

**DATED [dd/mm/yyyy]**

**CROWN COMMERCIAL SERVICE**

**and**

**[SUPPLIER NAME]**

**TECHNOLOGY PRODUCTS 2**

**(Agreement Ref: RM3733)**

## TABLE OF CONTENTS

<b>A.</b>	<b>PRELIMINARIES .....</b>	<b>4</b>
1.	DEFINITIONS AND INTERPRETATION .....	4
2.	SUPPLIER'S APPOINTMENT .....	6
3.	SCOPE OF FRAMEWORK AGREEMENT .....	6
4.	CALL OFF PROCEDURE.....	7
5.	ASSISTANCE IN RELATED PROCUREMENTS .....	7
6.	REPRESENTATIONS AND WARRANTIES .....	7
7.	GUARANTEE .....	10
<b>B.</b>	<b>DURATION OF FRAMEWORK AGREEMENT .....</b>	<b>10</b>
8.	FRAMEWORK PERIOD.....	10
<b>C.</b>	<b>FRAMEWORK AGREEMENT PERFORMANCE .....</b>	<b>10</b>
9.	FRAMEWORK AGREEMENT PERFORMANCE .....	10
10.	KEY PERFORMANCE INDICATORS .....	11
11.	STANDARDS.....	11
12.	CONTINUOUS IMPROVEMENT .....	11
13.	CALL OFF PERFORMANCE UNDER FRAMEWORK AGREEMENT .....	11
<b>D.</b>	<b>FRAMEWORK AGREEMENT GOVERNANCE .....</b>	<b>12</b>
14.	FRAMEWORK AGREEMENT MANAGEMENT .....	12
15.	RECORDS, AUDIT ACCESS AND OPEN BOOK DATA.....	12
16.	CHANGE .....	14
<b>E.</b>	<b>MANAGEMENT CHARGE, TAXATION AND VALUE FOR MONEY PROVISIONS .....</b>	<b>15</b>
17.	MANAGEMENT CHARGE .....	15
18.	PROMOTING TAX COMPLIANCE .....	16
19.	BENCHMARKING .....	16
<b>F.</b>	<b>SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS .....</b>	<b>17</b>
20.	SUPPLY CHAIN RIGHTS AND PROTECTION .....	17
<b>G.</b>	<b>INTELLECTUAL PROPERTY AND INFORMATION .....</b>	<b>20</b>
21.	INTELLECTUAL PROPERTY RIGHTS .....	20
22.	PROVISION AND PROTECTION OF INFORMATION.....	21
23.	PUBLICITY AND BRANDING.....	27
24.	MARKETING .....	28
<b>H.</b>	<b>LIABILITY AND INSURANCE .....</b>	<b>28</b>
25.	LIABILITY .....	28
26.	INSURANCE.....	29
<b>I.</b>	<b>REMEDIES .....</b>	<b>29</b>
27.	AUTHORITY REMEDIES.....	29
<b>J.</b>	<b>TERMINATION AND SUSPENSION.....</b>	<b>30</b>
28.	AUTHORITY TERMINATION RIGHTS .....	30
29.	SUSPENSION OF SUPPLIER'S APPOINTMENT .....	33
30.	CONSEQUENCES OF EXPIRY OR TERMINATION .....	33

<b>K.</b>	<b>MISCELLANEOUS AND GOVERNING LAW .....</b>	<b>34</b>
31.	COMPLIANCE.....	34
32.	ASSIGNMENT AND NOVATION .....	35
33.	WAIVER AND CUMULATIVE REMEDIES.....	36
34.	RELATIONSHIP OF THE PARTIES .....	36
35.	PREVENTION OF FRAUD AND BRIBERY .....	36
36.	CONFLICTS OF INTEREST .....	37
37.	SEVERANCE.....	38
38.	FURTHER ASSURANCES .....	38
39.	ENTIRE AGREEMENT .....	38
40.	THIRD PARTY RIGHTS.....	39
41.	NOTICES .....	39
42.	COMPLAINTS HANDLING.....	41
43.	DISPUTE RESOLUTION .....	41
44.	GOVERNING LAW AND JURISDICTION.....	41
	<b>FRAMEWORK SCHEDULE 1: DEFINITIONS.....</b>	<b>43</b>
	<b>FRAMEWORK SCHEDULE 2: GOODS AND/OR SERVICES AND KEY PERFORMANCE INDICATORS.....</b>	<b>57</b>
	<b>FRAMEWORK SCHEDULE 3: FRAMEWORK PRICES AND CHARGING STRUCTURE.....</b>	<b>73</b>
	<b>ANNEX 1: RATES AND PRICES.....</b>	<b>76</b>
	<b>FRAMEWORK SCHEDULE 4: TEMPLATE ORDER FORM AND TEMPLATE CALL OFF TERMS .....</b>	<b>78</b>
	<b>FRAMEWORK SCHEDULE 5: CALL OFF PROCEDURE .....</b>	<b>81</b>
	<b>FRAMEWORK SCHEDULE 6: AWARD CRITERIA .....</b>	<b>86</b>
	<b>FRAMEWORK SCHEDULE 7: KEY SUB-CONTRACTORS .....</b>	<b>89</b>
	<b>FRAMEWORK SCHEDULE 8: FRAMEWORK MANAGEMENT.....</b>	<b>90</b>
	<b>FRAMEWORK SCHEDULE 9: MANAGEMENT INFORMATION.....</b>	<b>93</b>
	<b>ANNEX 1: MI REPORTING TEMPLATE.....</b>	<b>97</b>
	<b>FRAMEWORK SCHEDULE 10: ANNUAL SELF AUDIT CERTIFICATE .....</b>	<b>98</b>
	<b>FRAMEWORK SCHEDULE 11: MARKETING .....</b>	<b>100</b>
	<b>FRAMEWORK SCHEDULE 12: CONTINUOUS IMPROVEMENT AND BENCHMARKING .....</b>	<b>101</b>
	<b>FRAMEWORK SCHEDULE 13: GUARANTEE .....</b>	<b>106</b>
	<b>FRAMEWORK SCHEDULE 14: INSURANCE REQUIREMENTS.....</b>	<b>116</b>
	<b>ANNEX 1: REQUIRED INSURANCES .....</b>	<b>119</b>
	<b>FRAMEWORK SCHEDULE 15: COMMERCIALLY SENSITIVE INFORMATION .....</b>	<b>123</b>
	<b>FRAMEWORK SCHEDULE 16: DISPUTE RESOLUTION PROCEDURE .....</b>	<b>124</b>
	<b>FRAMEWORK SCHEDULE 17: TENDER.....</b>	<b>128</b>
	<b>FRAMEWORK SCHEDULE 18: VARIATION FORM.....</b>	<b>129</b>
	<b>FRAMEWORK SCHEDULE 19: SPECIFIC EXCLUSIONS WHERE THE SUPPLIER IS APPOINTED ONLY TO LOT 6.....</b>	<b>130</b>
1.	General.....	130

This Agreement is made on [insert Framework Commencement Date dd/mm/yyyy]

**BETWEEN:**

- (1) the Minister for the Cabinet Office ("**Cabinet Office**") as represented by Crown Commercial Service, a trading fund of the Cabinet Office acting as part of the Crown, whose offices are located at Rosebery Court, St Andrew's Business Park, Norwich NR7 0HS, (the "**Authority**");
- (2) [Insert COMPANY'S NAME] which is a company registered in [England and Wales] under company number [insert company no.] and whose registered office is at [insert address] (the "**Supplier**").

**RECITALS:**

- A The Authority placed a contract notice [Insert the OJEU reference number] on [Insert date of issue of OJEU dd/mm/yyyy] (the "**OJEU Notice**") in the Official Journal of the European Union seeking tenders from providers of ICT commodity products with associated services and solutions interested in entering into a framework arrangement for the supply of such Goods and/or Services to Contracting Bodies.
- B [On [Insert date of issue of ITT dd/mm/yyyy] the Authority issued an invitation to tender (the "Invitation to Tender") for the provision of [insert description of the ICT Goods and/or Services]]
- C In response to the Invitation to Tender, the Supplier submitted a tender to the Authority on [insert date dd/mm/yyyy] (set out in Framework Schedule 17 (Tender)) (the "**Tender**") through which it represented to the Authority that it is capable of delivering the Goods and/or Services in accordance with the Authority's requirements as set out in the Invitation to Tender and, in particular, the Supplier made representations to the Authority in the Tender in relation to its competence, professionalism and ability to provide the Goods and/or Services in an efficient and cost effective manner.
- D On the basis of the Tender, the Authority selected the Supplier to enter into a framework agreement for Lot(s) [Lot(s) to be entered here] along with a number of other suppliers appointed to the Framework to provide the Goods and/or Services to Contracting Bodies from time to time on a call off basis in accordance with this Framework Agreement.
- E This Framework Agreement sets out the award and calling-off ordering procedure for purchasing the Goods and/or Services which may be required by Contracting Bodies, the template terms and conditions for any Call Off Agreement which Contracting Bodies may enter into and the obligations of the Supplier during and after the Framework Period.
- F It is the Parties' intention that there will be no obligation for any Contracting Body to award any Call Off Agreements under this Framework Agreement during the Framework Period.

**A. PRELIMINARIES**

**1. DEFINITIONS AND INTERPRETATION**

**1.1 Definitions**

- 1.1.1 In this Framework Agreement, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Framework Schedule 1 (Definitions) or the relevant Framework Schedule in which that capitalised expression appears.
- 1.1.2 If a capitalised expression does not have an interpretation in Framework Schedule 1 (Definitions) or the relevant Framework Schedule, it shall have the meaning given to it in this Framework Agreement. If no meaning is given to it in this Framework Agreement, it shall in the first instance be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.

## 1.2 Interpretation

- 1.2.1 In this Framework Agreement, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;
- (b) reference to a gender includes the other gender and the neuter;
- (c) references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
- (d) a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- (e) the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "without limitation";
- (f) references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form and expressions referring to writing shall be construed accordingly;
- (g) references to: "**representations**" shall be construed as references to present facts; to "**warranties**" as references to present and future facts; and to "**undertakings**" as references to obligations under this Framework Agreement;
- (h) references to "**Clauses**" and "**Framework Schedules**" are, unless otherwise provided, references to the clauses and schedules of this Framework Agreement and references in any Framework Schedule to paragraphs, parts, annexes and tables are, unless otherwise provided, references to the paragraphs, parts, annexes and tables of the Framework Schedule or the part of the Framework Schedule in which the references appear;
- (i) any reference to this Framework Agreement includes Framework Schedule 1 (Definitions) and the Framework Schedules; and
- (j) the headings in this Framework Agreement are for ease of reference only and shall not affect the interpretation or construction of this Framework Agreement.

- 1.2.2 Subject to Clauses 1.2.3 and 1.2.4, in the event and to the extent only of a conflict between any of the provisions of this Framework Agreement, the conflict shall be resolved, in accordance with the following descending order of precedence:
- (a) the Clauses and Framework Schedule 1 (Definitions);
  - (b) Framework Schedules 1 to 16 inclusive and 18 to 19;
  - (c) Framework Schedule 17 (Tender).
- 1.2.3 If there is any conflict between the provisions of this Framework Agreement and provisions of any Call Off Agreement, the provisions of this Framework Agreement shall prevail over those of the Call Off Agreement save that:
- (a) if the Contracting Body has specified security requirements and security clauses as set in the Order Form, in which case those provisions shall prevail over the Framework Agreement;
  - (b) any refinement to the Template Order Form and Template Call Off Terms permitted for the purposes of a Call Off Agreement under Clause 4 of this Framework Agreement and Framework Schedule 5 (Call Off Procedure) shall prevail over Framework Schedule 4 (Template Order Form and Template Call Off Terms); and
  - (c) subject to Clause 1.2.4, the Call Off Agreement shall prevail over Framework Schedule 17 (Tender).
- 1.2.4 Where Framework Schedule 17 (Tender) contains provisions which are more favourable to the Authority in relation to the rest of the Framework Agreement, such provisions of the Tender shall prevail. The Authority shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in relation to this Framework Agreement.

## **2. SUPPLIER'S APPOINTMENT**

- 2.1 The Authority hereby appoints the Supplier as a potential provider of the Goods and/or Services and the Supplier shall be eligible to be considered for the award of Call Off Agreements by the Authority and Other Contracting Bodies during the Framework Period.
- 2.2 In consideration of the Supplier agreeing to enter into this Framework Agreement and to perform its obligations under it the Authority agrees to pay and the Supplier agrees to accept on the signing of this Framework Agreement the sum of one pound (£1.00) sterling (receipt of which is hereby acknowledged by the Supplier).

## **3. SCOPE OF FRAMEWORK AGREEMENT**

- 3.1 Without prejudice to Clause 40 (Third Party Rights), this Framework Agreement governs the relationship between the Authority and the Supplier in respect of the provision of the Goods and/or Services by the Supplier.
- 3.2 The Supplier acknowledges and agrees that:
- 3.2.1 there is no obligation whatsoever on the Authority or on any Other Contracting Body to invite or select the Supplier to provide any Goods and/or Services and/or to purchase any Goods and/or Services under this Framework Agreement and
  - 3.2.2 in entering into this Framework Agreement no form of exclusivity has been conferred on the Supplier nor volume or value guarantee granted by the Authority and/or Other Contracting Bodies in relation to the provision of the Goods and/or

Services by the Supplier and that the Authority and Other Contracting Bodies are at all times entitled to enter into other contracts and agreements with other suppliers for the provision of any or all goods and/or services which are the same as or similar to the Goods and/or Services.

3.3 In the event that any Other Contracting Body makes an approach to the Supplier with a request for the supply of Equivalent Goods and/or Services, the Supplier shall promptly and in any event within five (5) Working Days of the request by the Other Contracting Body, and before any supply of Equivalent Goods and/or Services is made, inform such Other Contracting Body of the existence of this Framework and the Other Contracting Body's ability to award Call Off Agreements for Goods and/or Services pursuant to this Framework Agreement. The Supplier shall keep written records for the Framework Period, of the reasons for supplying Other Contracting Bodies with Equivalent Goods and/or Services not pursuant to this Framework Agreement.

3.4 Suppliers appointed to Lot 6 shall comply with Framework Schedule 19.

#### **4. CALL OFF PROCEDURE**

4.1 If the Authority or any Other Contracting Body decides to source any of the Goods and/or Services through this Framework Agreement, then it shall be entitled at any time in its absolute and sole discretion during the Framework Period to award Call Off Agreements for the Goods and/or Services from the Supplier by following Framework Schedule 5 (Call Off Procedure).

4.2 The Supplier shall comply with the relevant provisions in Framework Schedule 5 (Call Off Procedure).

#### **5. ASSISTANCE IN RELATED PROCUREMENTS**

5.1 Where a Relevant Supplier is bidding to provide New Goods and/or Services in circumstances where the Supplier or an Affiliate of the Supplier is already providing (or due to provide) Legacy Goods and/or Services to a Contracting Body, the Supplier shall promptly provide the relevant Contracting Body and/or the Relevant Supplier with all reasonable information and assistance as may be required from time to time to enable the relevant Contracting Body and/or the Relevant Supplier, as appropriate, to:

- 5.1.1 carry out appropriate due diligence with respect to the provision of the New Goods and/or Services;
- 5.1.2 effect a smooth transfer and/or inter-operation (as the case may be) between the Legacy Goods and/or Services and the New Goods and/or Services;
- 5.1.3 carry out a fair Further Competition Procedure for the New Goods and/or Services; and
- 5.1.4 make a proper assessment as to the risk related to the New Goods and/or Services.

5.2 When performing its obligations in Clause 5.1 the Supplier shall act consistently, applying principles of equal treatment and non-discrimination, with regard to requests for assistance from and dealings with each Relevant Supplier.

#### **6. REPRESENTATIONS AND WARRANTIES**

6.1 Each Party represents and warrants that:

- 6.1.1 it has full capacity and authority to enter into and to perform this Framework Agreement;
  - 6.1.2 this Framework Agreement is executed by its duly authorised representative;
  - 6.1.3 there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Framework Agreement; and
  - 6.1.4 its obligations under this Framework Agreement constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or law).
- 6.2 The Supplier represents and warrants that:
- 6.2.1 it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
  - 6.2.2 it has obtained and will maintain all licences, authorisations, permits, necessary consents (including, where its procedures so require, the consent of its Parent Company) and regulatory approvals to enter into and perform its obligations under this Framework Agreement;
  - 6.2.3 it has not committed or agreed to commit a Prohibited Act and has no knowledge that an agreement has been reached involving the committal by it or any of its Affiliates of a Prohibited Act, save where details of any such arrangement have been disclosed in writing to the Authority before the Framework Commencement Date;
  - 6.2.4 its execution, delivery and performance of its obligations under this Framework Agreement does not and will not constitute a breach of any Law or obligation applicable to it and does not and will not cause or result in a breach of any agreement by which it is bound;
  - 6.2.5 as at the Framework Commencement Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, including without limitation to its Tender, and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Framework Agreement;
  - 6.2.6 as at the Framework Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in connection with any Occasions of Tax Non Compliance;
  - 6.2.7 it has and shall continue to have all necessary Intellectual Property Rights including in and to any materials made available by the Supplier (and/or any Sub-Contractor) to the Authority which are necessary for the performance of the Supplier's obligations under this Framework Agreement;
  - 6.2.8 it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Authority's Confidential Information (held in electronic form) owned



by or under the control of, or used by, the Authority and/or Other Contracting Bodies.

- 6.2.9 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Framework Agreement;
- 6.2.10 it is not affected by an Insolvency Event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, have been or are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue;
- 6.2.11 for the duration of this Framework Agreement and any Call Off Agreements and for a period of twelve (12) Months after the termination or expiry of this Framework Agreement or, if later, any Call Off Agreements, the Supplier shall not actively seek to employ or offer employment to any staff of the Authority or the staff of any Contracting Body who has been associated with the procurement and/or provision of the Goods and/or Services without Approval or the prior written consent of the relevant Contracting Body. The Supplier shall not be considered in breach of this Clause 6.2.11 where such member of staff of the Authority, or Contracting Body is employed following a successful application submitted in response to a job advertisement placed in the national, regional or professional press or in any other form of media used for recruitment;
- 6.2.12 in performing its obligations under this Framework Agreement and any Call Off Agreement, the Supplier shall not (to the extent possible in the circumstances) discriminate between Contracting Bodies on the basis of their respective sizes; and
- 6.2.13 all Goods provided by the Supplier under this Framework Agreement and Call Off Agreements will be:
  - (a) brand new and unused;
  - (b) sourced by the supplier directly from the manufacturer or through a distribution channel approved by the manufacturer for purchase of the Goods within the UK; and
  - (c) registerable in the UK by Contracting Bodies with the manufacturer and eligible to receive support under any available direct manufacturer's warranty.
- 6.3 Each of the representations and warranties set out in Clauses 6.1 and 6.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this Framework Agreement.
- 6.4 If at any time a Party becomes aware that a representation or warranty given by it under Clauses 6.1 and 6.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 6.5 For the avoidance of doubt, the fact that any provision within this Framework Agreement is expressed as a warranty shall not preclude any right of termination the Authority may have in respect of the breach of that provision by the Supplier which constitutes a material Default of this Framework Agreement.

