being reimbursed to the Authority) or administrated at no cost to the Authority. Such an account to be set up within one month of the award of the contract.
- 24.4. The Authority to have full access to all claims data on line, including all coding fields, within four weeks of the start of the contract.
- 24.5. The Authority to have full access to any DMS remotely within four weeks of the start of the contract.

- 24.6. Full access to any on-line reporting systems (as outlined by the bidders within their tender responses) with a generic suite of reports available within 4 weeks of the start of the contract.
- 24.7. Provision of first notification of loss (FNL) services for third party vehicles involved in incidents where the Authority is at fault. Such services to be available from the start of the contract.
- 24.8. Be able to provide risk management / risk control services either as an added value service or at cost. Any costs linked to this provision to be outlined within the fee proposal section of the tender response.
- 24.9. Accurate claims data that is capable of detailed analysis across a variety of areas/fields is required. This will show as a minimum claims by class, business unit and location, as well as by occurrence or by claim level. Management information must be available to the Authority and their insurers and broker via real time secure access over the internet. The system must hold the key data pertaining to the claim and also provide sufficient information to enable the Authority as well as the selected insurers and broker to monitor performance. Data must be segregated to solely allow users to access only the risks that they underwrite or have responsibility for.
- 24.10. MI should be attainable by the Authority at group and business level, so trends and behaviour can be monitored internally.

## Appendices:

### Appendix A - Service Level Agreement (SLA)

| the Authority Agreed SLA<br>Area / Activity Description  | Service Level |
|--|---------------|
| <b>Claims Management Requirements - All Classes</b><br><b>The Service Provider Will:</b>   |               |
| Ensure that all new claims and incidents are logged on to the Service Providers' claims database within 1 working day of receipt   | 90%           |
| Contact the claimant or their representative within 3 working days of receipt of third party correspondence relating to a new claim  | 90%           |
| In the event that a claim is deemed to be sensitive or contentious, contact will be made with the claimant or their representative within 1 working day of receipt   | 90%           |
| Contact the Authority's group Contract Manager and insurers immediately telephone and/or e-mail for claims meeting the following criteria, and liaise closely with the Authority and their insurers for the lifetime of all such claims: <ul style="list-style-type: none"> <li>• Contentious/sensitive</li> <li>• Arguable grounds that the claim is not covered by the Authority's insurance policies to include late notification of claim</li> <li>• When the claims handler is conflicted</li> <li>• Reserve in excess of £50k to the Authority</li> <li>• Reserve in excess of £100k to Insurers</li> <li>• Where the insurer is named in the litigation</li> <li>• Fatalities, loss of limbs, loss of sight, pollution, or industrial disease</li> <li>• Proceedings beyond the court of first instance</li> <li>• Complaint regarding claims handler service</li> <li>• Media/political interest or public relations/reputational issues</li> <li>• VIP claimants</li> <li>• Health and safety or other statutory involvement</li> <li>• Other serious injury</li> </ul> | 100%          |

|   |      |
|---|------|
| <ul style="list-style-type: none"> <li>• Multiple claimants</li> <li>• Arrest, detention or assault</li> <li>• Fraud or suspected fraud</li> <li>• Criminal investigation</li> </ul>  |      |
| <p>Authority to be obtained from the Authority group Contract Manager above the Delegated Procurement Authority (DPA) of £50,000 on matters of reserves, offers, and liability decisions and experts appointments. The Service Providers' adjuster to make recommendations as to tactics / reserves etc. Referral within 5 working days of having the knowledge that the case has a value above the DPA.</p>  | 100% |
| <p>The Service Providers Adjusters to only handle claims within their allocated authority unless under supervision by an appropriately authorised adjuster. Evidence of the supervision to be recorded within the Service Providers' claims database.</p>   | 100% |
| <p>Contact the staff, servants or agents of the Authority or other related party within 3 days of receipt of a new claim and request information or necessary documentation.</p> <p>If all requested information is not received within 14 days, then the Service Provider should follow this up with the party concerned at the same time as sending the chaser to the Authority's Contract Manager for support if a response is still not received.</p>   | 90%  |
| <p>Arrange full and proper investigation on ALL employers liability claims to facilitate an early decision on both liability and quantum. Such investigations/decisions will be communicated in accordance with all legislated protocols. Such investigations should be instructed within 5 working days of the Service Provider having been notified of the case, an initial advice on tactics and any requests for additional information will be made within 21 days by e-mail and the final report to be received within 60 days.</p> | 90%  |
| <p>Instruct an appropriate health care provider to assist with all claims that could benefit from rehabilitation within 1 working day of the need being determined</p>  | 100% |
| <p>Return telephone calls to all interested parties as requested or within 1 working day.</p>   | 100% |
| <p>Employ a database to detect serial claimants and potential fraud within 1 working day of receipt of a claim.</p>   | 100% |