6.6 Each time that a Call Off Agreement is entered into, the warranties and representations in Clauses 6.1 and 6.2 shall be deemed to be repeated by the Supplier with reference to the circumstances existing at the time.

## **7. GUARANTEE**

7.1 Where the Authority notifies the Supplier that the award of this Framework Agreement shall be conditional upon receipt of a valid Framework Guarantee, then on or prior to the execution of the Framework Agreement the Supplier shall deliver to the Authority:

- 7.1.1 an executed Framework Guarantee from a Framework Guarantor; and
- 7.1.2 a certified copy extract of the board minutes and/or resolution of the Framework Guarantor approving the execution of the Framework Guarantee.

7.2 Where a Contracting Body notifies the Supplier that the award of a Call Off Agreement by that Contracting Body shall be conditional upon receipt of a valid Call Off Guarantee, then, on or prior to the execution of that Call Off Agreement the Supplier shall deliver to the Contracting Body:

- 7.2.1 an executed Call Off Guarantee from a Call Off Guarantor; and
- 7.2.2 a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.

## **B. DURATION OF FRAMEWORK AGREEMENT**

### **8. FRAMEWORK PERIOD**

8.1 This Framework Agreement shall take effect on the Framework Commencement Date and shall expire either:

- 8.1.1 at the end of the Initial Framework Period; or
- 8.1.2 where the Authority elects to extend the Initial Framework Period in accordance with Clause 8.2 below, at the end of the Extension Framework Period,  
unless it is terminated earlier in accordance with the terms of this Framework Agreement or otherwise by operation of Law.

8.2 The Authority may extend the duration of this Framework Agreement for any period or periods up to a maximum of two (2) years in total from the expiry of the Initial Framework Period by giving the Supplier no less than three (3) Months' written notice.

## **C. FRAMEWORK AGREEMENT PERFORMANCE**

### **9. FRAMEWORK AGREEMENT PERFORMANCE**

9.1 The Supplier shall perform its obligations under this Framework Agreement in accordance with:

- 9.1.1 The requirements of this Framework Agreement, including Framework Schedule 8 (Framework Management) where appropriate;
- 9.1.2 the terms and conditions of the respective Call Off Agreements;
- 9.1.3 Good Industry Practice;
- 9.1.4 all applicable Standards; and
- 9.1.5 in compliance with all applicable Law.

- 9.2 The Supplier shall bring to the attention of the Authority, any conflict between any of the requirements of Clause 9.1 and shall comply with the Authority's decision on the resolution of any such conflict.

## **10. KEY PERFORMANCE INDICATORS**

- 10.1 The Supplier shall at all times during the Framework Period comply with the Key Performance Indicators and achieve the KPI Targets set out in Part B of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators).

## **11. STANDARDS**

- 11.1 The Supplier shall comply with the Standards at all times during the performance by the Supplier of the Framework Agreement and any Call Off Agreement, including the Standards set out in Part A of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators).
- 11.2 Throughout the Framework Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier's provision, or the receipt by a Contracting Body under a Call Off Agreement, of the Goods and/or Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Variation Procedure.
- 11.3 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or a Contracting Body's receipt under a Call Off Agreement, of the Goods and/or Services is explained to the Authority and the Contracting Body (within a reasonable timeframe), prior to the implementation of the new or emergent Standard.
- 11.4 Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Framework Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require Approval and shall be implemented within an agreed timescale.
- 11.5 The Supplier should note (when designing and delivering Services to the Authority and any Contracting Body which is a Crown Body) the intention of the Authority to conform to HM Government's ICT Strategy and the set of standards (such as those associated with the adoption of cross government cloud services and the adoption of the Public Services Network (PSN) for network service provision) related to that strategy.
- 11.6 Where a standard, policy or document is referred to in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Authority and the Parties shall agree the impact of such change.

## **12. CONTINUOUS IMPROVEMENT**

- 12.1 The Supplier shall at all times during the Framework Period comply with its obligations to continually improve the Goods and/or Services and the manner in which it provides the Goods and/or Services as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking).

## **13. CALL OFF PERFORMANCE UNDER FRAMEWORK AGREEMENT**

- 13.1 The Supplier shall perform all its obligations under all Call Off Agreements entered into with the Authority or any Other Contracting Body:
- 13.1.1 in accordance with the requirements of this Framework Agreement;
- 13.1.2 in accordance with the terms and conditions of the respective Call Off Agreements.
- 13.2 The Supplier shall draw any conflict in the application of any of the requirements of Clauses 13.1.1 and 13.1.2 to the attention of the Authority and shall comply with the Authority's decision on the resolution of any such conflict.

#### **D. FRAMEWORK AGREEMENT GOVERNANCE**

#### **14. FRAMEWORK AGREEMENT MANAGEMENT**

- 14.1 The Parties shall manage this Framework Agreement in accordance with Framework Schedule 8 (Framework Management).

#### **15. RECORDS, AUDIT ACCESS AND OPEN BOOK DATA**

- 15.1 The Supplier shall keep and maintain, until the later of:
- 15.1.1 seven (7) years after the date of termination or expiry of this Framework Agreement; or
- 15.1.2 seven (7) years after the date of termination or expiry of the last Call Off Agreement to expire or terminate; or
- 15.1.3 such other date as may be agreed between the Parties,
- full and accurate records and accounts of the operation of this Framework Agreement, including the Call Off Agreements entered into with Contracting Bodies, the Goods and/or Services provided pursuant to the Call Off Agreements, and the amounts paid by each Contracting Body under the Call Off Agreements and those supporting tests and evidence that underpin the provision of the annual Self Audit Certificate and supporting Audit Report.
- 15.2 The Supplier shall keep the records and accounts referred to in Clause 15.1 in accordance with Good Industry Practice and Law.
- 15.3 The Supplier shall provide the Authority with a completed and signed annual Self Audit Certificate in respect of each Contract Year. Each Self Audit Certificate shall be completed and signed by an authorised senior member of the Supplier's management team or by the Supplier's external auditor and the signatory must be professionally qualified in a relevant audit or financial discipline.
- 15.4 Each Self Audit Certificate should be based on tests completed against a representative sample of 10% of transactions carried out during the period of being audited or 100 transactions (whichever is less) and should provide assurance that:
- 15.4.1 Orders are clearly identified as such in the order processing and invoicing systems and, where required, Orders are correctly reported in the MI Reports;
- 15.4.2 all related invoices are completely and accurately included in the MI Reports;
- 15.4.3 all Charges to Contracting Bodies comply with any requirements under this Framework Agreement on maximum Margins, discounts, charge rates, fixed quotes (as applicable); and
- 15.4.4 an additional sample of twenty (20) public sector orders identified from the Supplier's order processing and invoicing systems as orders not placed under this

Framework Agreement (where such orders have been received by the Supplier in the relevant period) have been correctly identified as such and state which procurement route has been used to place those orders. Statements should be supported by those records specified in Clause 3.3 where available.

- 15.5 Each Self Audit Certificate should be supported by an Audit Report that provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.
- 15.6 The Supplier shall afford any Auditor access to the records and accounts referred to in Clause 15.1 at the Supplier's premises and/or provide such records and accounts or copies of the same, as may be required and agreed with any of the Auditors from time to time, in order that the Auditor may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Framework Agreement, including for the following purposes:
- 15.6.1 to verify the accuracy of the Charges (including correct application of Margin) and any other amounts payable by a Contracting Body under a Call Off Agreement (including proposed or actual variations to them in accordance with this Framework Agreement);
- 15.6.2 to verify the costs of the Supplier (including the costs of all Sub-Contractors) in connection with the provision of the Services;
- 15.6.3 to verify the Open Book Data;
- 15.6.4 to verify the Supplier's and each Sub-Contractor's compliance with applicable Law;
- 15.6.5 to identify or investigate actual or suspected Prohibited Acts, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
- 15.6.6 to identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Framework Guarantor and/or the Call Off Guarantor and/or any Sub-Contractors or their ability to perform the Services;
- 15.6.7 to obtain such information as is necessary to fulfil the Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
- 15.6.8 to review any books of account and the internal contract management accounts kept by the Supplier in connection with this Framework Agreement;
- 15.6.9 to carry out the Authority's internal and statutory audits and to prepare, examine and/or certify the Authority's annual and interim reports and accounts;
- 15.6.10 to enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
- 15.6.11 to verify the accuracy and completeness of any Management Information delivered or required by this Framework Agreement;
- 15.6.12 to review any MI Reports and/or other records relating to the Supplier's performance of the Services and to verify that these reflect the Supplier's own internal reports and records;
- 15.6.13 to review the integrity, confidentiality and security of the Authority Personal Data; and/or

- 15.6.14 to receive from the Supplier on request summaries of all central government public sector expenditure placed with the Supplier including through routes outside the Framework in order to verify that the Supplier's practice is consistent with the Government's transparency agenda which requires all public sector bodies to publish details of expenditure on common goods and services.
- 15.7 The Authority shall use reasonable endeavours to ensure that the conduct of each Audit does not unreasonably disrupt the Supplier or delay the provision of the Goods and/or Services pursuant to the Call Off Agreements, save insofar as the Supplier accepts and acknowledges that control over the conduct of Audits carried out by the Auditors is outside of the control of the Authority.
- 15.8 Subject to the Authority's obligations of confidentiality, the Supplier shall on demand provide the Auditors with all reasonable co-operation and assistance in relation to each Audit, including by providing:
- 15.8.1 all information within the scope of the Audit requested by the Auditor;
- 15.8.2 reasonable access to any sites controlled by the Supplier and to equipment used in the provision of the Goods and/or Services; and
- 15.8.3 access to the Supplier Personnel.
- 15.9 If an Audit reveals that the Supplier has underpaid an amount equal to or greater than one per cent (1%) of the Management Charge due in respect of any one Contract Year or year of any Call Off Agreements then, without prejudice to the Authority's other rights under this Framework Agreement, the Supplier shall reimburse the Authority its reasonable costs incurred in relation to the Audit.
- 15.10 If an Audit reveals that:
- 15.10.1 that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due during any Contract Year of this Framework Agreement and any Call Off Agreement; and/or
- 15.10.2 a material Default has been committed by the Supplier;
- then the Authority shall be entitled to terminate this Framework Agreement.
- 15.11 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause, save as specified in Clause 15.9.

## **16. CHANGE**

### **16.1 Variation Procedure**

- 16.1.1 Subject to the provisions of this Clause 16 and, in respect of any change to the Framework Prices, subject to the provisions of Framework Schedule 3 (Framework Prices and Charging Structure), either Party may request a variation to this Framework Agreement provided that such variation does not amount to a material change of this Framework Agreement within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "**Variation**".
- 16.1.2 The Authority may request a Variation by completing and sending the Variation Form as set out in Framework Schedule 18 (Variation Form) to the Supplier giving sufficient information for the Supplier to assess the extent of the proposed Variation and any additional cost that may be incurred.

16.1.3 The Supplier shall respond to the Authority's request pursuant to Clause 16.1.2 within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of the Authority having regard to the nature of the proposed Variation.

16.1.4 In the event that:

- (a) the Supplier is unable to agree to or provide the Variation; and/or
- (b) the Parties are unable to agree a change to the Framework Prices that may be included in a request for a Variation or response to it as a consequence thereof,
- (c) the Authority may:
  - (i) agree to continue to perform its obligations under this Framework Agreement without the Variation; or
  - (ii) terminate this Framework Agreement with immediate effect.

## 16.2 **Legislative Change**

16.2.1 The Supplier shall neither be relieved of its obligations under this Framework Agreement nor be entitled to an increase the Framework Prices as the result of:

- (a) a General Change in Law; or
- (b) a Specific Change in Law where the effect of that Specific Change in Law on the Goods and/or Services is reasonably foreseeable at the Framework Commencement Date.

16.2.2 If a Specific Change in Law occurs or will occur during the Framework Period (other than as referred to in Clause 16.2.1(b)), the Supplier shall:

- (a) notify the Authority as soon as reasonably practicable of the likely effects of that change including whether any Variation is required to the Goods and/or Services, the Framework Prices or this Framework Agreement; and
- (b) provide the Authority with evidence:
  - (i) that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-Contractors;
  - (ii) as to how the Specific Change in Law has affected the cost of providing the Goods and/or Services; and
  - (iii) demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking) , has been taken into account in amending the Framework Prices.

16.2.3 Any change in the Framework Prices or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 16.2.1(b) shall be implemented in accordance with Clause 16.1 (Variation Procedure).

## **E. MANAGEMENT CHARGE, TAXATION AND VALUE FOR MONEY PROVISIONS**

### **17. MANAGEMENT CHARGE**

- 17.1 In consideration of the establishment and award of this Framework Agreement and the management and administration by the Authority of the same, the Supplier agrees to pay to the Authority the Management Charge in accordance with this Clause 17.
- 17.2 The Authority shall be entitled to submit invoices to the Supplier in respect of the Management Charge due each Month based on the Management Information provided pursuant to Framework Schedule 9 (Management Information), and adjusted:
- 17.2.1 in accordance with paragraphs 5.4 to 5.7 of Framework Schedule 9 (Management Information) to take into account of any Admin Fee(s) that may have accrued in respect of the late provision of Management Information; and
- 17.2.2 in accordance with paragraph 6 of Framework Schedule 9 (Management Information) to take into account of any underpayment or overpayment as a result of the application of the Default Management Charge.
- 17.3 Unless otherwise agreed in writing, the Supplier shall pay by BACS (or by such other means as the Authority may from time to time reasonably require) the amount stated in any invoice submitted under Clause 17.2 to such account as shall be stated in the invoice (or otherwise notified from time to time by the Authority to the Supplier) within thirty (30) calendar days of the date of issue of the invoice.
- 17.4 The Management Charge shall apply to the full Charges as specified in each and every Call Off Agreement and shall not be varied as a result of any discount or any reduction in the Charges due to the application of any Service Credits (as defined in Annex 2 of Framework Schedule 4 (Template Order Form and Template Call Off Terms) and/or any other deductions made under any Call Off Agreement.
- 17.5 The Supplier shall not pass through or recharge to, or otherwise recover from any Contracting Body the cost of the Management Charge in addition to the Charges. The Management Charge shall be exclusive of VAT. In addition to the Management Charge, the Supplier shall pay the VAT on the Management Charge at the rate and in the manner prescribed by Law from time to time.
- 17.6 Interest shall be payable on any late payments of the Management Charge under this Framework Agreement in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

## **18. PROMOTING TAX COMPLIANCE**

- 18.1 If, at any point during the Framework Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
- 18.1.1 notify the Authority in writing of such fact within five (5) Working Days of its occurrence; and
- 18.1.2 promptly provide to the Authority:
- (a) details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
  - (b) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.

## **19. BENCHMARKING**



- 19.1 The Parties shall comply with the provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking) in relation to the benchmarking of any or all of the Goods and/or Services.

## **F. SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS**

### **20. SUPPLY CHAIN RIGHTS AND PROTECTION**

#### **20.1 Appointment of Key Sub-Contractors**

- 20.1.1 The Authority has consented to the engagement of the Key Sub-Contractors listed in Framework Schedule 7 (Key Sub-Contractors).

- 20.1.2 Where during the Framework Period the Supplier wishes to enter into a new Key Sub-Contract or replace a Key Sub-Contractor, it must obtain the prior written consent of the Authority and the Contracting Body with whom it has entered into a Call Off Agreement. If requested by the Authority the Supplier shall provide the Authority with the information detailed in Clause 20.1.3. The decision of the Authority to consent or not will not be unreasonably withheld or delayed. The Authority and/or the Contracting Body may reasonably withhold their consent to the appointment of a Key Sub-Contractor if either of them considers that:

- (a) the appointment of a proposed Key Sub-Contractor may prejudice the provision of the Goods and/or Services or may be contrary to its interests;
- (b) the proposed Key Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers;
- (c) the proposed Key Sub-Contractor employs unfit persons; and/or
- (d) the Supplier in their Tender stated that they would not employ sub-contractors and did not provide evidence relating to their processes and competencies relating to the selection and management of sub-contractors.

- 20.1.3 The Supplier shall provide the Authority and the Contracting Body with whom the Supplier has entered into a Call Off Agreement with the following information in respect of the proposed Key Sub-Contractor:

- (a) the proposed Key Sub-Contractor's name, registered office and company registration number;
- (b) the scope/description of any Goods and/or Services to be provided by the proposed Key Sub-Contractor;
- (c) where the proposed Key Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Authority that the proposed Key Sub-Contract has been agreed on "arm's-length" terms;
- (d) Key Sub-Contract price expressed as a percentage of the total projected Framework Price over the Framework Period; and
- (e) information as the Authority may reasonably request to assess the financial standing of the proposed Key Sub-Contractor.

- 20.1.4 If requested by the Authority and/or the Contracting Body with whom the Supplier has entered into a Call Off Agreement, within ten (10) Working Days of receipt of

the information provided by the Supplier pursuant to Clause 20.1.3, the Supplier shall also provide:

- (a) a copy of the proposed Key Sub-Contract; and
- (b) any further information reasonably requested by the Authority and/or the Contracting Body with whom the Supplier has entered into a Call Off Agreement.

20.1.5 The Supplier shall use all reasonable endeavours to ensure that each new or replacement Key Sub-Contract shall include:

- (a) provisions which will enable the Supplier to discharge its obligations under this Framework Agreement;
- (b) a right under CRTPA for the Authority to enforce any provisions under the Key Sub-Contract which confer a benefit upon the Authority;
- (c) a provision enabling the Authority to enforce the Key Sub-Contract as if it were the Supplier;
- (d) a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to the Authority;
- (e) obligations no less onerous on the Sub-Contractor than those imposed on the Supplier under this Framework Agreement in respect of:
  - (i) the data protection requirements set out in Clause 22.5 (Protection of Personal Data);
  - (ii) the FOIA requirements set out in Clause 22.4 (Freedom of Information);
  - (iii) the obligation not to embarrass the Authority or otherwise bring the Authority into disrepute set out in Clause 233 (Publicity and Branding);
  - (iv) the keeping of records in respect of the goods and/or services being provided under the Key Sub-Contract; and
  - (v) the conduct of audits set out in Clause 15 (Records, Audit Access and Open Book Data);
  - (vi) provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Authority under Clauses 28 (Authority Termination Rights) and 300 (Consequences of Expiry or Termination) of this Framework Agreement;
- (f) a provision restricting the ability of the Key Sub-Contractor to Sub-Contract all or any part of the provision of the Goods and/or Services provided to the Supplier under the Key Sub-Contract without first seeking the written consent of the Authority;

## 20.2 **Supply Chain Protection**

20.2.1 The Supplier shall ensure that all Sub-Contracts contain a provision:

- (a) requiring the Sub-Contractor to provide full and accurate invoicing information. Full and accurate should include the line level constituent elements such as the individual goods, labour and delivery charges;
- (b) requiring the Supplier to pay any undisputed sums which are due from the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a valid invoice; and
- (c) a right for the Authority and any Contracting Body with whom the Supplier has entered a Call Off Agreement to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.

20.2.2 The Supplier shall pay any undisputed sums which are due from the Supplier to a Sub-Contractor within thirty (30) days from the receipt of a valid invoice;

20.2.3 Notwithstanding any provision of Clauses 22.2 (Confidentiality) and 23 (Publicity and Branding) if the Supplier notifies the Authority that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Authority otherwise discovers the same, the Authority shall be entitled to publish the details of the late payment or non-payment (including on government websites and in the press).

### 20.3 **Termination of Sub-Contracts**

20.3.1 The Authority may require the Supplier to terminate:

- (a) a Sub-Contract where:
  - (i) the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Authority's right of termination pursuant to any of the termination events in Clause 28 (Authority Termination Rights) except Clause 28.5 (Termination Without Cause); and/or
  - (ii) the relevant Sub-Contractor or its Affiliates embarrassed the Authority or otherwise brought the Authority into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Authority, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Goods and/or Services or otherwise; and/or
- (b) a Key Sub-Contract where there is a Change of Control of the relevant Key Sub-contractor, unless:
  - (i) the Authority has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
  - (ii) the Authority has not served its notice of objection within six (6) months of the later of the date the Change of Control took place or the date on which the Authority was given notice of the Change of Control.

20.3.2 Where the Authority requires the Supplier to terminate a Sub-Contract or a Key Sub-Contract pursuant to Clause 20.3.1 above, the Supplier shall remain

responsible for, and accept full liability for, fulfilling all its obligations under this Framework Agreement including the provision of the Goods and/or Services.

#### **20.4 Retention of Legal Obligations**

- 20.4.1 Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 20, the Supplier shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

### **G. INTELLECTUAL PROPERTY AND INFORMATION**

#### **21. INTELLECTUAL PROPERTY RIGHTS**

##### **21.1 Allocation of title to IPR**

- 21.1.1 Save as granted under this Framework Agreement, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights of the other Party.
- 21.1.2 Where either Party acquires, by operation of Law, title to Intellectual Property Rights that is inconsistent with the allocation of title set out in Clause 21.1.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).
- 21.1.3 Subject to Clause 21.1.4, neither Party shall have any right to use any of the other Party's names, logos or trademarks on any of its products or services without the other Party's prior written consent.
- 21.1.4 Subject to full compliance with the Branding Guidance, the Supplier shall be entitled to use the Authority's logo exclusively in connection with the provision of the Goods and/or Services during the Framework Period and for no other purpose.

##### **21.2 IPR Indemnity**

- 21.2.1 The Supplier shall ensure and procure that the availability, provision and use of the Goods and/or Services and the performance of the Supplier's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.
- 21.2.2 The Supplier shall at all times during and after the Framework Period, on written demand indemnify the Authority against all Losses incurred by or awarded against the Authority (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.
- 21.2.3 If an IPR Claim is made, or the Supplier anticipates that an IPR Claim might be made, the Supplier may, at its own expense and sole option, either:
- (a) procure for the Authority the right to continue using the relevant item which is subject to the IPR Claim; or
  - (b) replace or modify the relevant item with non-infringing substitutes provided that:
    - (i) the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
    - (ii) the replaced or modified item does not have an adverse effect on any other Goods and/or Services;
    - (iii) there is no additional cost to the Authority; and

- (iv) the terms and conditions of this Framework Agreement shall apply to the replaced or modified Goods and/or Services.

21.2.4 If the Supplier elects to procure a licence in accordance with Clause 21.2.3(a) or to modify or replace an item pursuant to Clause 21.2.3(b), but this has not avoided or resolved the IPR Claim, then:

- (a) the Authority may terminate this Framework Agreement by written notice with immediate effect; and
- (b) without prejudice to the indemnity set out in Clause 21.2.2, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute items and/or services including the additional costs of procuring, implementing and maintaining the substitute items.

## **22. PROVISION AND PROTECTION OF INFORMATION**

### **22.1 Provision of Management Information**

22.1.1 The Supplier shall, at no charge to the Authority, submit to the Authority complete and accurate Management Information in accordance with the provisions of Framework Schedule 9 (Management Information).

22.1.2 The Supplier grants the Authority a non-exclusive, transferable, perpetual, irrevocable, royalty free licence to:

- (a) use and to share with any Other Contracting Body and Relevant Person; and/or
- (b) publish (subject to any information that is exempt from disclosure in accordance with the provisions of FOIA being redacted),

any Management Information supplied to the Authority, or interpretation gained from the Management Information, for the Authority's normal operational activities including but not limited to administering this Framework Agreement and/or all Call Off Agreements, monitoring public sector expenditure, identifying savings or potential savings, measuring the Supplier's performance in relation to other suppliers and planning future procurement activity.

22.1.3 The Authority shall in its absolute and sole discretion determine whether any Management Information is exempt from disclosure in accordance with the provisions of the FOIA.

22.1.4 The Authority may consult with the Supplier to help with its decision regarding any exemptions under Clause 22.1.3 but, for the purpose of this Framework Agreement, the Authority shall have the final decision in its absolute and sole discretion.

### **22.2 Confidentiality**

22.2.1 For the purposes of this Clause 22.2, the term “**Disclosing Party**” shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and “**Recipient**” shall mean the Party which receives or obtains directly or indirectly Confidential Information.

22.2.2 Except to the extent set out in this Clause 22.2 or where disclosure is expressly permitted elsewhere in this Framework Agreement, the Recipient shall:

- (a) treat the Disclosing Party's Confidential Information as confidential and keep it in secure custody (which is appropriate depending upon the form in which such materials are stored and the nature of the Confidential Information contained in those materials); and
- (b) not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Framework Agreement or without obtaining the Disclosing Party's prior written consent;
- (c) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Framework Agreement; and
- (d) immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.

22.2.3 The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:

- (a) the Recipient is required to disclose the Confidential Information by Law, provided that Clause 22.4 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;
- (b) the need for such disclosure arises out of or in connection with:
  - (i) any legal challenge or potential legal challenge against the Authority arising out of or in connection with this Framework Agreement;
  - (ii) the examination and certification of the Authority's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority is making use of its resources; or
  - (iii) the conduct of a Central Government Body review in respect of this Framework Agreement; or
- (c) the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.

22.2.4 If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall as soon as reasonably practicable and to the extent permitted by Law notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or regulatory body requiring such disclosure and the Confidential Information to which such disclosure would apply.

22.2.5 Subject to Clauses 22.2.2 and 22.2.3, the Supplier may only disclose the Confidential Information of the Authority on a confidential basis to:

- (a) Supplier Personnel who are directly involved in the provision of the Goods and/or Services and need to know the Confidential Information to enable the performance of the Supplier's obligations under this Framework Agreement; and

- (b) its professional advisers for the purposes of obtaining advice in relation to this Framework Agreement.

22.2.6 Where the Supplier discloses the Confidential Information of the Authority pursuant to Clause 22.2.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Framework Agreement by the persons to whom disclosure has been made.

22.2.7 The Authority may disclose the Confidential Information of the Supplier:

- (a) on a confidential basis to any Central Government Body for any proper purpose of the Authority or of the relevant Central Government Body on the basis that the information may only be further disclosed to Central Government Bodies or Other Contracting Bodies;
- (b) to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;
- (c) to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
- (d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 22.2.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Framework Agreement;
- (e) on a confidential basis for the purpose of the exercise of its rights under this Framework Agreement; or
- (f) on a confidential basis to a proposed Transferee body as defined under Clause 32.4 (Assignment and Novation) in connection with any assignment, novation transfer, or disposal of any of its rights, obligations or liabilities under this Framework Agreement, or successor in title to the Authority;

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Clause 22.

22.2.8 For the avoidance of doubt, the Confidential Information that the Authority may disclose under Clause 22.2.7 shall include information relating to Call Off Agreements, including service levels, pricing information (which includes information on prices tendered in a Further Competition Procedure, even where such a Further Competition Procedure does not result in the award of a Call Off Agreement) and the terms of any Call Off Agreement may be shared with any Central Government Body or Other Contracting Body from time to time.

22.2.9 Nothing in this Clause 22.2 shall prevent a Recipient from using any techniques, ideas or Know-How which the Recipient has gained during the performance of this Framework Agreement in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.

22.2.10 In the event that the Supplier fails to comply with Clauses 22.2.2 to 22.2.5, the Authority reserves the right to terminate this Framework Agreement for material Default.

### **22.3 Transparency**

22.3.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Framework Agreement is not Confidential Information. The Authority shall determine whether any of the content of this Framework Agreement is exempt from disclosure in accordance with the provisions of the FOIA. The Authority may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.

22.3.2 Notwithstanding any other provision of this Framework Agreement, the Supplier hereby gives its consent for the Authority to publish this Framework Agreement in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including any changes to this Framework Agreement agreed from time to time.

22.3.3 The Supplier shall assist and cooperate with the Authority to enable the Authority to publish this Framework Agreement.

### **22.4 Freedom of Information**

22.4.1 The Supplier acknowledges that the Authority is subject to the requirements of the FOIA and the EIRs. The Supplier shall:

- (a) provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its Information disclosure obligations under the FOIA and EIRs;
- (b) transfer to the Authority all Requests for Information relating to this Framework Agreement that it receives as soon as practicable and in any event within two (2) Working Days of receipt;
- (c) provide the Authority with a copy of all Information belonging to the Authority requested in the Request for Information which is in the Supplier's possession or control in the form that the Authority requires within five (5) Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and
- (d) not respond directly to a Request for Information unless authorised in writing to do so by the Authority.

22.4.2 The Supplier acknowledges that the Authority may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Authority shall take reasonable steps to notify the Supplier of a Request for Information (in accordance with the Secretary of State's Section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Framework Agreement) for the purpose of this Framework Agreement, the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

### **22.5 Protection of Personal Data**



22.5.1 Where any Personal Data are Processed in connection with the exercise of the Parties' rights and obligations under this Framework Agreement, the Parties acknowledge that the Authority is the Data Controller and that the Supplier is the Data Processor.

22.5.2 The Supplier shall:

- (a) Process the Personal Data only in accordance with instructions from the Authority to perform its obligations under this Framework Agreement;
- (b) ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data;
- (c) not disclose or transfer the Personal Data to any third party or Supplier Personnel unless necessary for the provision of the Goods and/or Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of the Authority (save where such disclosure or transfer is specifically authorised under this Framework Agreement);
- (d) take reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that the Supplier Personnel:
  - (i) are aware of and comply with the Supplier's duties under this Clause 22.5.2 and Clause 22.2 (Confidentiality);
  - (ii) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Framework Agreement; and
  - (iii) have undergone adequate training in the use, care, protection and handling of personal data (as defined in the DPA);
- (e) notify the Authority within five (5) Working Days if it receives:
  - (i) from a Data Subject (or third party on their behalf) a Data Subject Access Request (or purported Data Subject Access Request), a request to rectify, block or erase any Personal Data or any other request, complaint or communication relating to the Authority's obligations under the DPA;
  - (ii) any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data; or
  - (iii) a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;
- (f) 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 at Clause 22.5.2(e), including by promptly providing:

- (i) the Authority with full details and copies of the complaint, communication or request;
  - (ii) where applicable, such assistance as is reasonably requested by the Authority to enable the Authority to comply with the Data Subject Access Request within the relevant timescales set out in the DPA; and
  - (iii) the Authority, on request by the Authority, with any Personal Data it holds in relation to a Data Subject; and
- (g) if requested by the Authority, provide a written description of the measures that the Supplier has taken and technical and organisational security measures in place, for the purpose of compliance with its obligations pursuant to this Clause 22.5.2 and provide to the Authority copies of all documentation relevant to such compliance including, protocols, procedures, guidance, training and manuals.

22.5.3 The Supplier shall not Process or cause or permit any Personal Data to be transferred in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC (together “**Restricted Countries**”) without the Approval of the Authority. If, after the Framework Commencement Date, the Supplier or any Sub-Contractor wishes to Process and/or transfer any Personal Data in or to anywhere outside the European Economic Area, the following provisions shall apply:

- (a) the Supplier shall propose a variation to the Authority which, if it is agreed by the Authority, shall be dealt with in accordance with Clause 16.1 (Variation Procedure) and Clauses 22.5.3(b) to 22.5.3(d);
- (b) the Supplier shall set out in its proposal to the Authority for a Variation, details of the following:
  - (i) the Personal Data which will be transferred to and/or Processed in or to any Restricted Countries;
  - (ii) the Restricted Countries to which the Personal Data will be transferred and/or Processed; and
  - (iii) any Sub-Contractors or other third parties who will be Processing and/or receiving Personal Data in Restricted Countries;
  - (iv) how the Supplier will ensure an adequate level of protection and adequate safeguards in respect of the Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Authority’s compliance with the DPA;
- (c) in providing and evaluating the Variation, the Parties shall ensure that they have regard to and comply with the Authority, Central Government Bodies and Information Commissioner Office policies, procedures, guidance and codes of practice on, and any approvals processes in connection with, the Processing in and/or transfers of Personal Data to any Restricted Countries; and

- (d) the Supplier shall comply with such other instructions and shall carry out such other actions as the Authority may notify in writing, including:
  - (i) incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the DPA) into this Framework Agreement or a separate data processing agreement between the Parties; and
  - (ii) procuring that any Sub-Contractor or other third party who will be Processing and/or receiving or accessing the Personal Data in any Restricted Countries either enters into:
    - (A) a direct data processing agreement with the Authority on such terms as may be required by the Authority; or
    - (B) a data processing agreement with the Supplier on terms which are equivalent to those agreed between the Authority and the Supplier relating to the relevant Personal Data transfer,

and the Supplier acknowledges that in each case, this may include the incorporation of model contract provisions (which are approved by the European Commission as offering adequate safeguards under the DPA) and technical and organisation measures which the Authority deems necessary for the purpose of protecting Personal Data.

22.5.4 The Supplier shall use its reasonable endeavours to assist the Authority to comply with any obligations under the DPA and shall not perform its obligations under this Framework Agreement in such a way as to cause the Authority to breach any of the Authority's obligations under the DPA to the extent the Supplier is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

## **23. PUBLICITY AND BRANDING**

23.1 Subject to Clause 24 (Marketing), the Supplier shall not:

23.1.1 make any press announcements or publicise this Framework Agreement in any way; or

23.1.2 use the Authority's name or brand in any promotion or marketing or announcement of Orders,

without Approval (the decision of the Authority to Approve or not shall not be unreasonably withheld or delayed).

23.2 Each Party acknowledges to the other that nothing in this Framework Agreement either expressly or by implication constitutes an approval and/or endorsement of any products or services of the other Party (including the Goods and/or Services) and each Party agrees not to conduct itself in such a way as to imply or express any such approval and/or endorsement.

23.3 The Authority shall be entitled to publicise this Framework Agreement in accordance with any legal obligation upon the Authority, including any examination of

this Framework Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

## **24. MARKETING**

- 24.1 The Supplier shall undertake marketing of this Framework Agreement and the Goods and/or Services on behalf of the Authority to Other Contracting Bodies in accordance with the provisions of Framework Schedule 11 (Marketing).
- 24.2 The Supplier shall obtain the Authority's Approval prior to publishing any content in relation to this Framework Agreement using any media, including on any electronic medium, and the Supplier will ensure that such content is regularly maintained and updated. In the event that the Supplier fails to maintain or update the content, the Authority may give the Supplier notice to rectify the failure and if the failure is not rectified to the reasonable satisfaction of the Authority within one (1) Month of receipt of such notice, the Authority shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.

## **H. LIABILITY AND INSURANCE**

### **25. LIABILITY**

- 25.1 Neither Party excludes or limits its liability for:
- 25.1.1 death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);
  - 25.1.2 bribery or Fraud by it or its employees; or
  - 25.1.3 any liability to the extent it cannot be excluded or limited by Law.
- 25.2 Subject to Clause 25.1, each Party's total aggregate liability in respect of all Losses incurred under or in connection with this Framework Agreement as a result of defaults by the other Party shall in no event exceed:
- 25.2.1 in relation to any defaults occurring from the Framework Commencement Date to the end of the first Contract Year:
    - (a) where the Supplier is appointed to Lots 1-5, two hundred thousand pounds (£200,000);
    - (b) where the Supplier is appointed only to Lot 6, fifty thousand pounds (£50,000);
  - 25.2.2 in relation to any defaults occurring in each subsequent Contract Year following the end of the first Contract Year:
    - (a) where the Supplier is appointed to Lots 1-5, two hundred thousand pounds (£200,000);
    - (b) where the Supplier is appointed only to Lot 6, fifty thousand pounds (£50,000);
- in each such Contract Year.
- 25.3 Subject to Clause 25.1, neither Party shall be liable to the other Party for any:
- 25.3.1 indirect, special or consequential Loss;
  - 25.3.2 loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

- 25.4 Subject to Clause 25.2, and notwithstanding Clause 25.3, the Supplier acknowledges that the Authority may, amongst other things, recover from the Supplier the following Losses incurred by the Authority to the extent that they arise as a result of a Default by the Supplier:
- 25.4.1 any Management Charge or Default Management Charge which are due and payable to the Authority;
  - 25.4.2 any additional operational and/or administrative costs and expenses incurred by the Authority, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
  - 25.4.3 any wasted expenditure or charges;
  - 25.4.4 the additional cost of procuring Replacement Goods and/or Services for the remainder of the Framework Period, which shall include any incremental costs associated with such Replacement Goods and/or Services above those which would have been payable under this Framework Agreement;
  - 25.4.5 any compensation or interest paid to a third party by the Authority;
  - 25.4.6 any fine, penalty or costs incurred by the Authority pursuant to Law.
- 25.5 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Framework Agreement.
- 25.6 Any Default Management Charge shall not be taken into consideration when calculating the Supplier's liability under Clause 25.2.
- 25.7 For the avoidance of doubt, the Parties acknowledge and agree that this Clause 25 shall not limit the Supplier's liability to a Contracting Body under any Call Off Agreement and the Supplier's liability under a Call Off Agreement shall be as provided for in that Call Off Agreement only.