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|--|------|
| Respond to correspondence within 5 working days of receipt.  | 90%  |
| Ensure that all files are managed to comply with the civil procedure rules and no pre-action disclosure costs are incurred.  | 100% |
| Issue cheques within 5 days of receipt of all documentation necessary for the payment.   | 90%  |
| Seek the approval of the Authority or their insurers before undertaking the following actions:<br>Releasing liability decision for contentious or sensitive claims<br>Seeking Counsels Opinion<br>Appointment of specialist investigators  | 100% |
| Identify potential recoveries and actively pursue (in accordance with instructions from the Authority)   | 100% |
| Review every outstanding file at least every 12 weeks  | 100% |
| Allow the Authority, insurers or their representatives/agents to audit all/any claims files on request and ensure that a complete audit trail is available on all claims handled.  | 100% |
| Allow the Authority insurers or their representatives/agents to discuss the handling methodology and practice with the relevant Service Provider staff.  | 100% |
| Participate in quarterly claims review meetings with the Authority, insurers or their representatives, providing business updates, reports and clear information on complex and key cases  | 100% |
| Instigate and manage adhoc meetings across all parties immediately following any serious claim.  | 100% |
| Allocate an appropriate reserve to each file, in accordance with a philosophy that has been agreed with the Authority's and insurers within 5 days of receipt and ensure that the current reserve continues to comply with the estimating philosophy throughout the life of the claim. | 100% |
| Split the reserve when it is set by; general damages, special damages and costs.   | 100% |
| Assign reserves that are appropriate based on the information held and review the claim reserve on a minimum of a monthly  | 100% |

|  |      |
|--|------|
| basis, and immediately upon any new information being received.  |      |
| Review reserves that are unchanged for 3 months on a quarterly basis   | 100% |
| Delete reserves of all closed claims at the time of settlement   | 100% |
| Reduce reserves based on interim payments at the time of payment   | 100% |
| Remove reserves on uncontested repudiated claims over 6 months old on a quarterly basis where appropriate.   | 100% |
| Deal with all legal claim forms within 1 working day of receipt  | 100% |
| Ensure all litigated claims are dealt with in line with all legal protocols.   | 100% |
| Notify the Authority of any late notification of claims accompanied by proceedings by telephone within 1 working day where there may be a requirement to notify insurers due to the potential size of the claim.   | 100% |
| Only use solicitors from the agreed panel, using the contractual pre-defined rates   | 100% |
| Invite the relevant personnel from the Authority/insurers to attend any counsel or expert conference   | 100% |
| Work with the agreed partner law firm to ensure the trial diary is accurate and issue to client on a monthly basis.  | 100% |
| The Service Provider is to ensure that the agreed partner law firm refer any suggestion to defend a claim to trial to the Authority's group insurance team and relevant Insurers personnel.  | 100% |
| The Service Provider is to ensure that the agreed partner law firm provide within 1 working day of confirmation of a hearing date, an advice to the Authority and provide a list of the Authority's potential witnesses who may be required to attend. This is to tie in with the monthly trial diary. | 100% |
| Within 1 working day notify the relevant personnel of any judgement.   | 100% |
| <p>General Requirements from the Authority</p> <p>The Service Provider will:</p>   |      |

|   |      |
|---|------|
| Have a proactive approach at all times during the litigation and claims handling process so that the claim is repudiated or concluded as quickly as possible with the most cost effective settlement of the claim whilst protecting the interests of the Authority/Insurers | 100% |
| Store and maintain files in accordance with legal requirements and the contract   | 100% |
| Appoint an Account Manager and nominate a specific claims team of sufficient numbers for the Authority's account, and ensure that that all members are fully competent, trained and maintain an understanding of the agreed claims procedures and service standards         | 100% |
| Carry out all work for the Authority with due professional skill, care and diligence  | 100% |
| Answer all the Authority's correspondence within 5 working days.  | 75%  |
| Not make any media or press statements regarding claims on behalf of the Authority or insurers without prior written approval from the company.   | 100% |
| Return all telephone calls/messages from the Authority within 1 working day   | 100% |
| Log all complaints, and make this log available to the Authority and insurers upon request  | 100% |
| Not subcontract any of its services without prior approval from the Authority.  | 100% |
| Deal with all complaints promptly and efficiently, and resolve them all   | 100% |

## **Appendix B – Historical Claims Data**

(Please see Microsoft Excel file)

This will be made available during the ITT stage.