## **26. INSURANCE**

- 26.1 The Supplier shall effect and maintain insurances in relation to the performance of its obligations under this Framework Agreement and any Call Off Agreement, and shall procure that Subcontractors shall effect and maintain insurances in relation to the performance of their obligations under any Sub-Contract, in accordance with Schedule 14 (Insurance Requirements).
- 26.2 The terms of any insurance or the amount of cover shall not relieve the Contractor of any liabilities arising under this Framework Agreement or any Call Off Agreements.

## **I. REMEDIES**

## **27. AUTHORITY REMEDIES**

- 27.1 Without prejudice to any other rights or remedies arising under this Framework Agreement, including under Clause 28.2 (Termination on Material Default), if the Supplier fails to achieve a KPI Target on two or more occasions within any twelve (12) Month rolling period, the Supplier acknowledges and agrees that the Authority shall have the right to exercise (in its absolute and sole discretion) all or any of the following remedial actions:
- 27.1.1 The Authority shall be entitled to require the Supplier, and the Supplier agrees to prepare and provide to the Authority, an Improvement Plan within ten (10) Working

Days of a written request by the Authority for such Improvement Plan. Such Improvement Plan shall be subject to Approval and the Supplier will be required to implement any Approved Improvement Plan, as soon as reasonably practicable.

27.1.2 The Authority shall be entitled to require the Supplier, and the Supplier agrees to attend, within a reasonable time one (1) or more meetings at the request of the Authority in order to resolve the issues raised by the Authority in its notice to the Supplier requesting such meetings.

27.1.3 The Authority shall be entitled to serve an Improvement Notice on the Supplier and the Supplier shall implement such requirements for improvement as set out in the Improvement Notice.

27.1.4 In the event that the Authority has, in its absolute and sole discretion, invoked one or more of the remedies set out above and the Supplier either:

- (a) fails to implement such requirements for improvement as set out in the Improvement Notice; and/or
- (b) fails to implement an Improvement Plan Approved by the Authority;

then (without prejudice to any other rights and remedies of termination provided for in this Framework Agreement), the Authority shall be entitled to terminate this Framework Agreement.

## **J. TERMINATION AND SUSPENSION**

### **28. AUTHORITY TERMINATION RIGHTS**

#### **28.1 Termination in Relation To Guarantee**

28.1.1 Where the Supplier has procured a Framework Guarantee pursuant to Clause 7.1 (Guarantee), the Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where:

- (a) the Framework Guarantor withdraws the Framework Guarantee for any reason whatsoever;
- (b) the Framework Guarantor is in breach or anticipatory breach of the Framework Guarantee;
- (c) an Insolvency Event occurs in respect of the Framework Guarantor;
- (d) the Framework Guarantee becomes invalid or unenforceable for any reason whatsoever

and in each case the Framework Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Authority.

28.1.2 Where the Supplier is required to procure a Call Off Guarantee pursuant to Clause 7.2 (Guarantee), the Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where:

- (a) the Call Off Guarantor withdraws the Call Off Guarantee for any reason whatsoever;
- (b) the Call Off Guarantor is in breach or anticipatory breach of the Call Off Guarantee;

- (c) an Insolvency Event occurs in respect of the Call Off Guarantor;
- (d) the Call Off Guarantee becomes invalid or unenforceable for any reason whatsoever

and in each case the Call Off Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Authority.

## **28.2 Termination on Material Default**

28.2.1 The Authority may terminate this Framework Agreement for material Default by issuing a Termination Notice to the Supplier where:

- (a) The award of this Framework Agreement by the Authority to the Supplier was made conditional upon the Supplier having achieved a specific third party accreditation(s) within six (6) Months of the Framework Execution date as set out in its Tender and such accreditation(s) has not been achieved within six (6) Months of the Framework Execution Date;
- (b) the Supplier fails to accept a Call Off Agreement pursuant to paragraph 7.2 of Framework Schedule 5 (Call Off Procedure);
- (c) a Contracting Body terminates a Call Off Agreement for the Supplier's breach of that Call Off Agreement;
- (d) an Audit reveals that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due;
- (e) the Supplier refuses or fails to comply with its obligations as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking);
- (f) in the event of two or more failures by the Supplier to meet the KPI Targets (except in relation to the "Spend under Management" KPI set out in Part B of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators)), whether the failures relate to the same or different KPI targets, in any rolling period of three (3) Months;
- (g) the Authority expressly reserves the right to terminate this Framework Agreement for material Default including pursuant to:
  - (i) Clause 16.1.7 (Variation Procedure);
  - (ii) Clause 22.2.10 (Confidentiality);
  - (iii) Clause 5.6.2 (Prevention of Fraud and Bribery);
  - (iv) Clause 31.1.2 (Compliance)
  - (v) Clause 366.3 (Conflicts of Interest);
  - (vi) paragraph 6.2 of Framework Schedule 9 (Management Information); and/or
  - (vii) anywhere that is stated in this Framework Agreement that the Supplier by its act or omission will have committed a material Default;
- (h) the Supplier commits a Default of any of the following Clauses or Framework Schedules:

- (i) Clause 6 (Representations and Warranties);
- (ii) Clause 9 (Framework Agreement Performance);
- (iii) Clause 15 (Records, Audit Access and Open Book Data);
- (iv) Clause 17 (Management Charge);
- (v) Clause 18 (Promoting Tax Compliance);
- (vi) Clause 20 (Supply Chain Rights and Protection);
- (vii) Clause 22.1 (Provision of Management Information);
- (viii) Clause 22.4 (Freedom of Information);
- (ix) Clause 22.5 (Protection of Personal Data); and/or
- (x) paragraph 1.2 of Part B of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators);
- (i) the Supplier commits any material Default which is not, in the reasonable opinion of the Authority, capable of remedy; and/or
- (j) the Supplier commits a Default, including a material Default, which in the opinion of the Authority is remediable but has not remedied such Default to the satisfaction of the Authority within twenty (20) Working Days, or such other period as may be specified by the Authority, after issue of a written notice from the Authority to the Supplier specifying the remediable Default and requesting it to be remedied in accordance with any instructions of the Authority.

### **28.3 Termination on Insolvency**

28.3.1 The Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where an Insolvency Event affecting the Supplier occurs.

### **28.4 Termination on Change of Control**

28.4.1 The Supplier shall notify the Authority immediately the Supplier undergoes a Change of Control and provided this does not contravene any Law, shall notify the Authority immediately in writing of any circumstances suggesting that a Change of Control is planned or in contemplation. The Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier within six (6) Months of:

- (a) being notified in writing that a Change of Control has occurred or is planned or in contemplation; or
- (b) where no notification has been made, the date that the Authority becomes aware of the Change of Control,

but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

### **28.5 Termination Without Cause**

28.5.1 The Authority shall have the right to terminate all or any part of this Framework Agreement (including individual Lots) with effect from any time following six (6) Months after the Framework Commencement Date by giving at least three (3) Months' written notice to the Supplier.

### **28.6 Partial Termination**



- 28.6.1 Where the Authority has the right to terminate this Framework Agreement, the Authority is entitled to terminate all or part of this Framework Agreement pursuant to this Clause 28.6 provided always that, if the Authority elects to terminate this Framework Agreement in part, the parts of this Framework Agreement not terminated or suspended can, in the Authority's reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Framework Agreement.
- 28.6.2 The Parties shall endeavour to agree the effect of any Variation necessitated by a partial termination in accordance with Clause 16.1 (Variation Procedure) including the effect that the partial termination may have on the provision of any other Goods and/or Services and the Framework Prices provided that:
- (a) the Supplier shall not be entitled to an increase in the Framework Prices in respect of the Goods and/or Services that have not been terminated if the partial termination arises due to the exercise of any of the Contracting Body's termination rights under Clause 28 (Authority Termination Rights) with the exception of Clause 28.5 (Termination Without Cause); and
  - (b) the Supplier shall not be entitled to reject the variation.

## **29. SUSPENSION OF SUPPLIER'S APPOINTMENT**

- 29.1 If the Authority is entitled to terminate this Framework Agreement pursuant to Clause 28 (Authority Termination Rights), the Authority may instead elect in its sole discretion to suspend the Supplier's ability to accept Orders under this Framework Agreement by giving notice in writing to the Supplier, and the Supplier agrees that it shall not be entitled to enter into any new Call Off Agreement during the period specified in the Authority's notice.
- 29.2 Any suspension under Clause 29.1 shall be without prejudice to any right of termination which has already accrued, or subsequently accrues, to the Authority.
- 29.3 The Parties acknowledge that suspension shall not affect the Supplier's obligation to perform any existing Call Off Agreements concluded prior to the suspension notice.
- 29.4 If the Authority provides notice to the Supplier in accordance with this Clause 29.1, the Supplier's appointment under this Framework Agreement shall be suspended for the period set out in the notice or such other period notified to the Supplier by the Authority in writing from time to time.
- 29.5 For the avoidance of doubt, no period of suspension under this Clause 29 shall result in an extension of the Framework Period.

### **29.6 Supplier Financial Instability**

- 29.6.1 If during the Framework Period (including any Extension Framework Period) the Supplier's Experian score for financial stability falls below the threshold required for the relevant Lot by the Authority as set out in the Invitation to Tender, the Authority reserves the right to immediately suspend the Supplier's appointment to this Framework Agreement. Such suspension will remain in force until the Supplier's Experian score for financial stability is restored to or above the threshold required by the Authority in respect of the relevant Lot as set out in the Invitation to Tender or the Supplier has provided assurance of its continuing financial stability to the Authority's reasonable satisfaction.

## **30. CONSEQUENCES OF EXPIRY OR TERMINATION**

- 30.1 Notwithstanding the service of a notice to terminate this Framework Agreement, the Supplier shall continue to fulfil its obligations under this Framework Agreement until the date of expiry or termination of this Framework Agreement or such other date as required under this Clause 30.
- 30.2 Termination or expiry of this Framework Agreement shall not cause any Call Off Agreements to terminate automatically. For the avoidance of doubt, all Call Off Agreements shall remain in force unless and until they are terminated or expire in accordance with the provisions of the Call Off Agreement and the Supplier shall continue to pay any Management Charge due to the Authority in relation to such Call Off Agreements, notwithstanding the termination or expiry of this Framework Agreement.
- 30.3 Within ten (10) Working Days of the date of termination or expiry of this Framework Agreement, the Supplier shall return to the Authority any and all of the Authority's Confidential Information in the Supplier's possession, power or control, either in its then current format or in a format nominated by the Authority, and any other information and all copies thereof owned by the Authority, save that it may keep one copy of any such data or information to the extent reasonably necessary to comply with its obligations under this Framework Agreement or under any Law, for a period of up to twelve (12) Months (or such other period as Approved by the Authority and is reasonably necessary for such compliance).
- 30.4 Termination or expiry of this Framework Agreement shall be without prejudice to any rights, remedies or obligations of either Party accrued under this Framework Agreement prior to termination or expiry.
- 30.5 Termination or expiry of this Framework Agreement shall be without prejudice to the survival of any provision of this Framework Agreement which expressly (or by implication) is to be performed or observed notwithstanding termination or expiry of this Framework Agreement, including the provisions of:
- 30.5.1 Clauses 1 (Definitions and Interpretation), 6 (Representations and Warranties), 9 (Framework Agreement Performance), 15 (Records, Audit Access and Open Book Data), 17 (Management Charge), 21 (Intellectual Property Rights), 22.1 (Provision of Management Information), 22.2 (Confidentiality), 22.3 (Transparency), 22.4 (Freedom of Information), 22.5 (Protection of Personal Data), 25 (Liability), 26 (Insurance), 30 (Consequences of Expiry or Termination), 31 (Compliance), 33 (Waiver and Cumulative Remedies), 35 (Prevention of Fraud and Bribery), 37 (Severance), 39 (Entire Agreement), 40 (Third Party Rights), 41 (Notices), 42 (Complaints Handling), 43 (Dispute Resolution) and 44 (Governing Law and Jurisdiction); and
- 30.5.2 Framework Schedules 2 (Goods and/or Services and Key Performance Indicators), 3 (Framework Prices and Charging Structure), 7 (Key Sub-Contractors), 8 (Framework Management), 9 (Management Information), 10 (Annual Self Audit Certificate), 12 (Continuous Improvement and Benchmarking), 13 (Guarantee), 14 (Insurance Requirements), 15 (Commercially Sensitive Information) and 17 (Tender).

## **K. MISCELLANEOUS AND GOVERNING LAW**

### **31. COMPLIANCE**

#### **31.1 Compliance with Law**

31.1.1 The Supplier shall comply with all applicable Law in connection with the performance of this Framework Agreement.

31.1.2 In the event that the Supplier or the Supplier Personnel fails to comply with Clause 31.1.1, this shall be deemed to be a material Default and the Authority reserves the right to terminate this Framework Agreement by giving notice in writing to the Supplier.

## **31.2 Equality and Diversity**

31.2.1 The Supplier shall:

- (a) perform its obligations under this Framework Agreement (including those in relation to the provision of the Goods and/or Services) in accordance with:
  - (i) all applicable equality Law (whether in relation to race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise); and
  - (ii) any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality Law;
- (b) take all necessary steps, and inform the Authority of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).

## **31.3 Official Secrets Act and Finance Act**

31.3.1 The Supplier shall comply with the provisions of:

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

## **32. ASSIGNMENT AND NOVATION**

32.1 The Supplier shall not assign, novate, or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Framework Agreement or any part of it without Approval.

32.2 The Authority may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under this Framework Agreement or any part thereof to:

32.2.1 any Other Contracting Body; or

32.2.2 any Central Government Body or other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Authority; or

32.2.3 any private sector body which substantially performs the functions of the Authority, and the Supplier shall, at the Authority's request, enter into a novation agreement in such form as the Authority shall reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause 32.2.

32.3 A change in the legal status of the Authority such that it ceases to be a Contracting Body shall not, subject to Clause 32.4 affect the validity of this Framework

Agreement and this Framework Agreement shall be binding on any successor body to the Authority.

- 32.4 If the Authority assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Framework Agreement to a body which is not a Contracting Body or if a body which is not a Contracting Body succeeds the Authority (both “**Transferee**” in the rest of this Clause) the right of termination of the Authority in Clause 28.3 (Termination on Insolvency) shall be available to the Supplier in the event of the insolvency of the Transferee (as if the references to Supplier in Clause 28.3 (Termination on Insolvency)) and to Supplier or Framework Guarantor or Call Off Guarantor in the definition of Insolvency Event were references to the Transferee.

### **33. WAIVER AND CUMULATIVE REMEDIES**

- 33.1 The rights and remedies under this Framework Agreement may be waived only by notice in accordance with Clause 41 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Framework Agreement or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise thereof.
- 33.2 Unless otherwise provided in this Framework Agreement, rights and remedies under this Framework Agreement are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

### **34. RELATIONSHIP OF THE PARTIES**

- 34.1 Except as expressly provided otherwise in this Framework Agreement, nothing in this Framework Agreement, nor any actions taken by the Parties pursuant to this Framework Agreement, shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

### **35. PREVENTION OF FRAUD AND BRIBERY**

- 35.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Framework Commencement Date:
- 35.1.1 committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or
  - 35.1.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.
- 35.2 The Supplier shall not during the Framework Period:
- 35.2.1 commit a Prohibited Act; and/or
  - 35.2.2 do or suffer anything to be done which would cause the Authority or any of the Authority’s employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- 35.3 The Supplier shall during the Framework Period:

- 35.3.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;
- 35.3.2 keep appropriate records of its compliance with its obligations under Clause 35.3.1 and make such records available to the Authority on request;
- 35.3.3 if so required by the Authority, within twenty (20) Working Days of the Framework Commencement Date, and annually thereafter, certify in writing to the Authority, the compliance with this Clause 35.3 of all persons associated with the Supplier or its Sub-Contractors who are responsible for supplying the Goods and/or Services in connection with this Framework Agreement. The Supplier shall provide such supporting evidence of compliance as the Authority may reasonably request; and
- 35.3.4 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Authority on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.
- 35.4 The Supplier shall immediately notify the Authority in writing if it becomes aware of any breach of Clause 35.1, or has reason to believe that it has or any of the Supplier Personnel has:
  - 35.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
  - 35.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
  - 35.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Framework Agreement or otherwise suspects that any person or Party directly or indirectly connected with this Framework Agreement has committed or attempted to commit a Prohibited Act.
- 35.5 If the Supplier makes a notification to the Authority pursuant to Clause 35.4, the Supplier shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with Clause 15 (Records, Audit Access and Open Book Data).
- 35.6 If the Supplier breaches Clause 35.1, the Authority may by notice:
  - 35.6.1 require the Supplier to remove from the performance of this Framework Agreement any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
  - 35.6.2 immediately terminate this Framework Agreement for material Default.
- 35.7 Any notice served by the Authority under Clause 35.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which this Framework Agreement shall terminate).

## **36. CONFLICTS OF INTEREST**

- 36.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor the Supplier Personnel are placed in a position where (in the reasonable opinion of the Authority) there is or may be an actual conflict, or a potential conflict, between

the pecuniary or personal interests of the Supplier or the Supplier Personnel and the duties owed to the Authority and Other Contracting Bodies under the provisions of this Framework Agreement or any Call Off Agreement.

36.2 The Supplier shall promptly notify and provide full particulars to the Authority or the relevant Other Contracting Body if such conflict referred to in Clause 36.1 arises or may reasonably be foreseen as arising.

36.3 The Authority reserves the right to terminate this Framework Agreement immediately by giving notice in writing to the Supplier and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Framework Agreement or any Call Off Agreement. The action of the Authority pursuant to this Clause 36 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

### **37. SEVERANCE**

37.1 If any provision of this Framework Agreement (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Framework Agreement are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Framework Agreement shall not be affected.

37.2 In the event that any deemed deletion under Clause 37.1 is so fundamental as to prevent the accomplishment of the purpose of this Framework Agreement or materially alters the balance of risks and rewards in this Framework Agreement, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Framework Agreement so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Framework Agreement and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.

37.3 If the Parties are unable to resolve any Dispute arising under this Clause 37 within twenty (20) Working Days of the date of the notice given pursuant to Clause 37.2, this Framework Agreement shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Framework Agreement is terminated pursuant to this Clause 37.

### **38. FURTHER ASSURANCES**

38.1 Each Party undertakes at the request of the other, and at the cost of the requesting Party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Framework Agreement.

### **39. ENTIRE AGREEMENT**

39.1 This Framework Agreement constitutes the entire agreement between the Parties in respect of the subject matter and supersedes and extinguishes all prior negotiations, course of dealings or agreements made between the Parties in relation to its subject matter, whether written or oral.

39.2 Neither Party has been given, nor entered into this Framework Agreement in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Framework Agreement.

39.3 Nothing in this Clause 39 shall exclude any liability in respect of misrepresentations made fraudulently.

#### 40. THIRD PARTY RIGHTS

40.1 The provisions of:

40.1.1 Clauses: 3 (Scope of Framework Agreement), 4 (Call Off Procedure), 5 (Assistance in Related Procurements), 6 (Representations and Warranties), 7 (Guarantee), 13 (Call Off Performance Under Framework Agreement Performance), 15 (Records, Audit Access and Open Book Data), 22.5 (Protection of Personal Data), 26 (Insurance), 31.2 (Equality and Diversity) and 40 (Third Party Rights); and

40.1.2 Framework Schedules 3 (Framework Prices and Charging Structure), 5 (Call Off Procedure), 13 (Guarantee), 14 (Insurance Requirements) and 17 (Tender),

(together “**Third Party Provisions**”) confer benefits on persons named in such provisions other than the Parties (each such person a “**Third Party Beneficiary**”) and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

40.2 Subject to Clause 40.1, a person who is not Party to this Framework Agreement has no right to enforce any term of this Framework Agreement under the CRTPA but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the CRTPA.

40.3 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without Approval, which may, if given, be given on and subject to such terms as the Authority may determine.

40.4 Any amendments or modifications to this Framework Agreement may be made, and any rights created under Clause 40.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

40.5 The Authority may act as agent and trustee for each Third Party Beneficiary and/or enforce on behalf of that Third Party Beneficiary any Third Party Provision and/or recover any Loss suffered by that Third Party Beneficiary in connection with a breach of any Third Party Provision.

#### 41. NOTICES

41.1 Except as otherwise expressly provided within this Framework Agreement, any notices issued under this Framework Agreement must be in writing. For the purpose of this Clause 41, an e-mail is accepted as being "in writing".

41.2 Subject to Clause 41.3, the following table sets out the method by which notices may be served under this Framework Agreement and the respective deemed time and proof of service:

Manner of Delivery	Deemed time of delivery	Proof of Service
Email (Subject to Clause 41.3)	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message

Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day	Properly addressed and delivered as evidenced by signature of a delivery receipt
Royal Mail Signed For™ 1st Class or other prepaid, next Working Day service providing proof of delivery	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm)	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt

41.3 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or Royal Mail Signed For™ 1st Class or other prepaid in the manner set out in the table in Clause 41.2:

41.3.1 any Termination Notice under Clause 28 (Authority Termination Rights), including in respect of partial termination;

41.3.2 any notice in respect of:

- (a) Suspension of Supplier's appointment (Clause 29)
- (b) Waiver (Clause 33);
- (c) Default or default of the Authority; and

41.3.3 any Dispute Notice.

41.4 Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 41.3 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed For™ 1st Class delivery (as set out in the table in Clause 41.2) or, if earlier, the time of response or acknowledgement by the receiving Party to the email attaching the notice.

41.5 This Clause 41 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under Framework Schedule 16 (Dispute Resolution Procedure).

41.6 For the purposes of this Clause 41, the address of each Party shall be:

41.6.1 For the Authority:

**Crown Commercial Service**  
Rosebery Court  
St Andrew's Business Park,  
Norwich  
NR7 0HS



For the attention of the TECHNOLOGY PRODUCTS Framework Manager

41.6.2 For the Supplier:

[insert name of supplier]

Address: [insert address of supplier]

For the attention of: [insert supplier contact name]

41.7 Either Party may change its address for service by serving a notice in accordance with this Clause 41.

41.8 This Clause 41 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under the Dispute Resolution Procedure).

## **42. COMPLAINTS HANDLING**

42.1 Either Party shall notify the other Party of any Complaints made by Other Contracting Bodies, which are not resolved by operation of the Supplier's usual complaints handling procedure within five (5) Working Days of becoming aware of that Complaint and, if the Supplier is the Party providing the notice, such notice shall contain full details of the Supplier's plans to resolve such Complaint.

42.2 Without prejudice to any rights and remedies that a complainant may have at Law (including under this Framework Agreement and/or a Call Off Agreement), and without prejudice to any obligation of the Supplier to take remedial action under the provisions of this Framework Agreement and/or a Call Off Agreement, the Supplier shall use its best endeavours to resolve the Complaint within ten (10) Working Days and in so doing, shall deal with the Complaint fully, expeditiously and fairly.

42.3 Within two (2) Working Days of a request by the Authority, the Supplier shall provide full details of a Complaint to the Authority, including details of steps taken to achieve its resolution.

## **43. DISPUTE RESOLUTION**

43.1 The Parties shall resolve Disputes arising out of or in connection with this Framework Agreement in accordance with the Dispute Resolution Procedure.

43.2 The Supplier shall continue to provide the Goods and/or Services in accordance with the terms of this Framework Agreement until a Dispute has been resolved.

## **44. GOVERNING LAW AND JURISDICTION**

44.1 This Framework Agreement and any issues, disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.

44.2 Subject to Clause 43 (Dispute Resolution) and Framework Schedule 16 (Dispute Resolution Procedure) (including the Authority's right to refer the Dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute or claim (whether contractual or non-contractual) that arises out of or in connection with this Framework Agreement or its subject matter or formation.

**IN WITNESS** of which this Framework Agreement has been duly executed by the Parties.

Signed duly authorised for and on behalf of the SUPPLIER

Signature: .....

Name: .....

Position: .....

Date .....

***[Guidance Note: this document should be signed by the same supplier entity that submitted the ITT.]***

Signed for and on behalf of the AUTHORITY

Signature: .....

Name: .....

Position: .....

Date .....

## FRAMEWORK SCHEDULE 1: DEFINITIONS

1. In accordance with Clause 1.1 (Definitions), in this Framework Agreement including its recitals the following expressions shall have the following meanings:

<b>"Admin Fees"</b>	means the costs incurred by the Authority in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the Authority at the following link: <a href="http://ccs.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees">http://ccs.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees</a> ;
<b>"Affiliates"</b>	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
<b>"Approval"</b>	means the prior written consent of the Authority and "Approve" and "Approved" shall be construed accordingly;
<b>"Audit"</b>	means an audit carried out pursuant to Clause 15 (Records, Audit Access and Open Book Data);
<b>"Audit Report"</b>	means a report summarising the testing completed and the actions arising following an Audit;
<b>"Auditor"</b>	means the Authority, and/or Other Contracting Body who is a party to a Call Off Agreement, and/or the National Audit Office and/or any auditor appointed by the Audit Commission, and /or the representatives of any of them;
<b>"Authority"</b>	means the Contracting Body stated in the preamble to this Framework Agreement;
<b>"Authority Personal Data"</b>	means any Personal Data supplied for the purposes of or in connection with this Framework Agreement by the Authority to the Supplier;
<b>"Authority Representative"</b>	means the representative appointed by the Authority from time to time in relation to this Framework Agreement;
<b>"Authority's Confidential Information"</b>	means all Authority Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know How, personnel, and suppliers of the Authority and/or Other Contracting Bodies, including all IPR, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably to be considered to be confidential;
<b>"Branding Guidance"</b>	means the Authority's guidance in relation to the use of branding available at <a href="http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-resources">http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-resources</a>
<b>"Call Off Agreement"</b>	means a legally binding agreement (entered into pursuant to the provisions of this Framework Agreement) for the provision of the Goods and/or Services made between a Contracting Body and the Supplier pursuant to Framework Schedule 5 (Call Off Procedure);
<b>"Call Off Guarantee"</b>	means a deed of guarantee in favour of a Contracting Body in the form set out in Framework Schedule 13 (Guarantee) and granted pursuant to Clause D of the Template Call Off Terms;

<b>"Call Off Guarantor"</b>	means the person acceptable to a Contracting Body to give a Call Off Guarantee;
<b>"Call Off Procedure"</b>	means the process for awarding a Call Off Agreement pursuant to Clause 4 (Call Off Procedure) and Framework Schedule 5 (Call Off Procedure);
<b>"Call Off Terms"</b>	means the terms and conditions in Annex 2 and Annex 3 to Framework Schedule 4 (Template Order Form and Template Call Off Terms);
<b>"CEDR"</b>	means the Centre for Effective Dispute Resolution;
<b>"CESG"</b>	means the National Technical Authority for Information Assurance formerly known as Computer Electronic Security Group, part of GCHQ: <a href="http://www.cesg.gov.uk">www.cesg.gov.uk</a> ;
<b>"Central Government Body"</b>	<p>means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:</p> <ul style="list-style-type: none"> <li>a) Government Department;</li> <li>b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);</li> <li>c) Non-Ministerial Department; or</li> <li>d) Executive Agency;</li> </ul>
<b>"Change in Law"</b>	means any change in Law which impacts on the supply of the Goods and/or Services and performance of Call Off Agreements which comes into force after the Framework Commencement Date;
<b>"Change of Control"</b>	means a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
<b>"Charges"</b>	means the charges raised under or in connection with a Call Off Agreement from time to time, which Charges shall be calculated in a manner which is consistent with the Charging Structure;
<b>"Charging Structure"</b>	means the structure to be used in the establishment of the charging model which is applicable to each Call Off Agreement, which structure is set out in Framework Schedule 3 (Framework Prices and Charging Structure);
<b>"Commercially Sensitive Information"</b>	<p>means the Supplier's Confidential Information listed in Framework Schedule 15 (Commercially Sensitive Information) comprised of commercially sensitive information:</p> <ul style="list-style-type: none"> <li>a) relating to the Supplier, its IPR or its business or information which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss; and</li> <li>b) that constitutes a trade secret.</li> </ul> <p>For the avoidance of doubt this cannot include catalogue pricing submitted for Lot 6.</p>

<b>“Comparable Supply”</b>	means the supply of Goods and/or Services to another customer of the Supplier that are the same or similar to the Goods and/or Services;
<b>“Complaint”</b>	means any formal written complaint raised by a Contracting Body in relation to the performance of this Framework Agreement or any Call Off Agreement in accordance with Clause 42 (Complaints Handling);
<b>"Confidential Information"</b>	means the Authority's Confidential Information and/or the Supplier's Confidential Information, as the context requires;
<b>“Continuous Improvement”</b>	means a plan for improving the provision of the Goods and/or Services and/or reducing the Charges produced by the Supplier pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking);
<b>"Contract Year"</b>	means a consecutive period of twelve (12) Months commencing on the Framework Commencement Date or each anniversary thereof;
<b>"Contracting Bodies"</b>	means bodies listed in paragraph VI.3 of the OJEU Notice and <b>“Contracting Body”</b> shall be construed accordingly;
<b>"Control"</b>	means control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and <b>"Controlled"</b> shall be construed accordingly;
<b>"Costs"</b>	means the direct buy-in price from an external supply chain for Lots 1, 2, 3, 4 or 6 or the cost of manufacture for Lot 5, and in both circumstances excludes the Supplier’s internal costs and overheads;
<b>"Crown Body"</b>	means any department, office or executive agency of the Crown;
<b>“CRTPA”</b>	means the Contracts (Rights of Third Parties) Act 1999;
<b>"Data Controller"</b>	shall have the same meaning as set out in the Data Protection Act 1998, as amended from time to time;
<b>"Data Processor"</b>	shall have the same meaning as set out in the Data Protection Act 1998, as amended from time to time;
<b>"Data Protection Legislation"</b>	means the Data Protection Act 1998 , as amended from time to time and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
<b>"Data Subject"</b>	shall have the same meaning as set out in the Data Protection Act 1998, as amended from time to time;
<b>“Data Subject Access Request”</b>	means a request made by a Data Subject in accordance with rights granted pursuant to the DPA to access his or her Personal Data;
<b>“Day Rate”</b>	means the maximum daily labour charge for a specific grade of person, based on an 8 hour day and whether or not such hours are worked consecutively and whether or not they are worked on the same day, exclusive of lunch break, travel and related expenses, as set out in the Tender, and which forms the Framework Price(s) as set out in Framework Schedule 3 (Framework Prices and Charging Structure);
<b>"Default"</b>	means any breach of the obligations of the Supplier (including but not limited to any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or

	negligent statement of the Supplier or the Supplier Personnel in connection with or in relation to this Framework Agreement or the subject matter of this Framework Agreement and in respect of which the Supplier is liable to the Authority;
<b>“Default Management Charge”</b>	shall have the meaning given to it in paragraph 6.2 of Framework Schedule 9 (Management Information);
<b>"Direct Award Criteria"</b>	means the award criteria to be applied for the direct award of Call Off Agreements for Goods and/or Services set out in Part A of Framework Schedule 6 (Award Criteria);
<b>“Dispute”</b>	means any dispute, difference or question of interpretation arising out of or in connection with this Framework Agreement, including any dispute, difference or question of interpretation relating to the Goods and/or Services, failure to agree in accordance with the procedure for variations in Clause 16.1 (Variation Procedure) or any matter where this Framework Agreement directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
<b>“Dispute Notice”</b>	means a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
<b>“Dispute Resolution Procedure”</b>	means the dispute resolution procedure set out in Framework Schedule 16 (Dispute Resolution);
<b>“DOTAS”</b>	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
<b>“DPA”</b>	means the Data Protection Act 1998 as amended from time to time;
<b>"Environmental Information Regulations or EIRs"</b>	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations;
<b>“Equivalent Goods and/or Services”</b>	means goods and/or services which the Supplier can supply which are the same or similar to the Goods and/or Services;
<b>“Extension Framework Period”</b>	means such period or periods up to a maximum of two (2) years in total as may be specified by the Authority pursuant to Clause 8 (Framework Period);
<b>"FOIA"</b>	means the Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;

<b>"Framework"</b>	means the framework arrangements established by the Authority for the provision of the Goods and/or Services to Contracting Bodies by suppliers (including the Supplier) pursuant to the OJEU Notice;
<b>"Framework Agreement"</b>	means this agreement consisting of the Clauses together with the Framework Schedules and any appendices and annexes to the same;
<b>"Framework Commencement Date"</b>	means [insert date dd/mm/yyyy];
<b>"Framework Execution Date"</b>	means the date of execution of this Framework Agreement;
<b>"Framework Guarantee"</b>	means a deed of guarantee in favour of the Authority in the form set out in Framework Schedule 13 (Framework Guarantee) granted pursuant to Clause 7 (Guarantee);
<b>"Framework Guarantor"</b>	means any person acceptable to the Authority to give a Framework Guarantee;
<b>"Framework Period"</b>	means the period from the Framework Commencement Date until the expiry or earlier termination of this Framework Agreement;
<b>"Framework Price(s)"</b>	means the Margin and Day Rates (and any applicable premiums and regional variations specified in Framework Schedule 3) applicable to the provision of Goods, or Solutions, including Services, and calculated using the mechanisms described in Framework Schedule 3 (Framework Prices and Charging Structure).
<b>"Framework Schedules"</b>	means the schedules to this Framework Agreement;
<b>"Framework Suppliers"</b>	means the suppliers (including the Supplier) appointed under framework agreements as part of the Framework;
<b>"Fraud"</b>	means any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
<b>"Further Competition Award Criteria"</b>	means the award criteria set out in Part B of Framework Schedule 6 (Award Criteria);
<b>"Further Competition Procedure"</b>	means the further competition procedure described in paragraph 3 of Framework Schedule 5 (Call Off Procedure);
<b>"General Anti-Abuse Rule"</b>	means the legislation in Part 5 of the Finance Act 2013; and any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
<b>"General Change in Law"</b>	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
<b>"Good Industry Practice"</b>	means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be

	expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
<b>“Goods”</b>	means the goods described in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) which the Supplier shall make available to Contracting Bodies;
<b>“Goods and/or Services Requirements”</b>	means the requirements of the Authority or any other Contracting Body (as appropriate) for the Goods and/or Services from time to time;
<b>“Government”</b>	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>“Halifax Abuse Principle”</b>	means the principle explained in the CJEU Case C-255/02 Halifax and others;
<b>"Holding Company"</b>	shall have the meaning given to it in section 1159 of the Companies Act 2006;
<b>"Improvement Plan"</b>	means the plan required by the Authority from the Supplier which shall detail how the Supplier will improve the provision of the Goods and/or Services pursuant to Clause 27.1.1 (Authority Remedies);
<b>"Improvement Notice"</b>	means the notice issued by the Authority to the Supplier pursuant to Clause 27.1.3 (Authority Remedies) which will detail how the Supplier shall improve the provision of the Goods and/or Services;
<b>"Information"</b>	has the meaning given under section 84 of the Freedom of Information Act 2000 as amended from time to time;
<b>“Information Assurance”</b>	means the confidence that information systems will protect the information they handle and will function as they need to, when they need to, under the control of legitimate users;
<b>“Insolvency Event”</b>	means, in respect of the Supplier or Framework Guarantor (as applicable): <ul style="list-style-type: none"> <li>a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or</li> <li>b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or</li> <li>c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or</li> </ul>



- d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
- f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
- g) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- h) where the Supplier or Framework Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or
- i) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;

**"Initial Framework Period"**

means the period from the Framework Commencement Date until its second anniversary;

**"Intellectual Property Rights" or "IPR"**

means:

- a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in Internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information;
- b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and
- c) all other rights having equivalent or similar effect in any country or jurisdiction;

**"Invitation to Tender"**

has the meaning given to it in the recitals to this Framework Agreement;

**"Key Sub-Contract"**

means each Sub-Contract with a Key Sub-Contractor;

**"Key Sub-Contractors"**

means any Sub-Contractor which, in the opinion of the Authority, performs (or would perform if appointed) a critical role in the provision of all or any part of the Goods and/or Services;

**"IPR Claim"**

means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority in the fulfilment of its obligations under this Framework Agreement;