## **SCHEDULE 4 – CHARGES**

1. The Service Provider shall, throughout the completion of the Contract, be entitled to receive, from the Authority, Charges in consideration of administering the Service.
2. The Charges (price per claim) are [REDACTED]
3. Charges will be a fixed value, as submitted by the Service Provider within their commercial submission, Volume 3 of the TfL 93857 Invitation to Tender (ITT) and will remain at the same rate for the entire duration of the Contract and Contract extension, as stated in Schedule 1.
4. Payments are made quarterly in arrears of the last quarter. Charges shall be based on the number of claims set up (opened) in the last quarter, and adjusted against all claims set up and payments received by the Service Provider.
5. The performance percentage for this Contract is [REDACTED]. This is from the Service Provider's commercial submission, Volume 3 of the TfL 93857 ITT.
6. The payment mechanism for the performance percentage is detailed in Schedule 1 and an example is provided in Schedule 3.
7. If the Authority requests the Service Provider to undertake duties which in the reasonable opinion of the Service Provider are of an exceptional nature or otherwise outside the scope of the Service Provider's normal duties under this agreement, the Service Provider shall be entitled to receive from the Authority additional fees of an amount agreed between the Service Provider and the Authority.

# ITT - Volume 3

The Commercial Template  
 Tender Name: **Liability Claims Administrator**  
 OJEU Ref: **2018/S 036-078585**  
 TfL Reference Number: **TfL 93857**

| Commercial submission                           | Service  | Total        | Commercial weighting |
|---|--|--------------|----------------------|
| Establishment / implementation / transfer costs | <p>Establishment costs. To include all category costs - (e.g. creation of database, management costs, operating costs)</p> <p>Taking on all outstanding Work in Progress (WIP) from the current claims provider along with any reopened claims – It will be the duty of the Service Provider to unconditionally accept all outstanding claims, including all relevant data, from the incumbent Service Provider and to also accept responsibility for any claims reopened during the contract term.</p> <p>Acceptance of the WIP claims from the previous Service Provider will be at no cost to TfL. The new Service Provider accepts to take on all WIP, and any reopened claims, at their own expense and risk. This will be offset at the end of this contract when all WIP will be transferred to the next Servicer Provider.</p> | N/A          | N/A                  |
| Price per claim (Unit Rate)                     | Claims made by past or present employees of TfL for alleged injury incurred in the execution of their duties. Claims made by members of the public for arising from personal injury, or property damage or motor third party. Recording of contingent claims directed by the contract manager  | £ [REDACTED] | 25.00%               |
| Performance percentage                          | Performance as explained in the commercial evaluation within Volume 1. <b>The minimum acceptable performance percentage is 15%.</b> At the end of the contract year, an audit will be conducted by TfL on the Service Provider's performance. If the Service Provider <b>has not achieved 85%</b> or more of their Service Lever Agreements (SLAs) then they will be required to reimburse TfL the risk percentage, from their commercial submission.  | [REDACTED]   | 5.00%                |

The price per claim and the performance percentage are the **only** commercial submissions TfL will accept for this tender. Excluding WIP and reopened cases, other commercial fees that the bidder may incur for this requirement (e.g. management costs, operating costs etc), will need to be priced into the price per claim submission.

**Price per Claim** will be scored using inverse price proportion with the following formula:

$$\text{Score} = (\text{lowest price per claim} / \text{bidder's price per claim}) \times [\text{commercial weighting}]$$

**Performance Percentage** will be scored using direct price proportion with the following formula:

$$\text{Score} = (\text{bidder performance percentage} / \text{highest performance percentage}) \times [\text{commercial weighting}]$$

**SCHEDULE 5 - PROJECT PLAN**

Not Used

## **SCHEDULE 6 - FORM FOR VARIATION**

### **PART A**

Contract Parties: [*to be inserted*]

Contract Number: [*to be inserted*]

Variation Number: [*to be inserted*]

Authority Contact Telephone: [*to be inserted*]

Fax: [*to be inserted*]

Date: [*to be inserted*]

### **AUTHORITY FOR VARIATION TO CONTRACT (AVC)**

Pursuant to Clause 31 of the Contract, authority is given for the variation to the Services and the Charges as detailed below. The duplicate copy of this form must be signed by or on behalf of the Service Provider and returned to the Procurement Manager as an acceptance by the Service Provider of the variation shown below.

| <b>DETAILS OF VARIATION</b>        | <b>AMOUNT (£)</b> |
|------------------------------------|-------------------|
|                                    |                   |
| <b>ALLOWANCE TO THE AUTHORITY</b>  |                   |
| <b>EXTRA COST TO THE AUTHORITY</b> |                   |
| <b>TOTAL</b>                       |                   |

.....  
 For the Authority (signed)

.....  
 (print name)

|   |               |
|---|---------------|
| <b>ACCEPTANCE BY THE SERVICE PROVIDER</b> |               |
| <b>Date</b>                               | <b>Signed</b> |

**SCHEDULE 7 - CONTRACT QUALITY, ENVIRONMENTAL & SAFETY  
CONSIDERATIONS**

Not Used

**SCHEDULE 8 – RE-TENDER COOPERATION**

Not Used