<b>“Key Performance Indicators” or “KPIs”</b>	means the performance measurements and targets set out in Part B of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators);
<b>"Know-How"</b>	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Goods and/or Services but excluding know-how already in the other Party's possession before the Framework Commencement Date;
<b>“KPI Target”</b>	means the acceptable performance level for a KPI as set out in relation to each KPI;
<b>"Law"</b>	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
<b>“Legacy Goods and/or Services”</b>	means goods and/or services similar to the New Goods and/or Services and/or goods and/or services which interface with or are intended to interface with or be replaced by the New Goods and/or Services;
<b>“Losses”</b>	means all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation on otherwise and <b>“Loss”</b> shall be interpreted accordingly;
<b>"Lot"</b>	means any of the six (6) lots specified in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) and "Lots" shall be construed accordingly;
<b>"Management Charge"</b>	means the sum payable by the Supplier to the Authority being an amount equal to one per cent (1.0%) of all Charges for the Goods and/or Services invoiced to the Contracting Bodies by the Supplier (net of VAT) in each Month throughout the Framework Period and thereafter until the expiry or earlier termination of all Call Off Agreements entered pursuant to this Framework Agreement;
<b>"Management Information" or “MI”</b>	means the management information specified in Framework Schedule 9 (Management Information);
<b>“Margin”</b>	means the percentage by which the price for Goods exceeds the Costs in relation to those Goods, excluding any other supply chain rebates and shipping/delivery;
<b>“MI Default”</b>	has the meaning given to it in paragraph 6.1 of Framework Schedule 9 (Management Information);
<b>“MI Failure”</b>	means when an MI report: <ul style="list-style-type: none"> <li>a) contains any material errors or material omissions or a missing mandatory field; or</li> <li>b) is submitted using an incorrect MI reporting Template; or</li> </ul>

	c) is not submitted by the reporting date(including where a Nil Return should have been filed);
<b>"MI Report"</b>	means a report containing Management Information submitted to the Authority in accordance with Framework Schedule 9 (Management Information);
<b>"MI Reporting Template"</b>	means the form of report set out in the Annex to Framework Schedule 9 (Management Information) setting out the information the Supplier is required to supply to the Authority;
<b>"Ministry of Justice Code"</b>	means the Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 as amended from time to time;
<b>"MISO"</b>	means 'Management Information System Online'. An online portal located at <a href="https://miso.buyingsolutions.gov.uk">https://miso.buyingsolutions.gov.uk</a> provided by the Authority for collection and receipt of Management Information;
<b>"Month"</b>	means a calendar month and <b>"Monthly"</b> shall be interpreted accordingly;
<b>"New Goods and/or Services"</b>	means goods and/or services which a Contracting Body wishes to procure from a third party which are the same or similar to the Goods and/or Services;
<b>"Nil Return"</b>	has the meaning given to it in paragraph 3.3 of Framework Schedule 9 (Management Information);
<b>"Occasion of Tax Non –Compliance"</b>	means where: <ul style="list-style-type: none"> <li>a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found to be incorrect as a result of: <ul style="list-style-type: none"> <li>i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax abuse principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax abuse principle;</li> <li>ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or</li> </ul> </li> <li>b) the Supplier's tax affairs give rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Call Off Commencement Date or to a penalty for civil fraud or evasion;</li> </ul>
<b>"OJEU Notice"</b>	has the meaning given to it in Recital A;
<b>"Open Book Data"</b>	means complete and accurate financial information which is sufficient to enable the Authority to verify the Charges already paid or payable and Charges forecast to be paid during the Framework Period and term of any Call Off Agreements, including details and all assumptions relating to: <ul style="list-style-type: none"> <li>a) the Supplier's Costs broken down against each Good and/or Service and/or deliverable, including actual capital expenditure</li> </ul>

	(including capital replacement costs) and the unit cost and total actual costs of all hardware and software;
	<ul style="list-style-type: none"> <li>b) operating expenditure relating to the provision of the Goods and/or Services including an analysis showing: <ul style="list-style-type: none"> <li>i) the unit costs and quantity of Goods and any other consumables and bought-in services;</li> <li>ii) manpower resources broken down into the number and grade/role of all Supplier Personnel (free of any contingency) together with a list of agreed rates against each manpower grade; and</li> <li>iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the supplier profit margin</li> </ul> </li> <li>c) overheads;</li> <li>d) the supplier profit achieved over the Framework Period and term of any Call Off Agreements and on an annual basis;</li> <li>e) confirmation that all methods of Cost apportionment and overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</li> <li>f) an explanation of the type and value of risk and contingencies associated with the provision of the Goods and/or Services, including the amount of money attributed to each risk and/or contingency; and</li> <li>g) the actual Costs profile for each Service Period under any Call Off Agreements;</li> </ul>
<b>"Open Source"</b>	means, that the relevant software's source code is freely available to the public. Open source software is typically free to download and use and does not include technical support;
<b>"Order"</b>	means an order for the provision of the Goods and/or Services placed by a Contracting Body with the Supplier under a Call Off Agreement, including any orders placed in respect of the electronic catalogue under Lot 6;
<b>"Order Form"</b>	means the form in Annex 1 to Framework Schedule 4 (Template Order Form and Template Call Off Terms) (for the avoidance of doubt such Order Form shall not be necessary for an Order made in respect of Lot 6 Goods);
<b>"Other Contracting Bodies"</b>	means all Contracting Bodies except the Authority and <b>"Other Contracting Body"</b> shall be construed accordingly;
<b>"Party"</b>	means the Authority or the Supplier and <b>"Parties"</b> shall mean both of them;
<b>"Personal Data"</b>	shall have the same meaning as set out in the Data Protection Act 1998 as amended from time to time;
<b>"Processing"</b>	has the meaning given to "processing" under the Data Protection Legislation but, for the purposes of this Framework Agreement, it shall include both manual and automatic processing and <b>"Process"</b> and <b>"Processed"</b> shall be interpreted accordingly;

<b>"Prohibited Act"</b>	<p>means:</p> <ul style="list-style-type: none"> <li>a) to directly or indirectly offer, promise or give any person working for or engaged by a Contracting Body and/or the Authority a financial or other advantage to: <ul style="list-style-type: none"> <li>i) induce that person to perform improperly a relevant function or activity; or</li> <li>ii) reward that person for improper performance of a relevant function or activity;</li> </ul> </li> <li>or</li> <li>b) committing any offence: <ul style="list-style-type: none"> <li>i) under the Bribery Act 2010; or</li> <li>ii) under legislation creating offences concerning Fraud; or</li> <li>iii) at common law concerning Fraud; or</li> <li>iv) committing (or attempting or conspiring to commit) Fraud;</li> </ul> </li> </ul>
<b>"Purchase to Pay" or "P2P"</b>	means electronic system used to host a catalogue that allows for the full procurement process, from ordering through to invoice. The "official" definition of Purchase to Pay according to the Chartered Institute of Purchasing and Supply: "A seamless process enabled by technology designed to speed up the process from point of order to payment." For more information on MOD's P2P system see: <a href="http://www.d2btrade.com">www.d2btrade.com</a> ;
<b>"Regulations"</b>	means the Public Contracts Regulations 2015 (as amended) and/or the Public Contracts (Scotland) Regulations 2015 (as amended) (as the context requires) as amended from time to time;
<b>"Relevant Person"</b>	means any employee, agent, servant, or representative of the Authority, or of any Other Contracting Body or other public body;
<b>"Relevant Requirements"</b>	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
<b>"Relevant Tax Authority"</b>	means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is required to submit a tax return;
<b>"Relevant Supplier"</b>	means a third party bidding to provide New Goods and/or Services;
<b>"Replacement Goods and/or Services"</b>	means any goods and/or services which are substantially similar to any of the Goods and/or Services and which are received in substitution for the Goods and/or Services following the expiry or termination of this Framework Agreement;
<b>"Replacement Supplier"</b>	means any third party provider of Replacement Goods and/or Services appointed by or at the direction of the Authority from time to time;
<b>"Reporting Date"</b>	means the 7th day of each Month following the Month to which the relevant Management Information relates, or such other date as may be agreed between the Parties;

<b>"Requests for Information"</b>	means a request for information relating to this Framework Agreement or the provision of the Goods and/or Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the EIRs;
<b>"Restricted Countries"</b>	shall have the meaning given to it in Clause 22.5.3 (Protection of Personal Data)
<b>"Self Audit Certificate"</b>	means the certificate in the form as set out in Framework Schedule 10 (Annual Self Audit Certificate) to be provided to the Authority in accordance with Clause 15 (Records, Audit Access and Open Book Data);
<b>"Service Period"</b>	has the meaning given to it in Framework Schedule 4 (Template Order Form and Template Call Off Terms) as refined by a Contracting Body in a Call Off Agreement between that Contracting Body and the Supplier;
<b>"Services"</b>	means the services described in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) which the Supplier shall make available to Contracting Bodies;
<b>"Specific Change in Law"</b>	means a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;
<b>"Solutions"</b>	means any Call Off Agreement under Lots 1-4 inclusive entered into in which the Contracting Body agrees to pay the Supplier based upon the work performed by the Supplier Personnel and Sub-Contractors, and for materials used in the project no matter how much work is required to complete the project. In the event that this sort of Call Off Agreement is entered into the time element of the price shall be based upon the calculation described in paragraph 2.4 of Framework Schedule 3;
<b>"Standards"</b>	means: <ul style="list-style-type: none"> <li>a) any standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with;</li> <li>b) any standards detailed in the specification in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators);</li> <li>c) any standards detailed by the Contracting Body in the Call Off Agreement following a Further Competition Procedure or agreed between the Parties from time to time;</li> <li>d) any relevant Government codes of practice and guidance applicable from time to time.</li> </ul>
<b>"Standing Instruction"</b>	has the definition set out in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators);

<b>“Statement of Requirements”</b>	means a statement issued by the Authority or any Other Contracting Body detailing its Goods and/or Services Requirements issued in accordance with the Call Off Procedure;
<b>"Sub-Contract"</b>	means any contract or agreement or proposed agreement between the Supplier and any third party whereby that third party agrees to provide to the Supplier the Goods and/or Services (or any part thereof) or to provide facilities or services necessary for the provision of the Goods and/or Services (or any part thereof) or necessary for the management, direction or control of the provision of the Goods and/or Services or any part thereof;
<b>"Sub-Contractor"</b>	means the third party from the list of sub-contractors in Framework Schedule 7 (Key Sub-Contractors) or any third party engaged by the Supplier from time to time under a Sub-Contract permitted pursuant to this Framework Agreement;
<b>“Supplier”</b>	means the person, firm or company stated in the preamble to this Framework Agreement;
<b>“Supplier Action Plan”</b>	means a document, maintained by the Authority, capturing information about the relationship between the Parties including, but not limited to strategic objectives, actions, initiatives, communication channels, risks and supplier performance;
<b>“Supplier Personnel”</b>	means all persons employed or engaged by the Supplier together with the Supplier's servants, agents, suppliers, consultants and Sub-Contractors (and all persons employed by any Sub-Contractor together with the Sub-Contractor's servants, consultants, agents, suppliers and sub-contractors) used in the performance of its obligations under this Framework Agreement or any Call Off Agreements;
<b>"Supplier Representative"</b>	means the representative appointed by the Supplier from time to time in relation to this Framework Agreement;
<b>"Supplier's Confidential Information"</b>	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential, except for any information (including prices) published in the Supplier's catalogue for Lot 6;
<b>“Tender”</b>	means the tender submitted by the Supplier to the Authority on [ <b>insert date dd/mm/yyyy</b> ], a copy of which is set out in Framework Schedule 17 (Tender);
<b>“Termination Notice”</b>	means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Agreement on a specified date and setting out the grounds for termination;
<b>“Variation”</b>	has the meaning given to it in Clause 16.1.1 (Variation Procedure);

<b>"Variation Form"</b>	means the form that will be completed and signed by the Parties to effect a Variation which shall be in the form set out in Framework Schedule 18 (Variation Form);
<b>"Variation Procedure"</b>	means the procedure for carrying out a Variation as set out in Clause 16.1 (Variation Procedure);
<b>"VAT"</b>	means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and
<b>"Working Days"</b>	means any day other than a Saturday, Sunday or public holiday in England and Wales.



## FRAMEWORK SCHEDULE 2: GOODS AND/OR SERVICES AND KEY PERFORMANCE INDICATORS

### Part A – Goods and/or Related Services

#### 1. GENERAL

- 1.1. The purpose of this Part A of Framework Schedule 2 (Goods and/or Related Services and Key Performance Indicators) is to set out the intended scope of the Goods and related Services that the Supplier will be required to make available to all Contracting Bodies under this Framework Agreement and to provide a description of what the Goods and related Services both across the Framework Agreement as a whole and, if applicable, in each Lot) together with any specific Standards applicable to the Goods and related Services.
- 1.2. The Goods and related Services and any Standards set out in paragraph 2.2 below may be refined (to the extent permitted and set out in Framework Schedule 5 (Call Off Procedure) by a Contracting Body during a Further Competition Procedure to reflect its Goods and related Services Requirements for entering a particular Call Off Agreement.
- 1.3. The Goods and related Services covered by this procurement are divided into 6 Lots:

Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6
HARDWARE	SOFTWARE	COMBINED SOFTWARE AND HARDWARE REQUIREMENTS	INFORMATION ASSURED PRODUCTS	VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM)	CATALOGUE

#### 2. SPECIFICATION

##### 2.1. Summary

- 2.1.1. **Account Management** - The Supplier shall provide a named Framework account manager for regular communications and management of the Framework Agreement.

For Lots 1 to 5 inclusive the Supplier shall also provide Contracting Bodies with a single point of contact if required. This single point of contact shall be a named person (the Call Off Agreement account manager). The account manager will be required to perform:

- (a) query management
- (b) issue resolution
- (c) ensuring quotations responsiveness
- (d) handling complaints and customer feedback.
- (e) providing proof of product descriptions

2.1.1.1. The Supplier shall have in place processes for resolution of invoicing queries with defined acknowledgment times and resolution timescales.

2.1.1.2. The Supplier shall demonstrate best value by continuous improvement practises. Evidence of benchmarking and ongoing savings initiatives shall be presented at regular review meetings.

2.1.2. **Market Developments** - The Supplier shall keep the Authority informed of any developments, events and/or issues that will have an impact on the costs of the Goods and related Services to be provided under the Framework Agreement. This will form part of Supplier review meetings which will take place as appropriate and as decided by the Authority. More urgent developments will require immediate communication from the Suppliers.

2.1.3. **Sustainability** – The Supplier will work with Contracting Bodies to enable them to meet their requirements under the following obligations/commitments to improve sustainability. This applies to Lots 1, 3, 4, 5 & 6 (all Lots that have any element of hardware. Note this requirement at 2.1.3 does not apply to Lot 2 Software.) –

(a) strategies; ICT and Greening Government ICT  
<https://www.gov.uk/government/publications/greening-government-ict-strategy>

(b) legislation; Energy Efficiency Directive, WEEE  
<https://www.gov.uk/government/consultations/waste-electrical-and-electronic-equipment-weee-implementing-the-recast-directive-and-uk-system-changes>

EU Ecodesign Regulation <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32009L0125>

(c) standards; Government Buying Standards  
<http://sd.defra.gov.uk/advice/public/buying/products/office/>

Energy Star <https://www.energystar.gov/products/how-product-earns-energy-star-label>

2.1.4. The Supplier shall apply applicable Laws, Standards and strategies when supplying the Goods and related Services under this Framework Agreement.

2.1.5. **Corporate Social Responsibility** (“CSR”) – The Supplier shall demonstrate CSR credentials, both domestically and globally, specifically adhering to UK and International legislation. <http://www.ilo.org/global/lang-en/index.htm>

2.1.6. **Labour standards in the supply chain** - The Authority and Contracting Bodies expect that Framework Suppliers will address and manage the risk of labour standards violations in the supply chain in particular risk associated with conflict minerals. This requirement applies to all Lots however it is most prevalent within Lot 5.

(a) The Supplier shall be aware of and adhere to, where applicable, the International Labour Organization (“ILO”) Forced Labour Protocol.

(b) The Supplier shall be aware of and adhere to, where applicable, OECD Guidelines on Conflict Minerals (<http://www.oecd.org/daf/inv/mne/mining.htm>)

(c) The Supplier shall be aware of and adhere to, where applicable, duties imposed on commercial organisations by the Modern Slavery Act 2015 in relation to transparency in the supply chain.

2.1.7. **Security** – The Supplier shall at all times during the Framework Period and the term of any Call Off Agreement comply with the following Standards:

(a) Information security

(i) ISO 27001 Information Security Management standard or equivalent

(ii) Cyber Essentials Scheme (<https://www.cesg.gov.uk/scheme/cyber-essentials>)

(b) Security policy framework  
(<https://www.gov.uk/government/publications/security-policy-framework>)

- 2.1.8. **Marketing and Communications Plan** - The Supplier shall work with the Authority to develop a marketing and communications plan which will include, but not be limited to, the development of case studies and marketing literature.
- 2.1.9. **ePayment Solutions** - The Supplier shall enable Contracting Bodies ePayment solutions and will adapt its own systems and processes, if necessary, to accommodate Contracting Bodies requirements.
- 2.1.10. **E-commerce transactions with Central Government Bodies** - The Supplier acknowledges and agrees that the Government wide strategy of 'Digital by Default' (<https://www.gov.uk/government/publications/government-digital-strategy>) endorses a commitment to implement e-commerce systems including, for example, purchase-to-pay (P2P) automated systems, as the preferred transacting model for all Government purchasing transactions. The intent is to migrate, wherever practically possible, all Government purchasing to an e-commerce environment. The Supplier acknowledges and agrees that when contracting with Central Government Bodies, the latter may use a specific e-commerce application and the Supplier shall be required to comply with the relevant requirements set out by the Central Government Body in their Statement of Requirements during the Further Competition Procedure and/or terms of the relevant Call Off Agreement.
- 2.1.11. **Standing Instructions** - The Supplier shall comply with any Standing Instructions. Standing Instructions are a mechanism that supports the implementation of new policy that is mandated across government as a whole or in certain sectors. It is not possible at the Framework Agreement procurement stage to provide for every instance but examples of such mandation may include technical mandation i.e. the use of Green Buying Standards; or implementation of standardisation across government. Standing Instructions may be issued at anytime during the lifetime of the Framework Agreement. Standing Instructions, when issued, will be applicable to all Suppliers within a given Lot or Lots.
- 2.1.12. **Invoicing Transparency** - The Supplier shall ensure clarity of invoicing to Contracting Bodies allowing them to understand the different cost elements of price. The following information should be included:
- (a) Cost of the product
  - (b) Cost of any services required to implement and /or support the product
  - (c) Cost of shipping
  - (d) Handling charges
  - (e) Cost of additional requirements (such as security for Lot 4, imaging for Lot 5)
- 2.1.13. **Supplying to the Ministry of Defence** – the Supplier shall comply with all specified MOD additional terms, where required. The Supplier should visit <https://www.gov.uk/acquisition-operating-framework> and register to find and access more information on MOD additional terms.

## 2.2. Procurement specific Standards

- 2.2.1. The Supplier shall at all times during the Framework Period and the term of any Call Off Contracts comply with the following Standards:

### Service Management Standards

BS EN ISO 9001 “Quality Management System” standard or equivalent.

**Environmental Standards**

BS EN ISO 14001 Environmental Management System standard or equivalent.

Directive 2002/96/EC on Waste Electrical and Electronic Equipment (or equivalent) and Directive 2002/95/EC on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (or equivalent).

**Information Security Management Standards**

ISO 27001 Information Security Management standard or equivalent.

Manual of Protective Security Standards

Manual of Protective Security (MPS) or equivalent

2.2.2. The Supplier shall, in addition to complying with the Standards as outlined above, comply with the standards required by Contracting Bodies’ as set out by those Bodies during the further competition.

2.2.3. The Supplier shall comply with future Government requirements, Standards and any Standing Instructions issued by the Authority in accordance with any Government guidance issued during the Framework Period and as developed and updated, from time to time.

**2.3. Goods and/or Related Services - LOT 1: HARDWARE**

**2.3.1. Scope:**

- (a) Value added resellers (VARs) that have the capacity to provide a wide range of vendor-neutral end user devices, and other hardware such as audiovisual, network infrastructure equipment and IT peripherals. Operating systems and utility software included as part of a standard Original Equipment Manufacturer (OEM) product offering/factory build are included in this lot when purchased alongside or installed on the associated hardware.
- (b) One Stop Shop – the facility for Contracting Bodies to run further competition to select a single Supplier for provision of a defined requirement for a defined time period.
- (c) Value-add Related Services - including (but not limited to) extended product warranties; support, upgrade and maintenance services associated with products purchased; close-to-the-box services (hardware configuration, imaging devices (utilising Contracting Bodies pre-owned or separately-procured software licences where applicable), delivery to desk/server room, installation); consignment stocking and deliveries as required; project management of implementations e.g. estate refreshes; provision of management information reports to Contracting Bodies; technical support, on-site warranty repairs (as required); loaning test devices; and extended product warranties.
- (d) Financed Purchase Agreement - The Supplier may offer Contracting Bodies the option to hire purchase Goods directly with the Supplier or with a third party finance over the duration of the relevant Call Off Agreement.

**2.3.2. Detailed Requirements:**

The Supplier shall:

- (a) Have capability to offer a range of commoditised IT products from different vendors/OEMs
- (b) For the duration of the Framework Agreement and Call Off Contracts, maintain or improve with the manufacturers, the vendor accreditations listed in their tender response at AQC5;
- (c) Through preferred status with vendors, provide Contracting Bodies with technology roadmaps and shall provide advice and guidance on avoidance of End of Life (EOL) issues, particularly for extended Call Off Agreements where EOL issues may impact on technology roll-outs or other issues;
- (d) Be a 'prime' contractor under this Framework Agreement and subsequent Call Off Contracts. Use of sub-contractors is fully permissible but these must be notified to the Contracting Body as part of any proposal. The Supplier as a prime contractor will take overall responsibility for delivery of all orders under the Framework Agreement;
- (e) Have capability to meet a wide range of Contracting Bodies volume requirements;
- (f) Have flexible logistics and delivery capability to service Contracting Bodies' requirements that fall out-of-office hours due to operational requirements.

**2.3.3. Product Quality:**

The Supplier Shall:

- (a) Offer a range of warranties, subject to Contracting Bodies' requirements, including extended product warranties with processes in place to perform repairs under warranty and to expedite product returns and/or replacement.
- (b) Have processes in place for handling Dead on Arrival (DOA) issues and failures.

**2.3.4. Close-To-The-Box services:**

- (a) Contracting Bodies utilising this Lot may require a non-chargeable pre-sales technical service which could take the form of product advice, or other assistance. This will include the option of Supplier engagement through a single or series of exploration meetings to assist with defining and refining requirements. Such assistance is to be provided at the Supplier's own risk and cost.
- (b) The Supplier shall provide, where required by Contracting Bodies, technical support – design, fault-fix, the option to provide training to Contracting Bodies and/or warranty services.
- (c) The Supplier shall provide, where required by Contracting Bodies, disposals – End of life non secure disposal services are included.
- (d) The Supplier shall provide, where required by Contracting Bodies, Services which will include, for example, hardware configuration, imaging, delivery to desk/server room, installation, packaging removal or as specified by the Contracting Body as part of their Call Off.

**2.3.5. Exclusions:**

The following services and goods are outside the scope of this Lot:

- (a) IT managed services – outsourced managed services are not within scope of this Framework Agreement
- (b) Chargeable consultancy (for example but not limited to stand alone consultancy, or pre-sales design)
- (c) Software related products or solutions

- (d) Hardware as a service or operating lease

## 2.4. **Goods and/or Related Services - LOT 2: SOFTWARE**

### 2.4.1. **Scope:**

- (a) Suppliers - specialist channel partners for software that have capability to provide a full range of commercial and open source commodity off-the-shelf software, software licenses and associated commoditised software services including software asset management. Suppliers have in depth knowledge and expertise with the major software vendors, providing access to discounts and significant rebates through the use of their partnering arrangement.
- (b) Software licences and implementation services including: Open Source, commercial off the shelf (COTS) software, operating systems, middleware, utilities including anti-virus and configuration services related to the implementation of this software.
- (c) Value-added services - including (but not limited to) provision of advice and tools for software licensing and asset management, software configuration and optimisation capability, pre sales support for specification clarification, delivery of training on software packages, post-sales support for commoditised software, support, upgrades and maintenance services associated with products purchased.
- (d) One Stop Shop – The facility for Contracting Bodies to run further competitions to select a single Supplier for the provision of a defined requirement for a defined time period.

### 2.4.2. **Detailed Requirements:**

The Supplier shall:

- (a) Offer a range of commoditised software products from different vendors/OEMs
- (b) For the duration of the Framework Agreement and Call Off Contracts, maintain or improve with the manufacturers, the vendor accreditations listed in their tender response at AQD5;
- (c) Provide where required installation, implementation and configuration of products.
- (d) Provide commoditised support and maintenance services when purchased with the software product via this Framework Agreement
- (e) Provide where required, renewals of existing commoditised support and maintenance service agreements
- (f) Provide where required, pre-sales support for specification clarification.
- (g) Provide where requested by the Contracting Body, software to be compliant with PSN (Public Services Network) requirements
- (h) Have the capability to assess options of utilising open source products
- (i) Provide, in all instances, opportunity to transfer software licences to other public bodies when those licences are no longer required by the Contracting Bodies.

### 2.4.3. **Product Quality:**

The Supplier shall provide:

- (a) Product warranty, including extended product warranties
- (b) Repairs/bug fixes under warranty
- (c) Product returns and replacement

### 2.4.4. **Related Services:**

The Supplier shall provide:

- (a) Software implementation services, upgrades and support for COTS software purchased via this Framework Agreement
- (b) Management of updates and patches related to software purchased via this Framework Agreement.
- (c) Account management – Single point of contact; query management and issue resolution; quotations responsiveness; handling complaints and customer feedback; technical engineers
- (d) Order management – on-line order management; P2P; acknowledgment times; response times; handling changes and cancellation issues; handling EOL, out-of-stock issues.
- (e) Value-added Software Asset Management (SAM) (support entitlement) – the reseller will independently maintain accurate purchase records (unless the Contracting Bodies requests otherwise), including any information necessary to identify and support a Contracting Bodies' claim of entitlement to licences (inc. but not limited to: licence metrics, quantity, product details, support details etc.). This information can be requested by the Authority on a reasonable basis.

2.4.5. **Exclusions:**

The following services and goods are outside the scope of this Lot:

- (a) IT Managed Services – outsourced managed services are not within scope of this Framework Agreement.
- (b) Chargeable Consultancy (for example but not limited to stand alone consultancy, or pre-sales design)
- (c) Hardware products

2.5. **Goods and / or Related Services - LOT 3: COMBINED SOFTWARE AND HARDWARE REQUIREMENTS**

2.5.1. **Scope:**

- (a) Suppliers who appear on Lot 1 and Lot 2 (inclusive) will provide combined hardware and software requirements via this Lot 3.
- (b) Goods and Services – any combination of the Goods and Services provided under Lots 1 and 2 will be provided under this Lot 3. Call Offs under this Lot must be for a combination of Lot 1 and Lot 2 requirements.

2.6. **Goods and/or Related Services - LOT 4: INFORMATION ASSURED PRODUCTS**

2.6.1. **Scope:**

- (a) Suppliers - providers of commoditised IT products and solutions that are capable of meeting specific protective, information assurance requirements. The main provision for the product and solutions is to provide Information Assurance enforcing and/or relevant functionality.
- (b) Catalogue - The Supplier is required to provide catalogue content, the Supplier will do so in accordance with the Authority's reasonable instructions.
- (c) Provision of data integrity testing solutions, including, but not limited to:
  - (i) Penetration testing
  - (ii) Security audits

(iii) IT health checks

- (d) Further requirements will include but not be limited to; destruction equipment and services, disposal services, audio visual solutions, and access to Communications Electronics Security Group (CESG) approved products and services.
- (e) Hardware related solutions including: client device hardware, network infrastructure hardware and equipment, IT peripherals including media.
- (f) Value-add related services, including (but not limited to): pre and post-sales technical advice and support; extended product warranties; upgrade and maintenance services associated with products purchased; close-to-the-box Services (hardware configuration, imaging devices, delivery to desk/server room, installation); consignment stocking and deliveries as required; project management of implementations e.g. estate refreshes; provision of management information reports to Contracting Bodies; technical support, loaning test devices; Software licenses and implementation solutions, including: commercial off the shelf (COTS) software; software development; configuration; data services including data transfer; application packaging services; associated hardware.
- (g) Provision of secure data storage media that conforms to Contracting Bodies policies, taking the following (minimum) into consideration:
  - (i) Colour coding
  - (ii) Serial number formats
  - (iii) Encryption

**2.6.2. Detailed Requirements :**

The Supplier shall:

- (a) Provide a range of commoditised IT products from different vendors/OEMs
- (b) For the duration of the Framework Agreement and Call Off Contracts maintain or improve with the manufacturers, the vendor accreditations listed in their tender response at AQC5 and/or AQD5 and/or AQE7 and/or AQE8.
- (c) Through preferred status with vendors, provide technology roadmaps to Contracting Bodies and provide advice and guidance on avoidance of End of Life (EOL) issues, particularly for extended Call Offs where EOL issues may impact on technology roll-outs or other issues.
- (d) Make Contracting Bodies aware of sub-contractors used to deliver Goods and related Services.
- (e) Have flexible logistics and delivery capability to service Contracting Bodies' requirements that fall out-of-office hours due to operational requirements deliveries to secure locations, overseas deliveries.
- (f) Deliver the Goods and Services to Contracting Bodies to agreed timeframes for delivery of those Goods and Services.
- (g) Provide where required installation.
- (h) Provide where required configuration.
- (i) The Suppliers shall have or be willing to obtain (within 6 months of Framework Award) an accredited secure facility environment in accordance with HMG Security Policy Framework April 2014 and/or any future variations to the policy, (commonly referred to as List X). Inclusion on this Lot will depend on successful accreditation being



- achieved if not already held. Further information on List X accreditation can be found here: <https://www.gov.uk/government/publications/security-policy-framework>
- (j) The Suppliers will be expected to have, or be willing to obtain a number of UK national security cleared personnel prior to contract award/start date.
  - (k) Provide where required Audiovisual and Infrastructure Solutions - requirement for Audiovisual solutions and infrastructure solutions, comprising hardware and installations that must comply with Contracting Bodies on site regulations and standards. For MOD this is JSP 480. Specific specialist qualifications (eg. Infocomm CTS) apply to Supplier Personnel delivering these services. Information on Infocomm CTS can be found here: <http://www.infocomm.org/cps/rde/xchg/infocomm/hs.xsl/certification.htm> Information on JSP 480 can be found here: <https://www.gov.uk/government/publications/installation-of-communication-and-information-systems-regulations>
  - (l) Provide where required secure disposal of ICT hardware including but not limited to desktops, laptops, notebooks, netbooks, personal data assistants (PDAs), mobile internet devices, servers, data: CCTV, Video Tape, DLT, Audio, hard drives, RAM discs, flash drives and media cards, USB memory sticks, floppy discs, optical discs, CD's, DVD's, mobile telephones (including smartphones), ID badges, printers, fax machines. The secure disposal of items with or without the associated services limited to those described below.
    - (i) Pre sales support, i.e. for specification clarification
    - (ii) End to end asset tracking
    - (iii) Data destruction
    - (iv) On site data destruction
    - (v) Specialist logistics
    - (vi) Recycling
    - (vii) Facilities to separate and store various electronic equipment
    - (viii) Secure units for transportation including security cleared staff

### 2.6.3. **Product Quality:**

The Supplier shall provide:

- (a) Product warranty, including extended product warranties
- (b) Repairs/bug fixes under warranty
- (c) Product returns and replacement
- (d) Handling DOA issues and endemic failures Services:
- (e) Software implementation services: software development, integration, data services, installation, upgrades and support.
- (f) Close-To-The-Box Services – hardware configuration, imaging, delivery to desk/server room, installation
- (g) Through the use of third-party specialist sub-contracted companies, a compliant destruction and disposal service. The Supplier shall, for the duration of the Framework Agreement and any Call Off Contracts, have accreditation with at least one of the following approvals:
  - (i) CESG Assured Services (Sanitisation) – CAS-S
  - (ii) Centre for the Protection of National Infrastructure (CPNI) certification

- (iii) Defence Infosec Product Co-operation Group (DIPCOG) Approval
- (iv) A recognised ICT Destruction and Disposal Trade Association
- (h) 'Estate refresh services' – Technical assistance and project managing implementations.
- (i) Stock-holding - consignment stocking, supply of test devices, supply of spares including spare parts
- (j) Account Management – the Supplier shall provide at all times to a Contracting Body a single point of contact for query management and issue resolution; quotations responsiveness; handling complaints and customer feedback; technical engineers.
- (k) Order management – the Supplier shall provide at all times to a Contracting Body on-line order management; P2P; acknowledgment times; response times; handling changes and cancellation issues; handling EOL, out-of-stock issues
- (l) Catalogue content – the Supplier shall provide the Authority with catalogue content.

**2.6.4. Exclusions:**

The following services and goods are outside the scope of this Lot:

- (a) IT managed services, Radio's, Sat nav devices.
- (b) Chargeable consultancy (for example but not limited to stand alone consultancy, or pre-sales design).
- (c) Hardware as a service / operating lease

**2.7. Goods and/or Related Services - LOT 5: VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM)**

**2.7.1. Scope:**

- (a) This Lot is for the provision of volume hardware requirements there will be no service requirement within this Lot except the occasional delivery fulfilment or related services that can be delivered during the production process.
- (b) Suppliers shall be Original Equipment Manufacturers (OEM) limited to supplying own branded products.
- (c) Related services - including (but not limited to) extended product warranties; production line Services, hardware configuration, imaging devices utilising customer pre-owned or separately-procured software licences where applicable; loaning test devices, product testing, extended product warranties, provision of product roadmaps.

**2.7.2. Detailed Requirements:**

- (a) The Supplier will participate in aggregated procurement opportunities (where relevant to their products portfolio) typically these will be for high volume/value requirements.
- (b) The Authority acting on behalf of Central Government Bodies (and their Arm's length bodies (ALB)) or Other Contracting Bodies may seek to aggregate and leverage savings via regular eAuctions.
- (c) The Supplier will provide custom builds where required (dependent on sufficient volumes being procured). Intellectual Property Rights in any custom build would reside with the OEM.

- (d) The Supplier (the OEMs) will be required to contract directly with the Contracting Body. The Authority understands there may be Business to Business (B2B) limitations for some Suppliers. Where necessary the Supplier can nominate delivery partners as subcontractors, provided it is understood the Call Off Contract under this Lot 5 will be between the Contracting Body and the Supplier (the OEM). Similarly, the Supplier under any Contracting Body Call Off Contract will be the OEM. The Supplier shall have ultimate responsibility for contract performance.
- (e) Delivery partners may be used to: process orders, process invoices, payments and delivery (on behalf of the Supplier). Additionally, delivery partners may be used to handle returns. All documentation and processes must be undertaken in the name of the Supplier, and all customer invoice payments must be made directly to the Supplier.
- (f) The appointment and use of delivery partners must be communicated to Contracting Bodies as well as the Authority to reduce confusion. Particularly where delivery partners are used to process orders and other functions (see above).
- (g) Memoranda of Understanding (MOU) - the supplier will work with the Contracting Authority as the central buying entity on behalf of the UK public sector in seeking to maximise value for money for public sector customers. As such, the Contracting Authority may seek to establish a separate MOU with awarded suppliers. MOU Suppliers will be given the opportunity to enter into a Supplier Relationship Management (SRM) Program. These programmes will provide opportunity for the vendor and the Contracting Authority to hold quarterly business strategic reviews at a senior level to develop plans to deliver savings for public sector customers.

**2.7.3. Product Quality:**

The Supplier shall:

- (a) Have the capability to provide committed volumes required for any single transaction within stated timescales. Delivery may be direct to Contracting Bodies or to other Suppliers to apply additional value added services.
- (b) Be capable of offering a range of product warranties or have ability to tailor product warranties according to Contracting Body requirements.
- (c) Have processes in place for handling DOA issues and failures.

**2.7.4. Exclusions:**

The following services and goods are outside the scope of this Lot:

- (a) Any Services not capable of inclusion during the manufacturing process. If Contracting Bodies require value added services that cannot be accommodated during the manufacturing process, these Services will be subject to a separate procurement.
- (b) Suppliers will not be expected to participate in procurement opportunities for low volume/value requirements.
- (c) Hardware as a service or operating lease
- (d) Software products or solutions
- (e) IT managed services – outsourced managed services are not within scope of this Framework Agreement.
- (f) Chargeable consultancy (for example but not limited to stand alone consultancy, or pre-sales design)

## 2.8. Goods and/or Related Services - LOT 6: CATALOGUE

### 2.8.1. Scope:

- (a) This Lot enables suppliers to provide Contracting Bodies with a range of commoditised technology hardware and software products via an online catalogue.
- (b) The Supplier will provide catalogue content (including pricing) to an online platform provided by the Authority.
- (c) The Authority will provide guidance and instructions for use of the platform.

### 2.8.2. Catalogue Requirements:

- (a) The Supplier shall have the capability to provide sufficient information, as specified by the Authority, to enable Supplier pricing and, where practical, stock information to be matched and attached to a common specification of a wide range of commodity technology products. This may include (but is not limited to) :-
  - (i) Manufacturer name
  - (ii) Manufacturer part no/SKU
  - (iii) CNET ID (if available to the Supplier under their own licence)
  - (iv) An accurate UNSPSC and unaltered manufacturer part code will be provided if no CNET code is available
  - (v) Description of product
  - (vi) Price (single unit)
  - (vii) Price (banded for multiple unit volume discounts)
  - (viii) Delivery options
  - (ix) Delivery charge(s) linked to delivery options
  - (x) Stock volume held (where held by the Supplier directly)
- (b) Price and stock information will be subject to (maximum) daily upload by the Supplier, either by manual or automated upload processes.
- (c) The Suppliers prices will be fixed at point of customer order (checkout) or system generated quote (for subsequent input to customer P2P/ Enterprise Resource Planning (ERP) systems for authorisation and purchase order production) and must be honoured for a period of up to thirty (30) days to allow for customer authorisation processes.

### 2.8.3. Detailed Requirements:

The Supplier Shall:

- (a) Be a 'prime' contractor under this Framework Agreement and subsequent Call Off Agreements. Use of sub-contractors is fully permissible but these must be notified to the Contracting Body as part of any proposal. The Supplier as a prime contractor will take overall responsibility for delivery of all orders under the Framework Agreement.
- (b) Have flexible logistics and delivery capability throughout the United Kingdom and Northern Ireland to service Contracting Bodies' requirements that fall out-of-office hours due to operational requirements.
- (c) Account Management – the Supplier shall provide at all times to a Contracting Body a single point of contact, via a registered generic (i.e. non-personal) email address and telephone number. The single point of contact will be required to perform:
  - (i) Query management
  - (ii) issue resolution

- (iii) ensuring accuracy and details of catalogue content
- (iv) handling complaints and customer feedback.
- (v) proof of product descriptions
- (d) Have in place processes for rapid resolution of invoicing queries with defined acknowledgment times and resolution timescales
- (e) Purchase to Pay – if required by a Contracting Body a Supplier shall provide Supplier catalogue content for a Contracting Body to use in their own P2P system to facilitate on-line order management, including by way of punch-out capability.
- (f) Where required by a Contracting Body, provide enhanced web capability external to P2P systems, for example, provision of Contracting Bodies' specific catalogues.
- (g) Payment - Contracting Bodies will require payment to be made either by credit/debit card (directly to the Supplier) or through credit accounts and purchase orders - either electronically or manually as specified by the Authority and/or the Contracting Body
- (h) As required from time to time provide additional catalogue content/information/functionality at the request of the Authority as the catalogue platform develops over the term of this Framework Agreement.

2.8.4. **Product Quality:**

The Supplier shall:

- (a) Offer a range of warranties, subject to Contracting Bodies' requirements, including extended product warranties with processes in place to perform repairs under warranty and to expedite product returns and/or replacement.
- (b) Have processes in place for handling DOA issues and failures.

2.8.5. **Exclusions:**

The following services and goods are outside the scope of this Lot:

- (a) IT managed services – Full outsourced managed non-commoditised Services are (with the exception of commoditised services, e.g. support packs and extended warranties) not within scope of this Lot.
- (b) Chargeable consultancy (for example but not limited to stand alone consultancy, or pre-sales design)
- (c) Hardware as a service or operating lease
- (d) Non COTS Software

## **PART B – KEY PERFORMANCE INDICATORS**

### **1. GENERAL**

- 1.1 The purpose of this Part B is to set out the KPIs by which the Supplier's overall performance under this Framework Agreement shall be monitored and managed. The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier in accordance with Clause 16.1 (Variation Procedure).
- 1.2 The Supplier shall comply with all its obligations related to KPIs set out in this Framework Agreement including Framework Schedule 8 (Framework Management) and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.
- 1.3 The KPIs from which performance by the Supplier of this Framework Agreement will be reported against for all Lots are set out below:

<b>Key Performance Indicator (KPI)</b>	<b>KPI Target</b>	<b>Lot</b>	<b>Measured by</b>
Payment of Management Charge to CCS	30 days	All	Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's finance system)
MI Returns: All MI returns to be returned to the Authority by the 7th calendar day of each month	100%	All	Confirmation of receipt and time of receipt by the Authority as evidenced within the Authority's data warehouse (MISO) system.
Level of Framework business (total order value)	Even split of predicted spend in the Lots under which the Supplier is listed	Lots 1 – 5 inclusive	Evidenced by comparing all Suppliers' Management Information contained within the Authority's data warehouse (MISO) system.
Level of Framework business (number of orders)	Even split of number of orders in the Lots under which the Supplier is listed	Lots 1 – 5 inclusive	Evidenced by comparing all Suppliers' Management Information contained within the Authority's data warehouse (MISO) system.
Savings	Even split of savings target based on Lots which the Supplier is listed	Lots 1 – 5 inclusive	Evidenced by comparing all Suppliers' Management Information within the Authority's data warehouse (MISO) system and production of a savings plan if savings are not being generated.
Customer satisfaction	Positive (greater than 0) Net Promoter score in any survey carried out by the Authority	Lots 1 – 5 inclusive	Positive (greater than 0) Net Promoter score in any survey carried out by the Authority

Response to further competitions	100%	Lots 4 and 5	Suppliers shall respond to every further competition request with either a positive bid or a notice information from the Authority's MOD managed service team and Aggregation team; and/or Contracting Body feedback.
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## 2. SATISFACTION SURVEYS

- 2.1 In order to assess the level of performance of the Supplier, the Authority may undertake satisfaction surveys in respect of the Supplier's provision of the Goods and/or Services to Contracting Bodies.
- 2.2 The Authority shall be entitled to notify the Supplier of any aspects of their performance which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with the relevant Call Off Agreements.



## FRAMEWORK SCHEDULE 3: FRAMEWORK PRICES AND CHARGING STRUCTURE

### 1. GENERAL PROVISIONS

- 1.1 The Framework Prices set out in Annex 1 to this Framework Schedule 3 are the maximum that the Supplier may charge pursuant to any Call Off Agreement.
- 1.2 The Supplier acknowledges and agrees that any prices submitted in relation to a further competition held in accordance with Framework Schedule 5 (Call Off Procedure) shall be equal to or lower than the Framework Prices.
- 1.3 The Supplier acknowledges and agrees that, subject to paragraph 3 of this Framework Schedule 3 (Adjustment of the Framework Prices), the Framework Prices cannot be increased during the Framework Period. Prices for Goods under this Framework Agreement should be comparable to the Supplier's lowest available prices for comparable goods provided by the Supplier to the public sector through other commercial arrangements and that are supplied on comparable terms.
- 1.4 The Supplier shall make available to the Contracting Bodies and the Authority following the Further Competition Procedure, access to a full, transparent Cost breakdown for Services and/or Solutions. This breakdown should include Margin for Goods, including any software, the Day Rates for the Services (and for Goods and Services including the supply of software provided under Lots 2, 3 and 4, profit share initiatives including registration discounts and vendor rebates) and all other Cost elements involved, including Time and Materials.
- 1.5 The Supplier may be required by a Contracting Body to trade via P2P. For the Goods and Services provided under Lot 4 it is mandatory for the Supplier to be able to trade via P2P.
- 1.6 For Goods provided under Lot 5, invoicing information provided to Contracting Bodies must contain a clear separation between Charges for Goods and any other costs due under the invoice. Example 1: 100 units x £100 = £10,000. Delivery = £45, total £10,045. Example 2: 1000 units x £100. Imaging @ £0.50 per unit. Delivery £45. Total £100,545.00.

### 2. PRICING MECHANISM FOR THE CALCULATION OF FRAMEWORK PRICES

- 2.1 For Lots 1, 2, 3 and 4, Framework Prices shall be calculated using the application of permitted Margin to the Cost of Goods and on the basis of the Day Rates and Margin specified in Annex 1 to this Framework Schedule 3. For the avoidance of doubt, this does not include Lot 5.
- 2.2 The pricing mechanisms which shall be used to calculate the Framework Prices are as follows:
  - 2.3 **Maximum Margin**
    - 2.3.1 For the provision of Goods, the relevant Framework Price shall be the percentage Margin amount set out in Table 1 of Annex 1.
  - 2.4 **Solutions Prices**
    - 2.4.1 For the provision of Solutions, available under Lots 1-4 inclusive, the relevant Framework Price shall be calculated by adding the following two elements:
      - (a) maximum Margin for Goods as set out in Table 1 of Annex 1 and

- (b) a combination of maximum Day Rates for Services as set out in Table 2 of Annex 1.

- 2.5 Pricing for Lot 5 will be determined at further competition.
- 2.6 For the avoidance of doubt, in addition to charging Margin, the Supplier will be entitled to charge Contracting Bodies for the Cost of Goods.
- 2.7 Charges for delivery of Goods shall be at cost and exempt from the application of any uplift.
- 2.8 For Lot 6 the Supplier shall ensure that any price breaks for Goods based on unit volume are clearly identified and described in the Supplier's catalogue.

### **3. ADJUSTMENT OF THE FRAMEWORK PRICES**

3.1 The Framework Prices shall only be varied:

- 3.1.1 due to a Specific Change in Law in relation to which the Parties agree that a change is required to all or part of the Framework Prices in accordance with Clause 16.2 of this Framework Agreement (Legislative Change);
- 3.1.2 where all or part of the Framework Prices are reviewed and reduced in accordance with Framework Schedule 12 (Continuous Improvement and Benchmarking) where used;
- 3.1.3 where all or part of the Framework Prices are reviewed and reduced in accordance with paragraph 4 of this Framework Schedule 3 (Supplier Periodic Assessment of Framework Prices);

3.2 Subject to paragraphs 3.1.1 to 3.1.3 of this Framework Schedule, the Framework Prices will remain fixed for the Framework Period.

### **4. SUPPLIER PERIODIC ASSESSMENT OF FRAMEWORK PRICES**

- 4.1 Every six (6) Months during the Framework Period, the Supplier shall assess the level of the Framework Prices to consider whether it is able to reduce them.
- 4.2 Such assessments by the Supplier under paragraph 4.1 shall be carried out on 1 June and 1 December in each Contract Year (or in the event that such dates do not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates). To the extent that the Supplier is able to decrease all or part of the Framework Prices it shall promptly notify the Authority in writing and such reduction shall be implemented in accordance with paragraph 5 below.

### **5. IMPLEMENTATION OF ADJUSTED FRAMEWORK PRICES**

- 5.1 Variations in accordance with the provisions of this Framework Schedule 3 to all or part the Framework Prices (as the case may be) shall be made by the Authority to take effect:
  - 5.1.1 in accordance with Clause 16.2 (Legislative Change) where an adjustment to the Framework Prices is made in accordance with paragraph 3.1.1 of this Framework Schedule;
  - 5.1.2 in accordance with paragraph 3.3.3 and 4.8 of Framework Schedule 12 (Continuous Improvement and Benchmarking) where used, where an adjustment to the Framework Prices is made in accordance with paragraph 3.1.2 of this Framework Schedule 3; or

- 5.1.3 on 1 June for assessments made on 1 May and on 1 January for assessments made on 1 December where an adjustment to the Framework Prices is made in accordance with paragraph 3.1.3 of this Framework Schedule 3 the Parties shall amend the Framework Prices shown in Annex 1 to this Framework Schedule 3 to reflect such variations.

## **6. CHARGES UNDER CALL OFF AGREEMENTS**

- 6.1 For the avoidance of doubt any change to the Framework Prices implemented pursuant to this Framework Schedule 3 are made independently of, and, subject always to paragraphs 2.1 and 2.2 of this Framework Schedule 3 and shall not affect the Charges payable by a Contracting Body under a Call Off Agreement in force at the time a change to the Framework Prices is implemented.
- 6.2 Any variation to the Charges payable under a Call Off Agreement must be agreed between the Supplier and the relevant Contracting Body and implemented in accordance with the provisions applicable to the Call Off Agreement.

## **7. E-COMMERCE TRANSACTIONS WITH CENTRAL GOVERNMENT BODIES**

- 7.1 The Supplier acknowledges and agrees that the Government's wide strategy of 'Digital by Default' (<https://www.gov.uk/government/publications/government-digital-strategy>) endorses a commitment to implement e-commerce systems, including, for example, purchase-to-pay (P2P) automated systems, as the preferred transacting model for all Government's purchasing transactions. The intent is to migrate, wherever practically possible, all Government's purchasing to an e-commerce environment.
- 7.2 The Supplier acknowledges and agrees that when contracting with Central Government Bodies, the latter may use a specific e-commerce application and the Supplier shall be required to comply with the relevant requirements set out by the relevant Central Government Body in their Statement of Requirements during the Further Competition Procedure and/or terms of the relevant Call Off Agreement.

## ANNEX 1: RATES AND PRICES

**TABLE 1: SUPPLIER MAXIMUM MARGIN TO BE APPLIED TO PROVISION OF GOODS**

MAXIMUM MARGIN	APPLICABLE LOTS	%
Applicable to Hardware (applied at SKU level)	1, 3, 4	3.5
Applicable to Software (applied at SKU level)	2, 3, 4	2.5
Applicable to Hardware (applied at SKU level)	5	16
Applicable to Hardware and Software (applied at SKU level)	6	N/A

**TABLE 2: SUPPLIER PERSONNEL RATE CARD FOR CALCULATION OF MAXIMUM DAY RATE FOR THE PURPOSES OF THE FRAMEWORK PRICES**

The below prices are based on the Skills Framework for the Information Age. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

The Day Rates are based on working throughout the United Kingdom and Northern Ireland.

***[Guidance Note: Prior to the commencement of the Framework Agreement, the Authority will populate this table with the relevant information from the Supplier's tendered prices in the Tender]***

### Maximum Day Rates for Consultants Pricing Matrix

		1. Follow	2. Assist	3. Apply	4. Enable	5. Ensure, advise	Combined Price
Strategy and Architecture	A1 Advice and Guidance				£	£	£
	A2 Technical Strategy and Planning		£	£	£	£	£
Change and Transformation	B1 Business Change Implementation		£	£	£	£	£
	B2 Business Change Management		£	£	£	£	£
Development and Implementation	C1 Systems Development	£	£	£	£	£	£
	C2 Installation and Integration	£	£	£	£	£	£
	D1 Service Design		£	£	£	£	£

Delivery and Operation	D2Service Transition		£	£	£	£	£
	D3 Service Operation	£	£	£	£	£	£
Skills and Quality	E1 Skill Management		£	£	£	£	£

**FRAMEWORK SCHEDULE 4: TEMPLATE ORDER FORM AND TEMPLATE CALL OFF  
TERMS**

**ANNEX 1: TEMPLATE ORDER FORM**

[placeholder – see ITT Attachment 5b)]

## **ANNEX 2: TEMPLATE CALL OFF TERMS**

[placeholder – see ITT Attachment 5a)]

### **ANNEX 3: ALTERNATIVE AND ADDITIONAL CALL OFF CONTRACT PROVISIONS**

[placeholder – see ITT Attachment 5c)]



## **FRAMEWORK SCHEDULE 5: CALL OFF PROCEDURE**

### **1. AWARD PROCEDURE**

1.1 If the Authority or any Other Contracting Body decides to source the Goods and/or Services through this Framework Agreement then it will award its Goods and/or Services Requirements in accordance with the procedure in this Framework Schedule 5 (Call Off Procedure) and the requirements of the Regulations and the Guidance. For the purposes of this Framework Schedule 5, “**Guidance**” shall mean any guidance issued or updated by the UK Government from time to time in relation to the Regulations.

1.2 If a Contracting Body can determine that:

1.2.1 its Goods and/or Services Requirements can be met by the Supplier's catalogue/description of the Goods and/or Services as set out in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators); and

1.2.2 all of the terms of the proposed Call Off Agreement are laid down in this Framework Agreement and the Template Call Off Terms do not require amendment or any supplementary terms and conditions (other than the inclusion of optional provisions already provided for in the Template Call Off Terms);

then the Contracting Body may award a Call Off Agreement in accordance with the procedure set out in paragraph 2 below.

1.3 If all of the terms of the proposed Call Off Agreement are not laid down in this Framework Agreement and a Contracting Body:

1.3.1 requires the Supplier to develop proposals or a solution in respect of such Contracting Body's Goods and/or Services Requirements; and/or

1.3.2 needs to amend or refine the Template Call Off Terms to reflect its Goods and/or Services Requirements to the extent permitted by and in accordance with the Regulations and Guidance;

then the Contracting Body shall award a Call Off Agreement in accordance with the Further Competition Procedure set out in paragraph 3 below.

### **2. DIRECT ORDERING WITHOUT A FURTHER COMPETITION**

2.1 Subject to paragraph 1.2 above any Contracting Body awarding a Call Off Agreement under this Framework Agreement without holding a further competition shall:

2.1.1 develop a clear Statement of Requirements;

2.1.2 apply the Direct Award Criteria to the catalogue of the Goods for all Suppliers capable of meeting the Statement of Requirements in order to establish which of the Framework Suppliers provides the most economically advantageous solution; and

2.1.3 on the basis set out above, award the Call Off Agreement with the successful Framework Supplier in accordance with paragraph 7 below.

### **3. FURTHER COMPETITION PROCEDURE**

#### **Contracting Body's Obligations**

3.1 Any Contracting Body awarding a Call Off Agreement under this Framework Agreement through a Further Competition Procedure shall:

- 3.1.1 develop a Statement of Requirements setting out its requirements for the Goods and/or Services including Service Levels and Performance Monitoring (as defined in the Call Off Agreement) and identify the Framework Suppliers capable of supplying the Goods and/or Services;
- 3.1.2 amend or refine the Template Call Off Form and Template Call Off Terms to reflect its Goods and/or Services Requirements only to the extent permitted by and in accordance with the requirements of the Regulations and Guidance;
- 3.1.3 invite tenders by conducting a Further Competition Procedure for its Goods and/or Services Requirements in accordance with the Regulations and Guidance and in particular:
  - (a) if an Electronic Reverse Auction (as defined in paragraph 4 below) is to be held the Contracting Body shall notify the Framework Suppliers identified in accordance with paragraph 3.1.1 and shall conduct the Further Competition Procedure in accordance with the procedures set out in paragraph 4.3; or
  - (b) if an Electronic Reverse Auction is not used, the Contracting Body shall:
    - (i) invite the Framework Suppliers identified in accordance with paragraph 3.1.1 to submit a tender in writing for each proposed Call Off Agreement to be awarded by giving written notice by email to the relevant Supplier Representative of each Framework Supplier;
    - (ii) set a time limit for the receipt by it of the tenders which takes into account factors such as the complexity of the subject matter of the proposed Call Off Agreement and the time needed to submit tenders; and
    - (iii) keep each tender confidential until the time limit set out for the return of tenders has expired.
- 3.1.4 apply the Further Competition Award Criteria to the Framework Suppliers' compliant tenders submitted through the Further Competition Procedure as the basis of its decision to award a Call Off Agreement for its Goods and/or Services Requirements;
- 3.1.5 on the basis set out above, award its Call Off Agreement to the successful Framework Supplier in accordance with paragraph 7 which Call Off Agreement shall:
  - (a) state the Goods and/or Services Requirements;
  - (b) state the tender submitted by the successful Framework Supplier;
  - (c) state the charges payable for the Goods and/or Services Requirements in accordance with the tender submitted by the successful Framework Supplier; and
  - (d) incorporate the Template Call Off Form and Template Call Off Terms (as may be amended or refined by the Contracting Body in accordance with paragraph 3.1.2 above) applicable to the Goods and/or Services,
- 3.1.6 provide unsuccessful Framework Suppliers with written feedback in relation to the reasons why their tenders were unsuccessful.

### **The Supplier's Obligations**

3.2 The Supplier shall in writing, by the time and date specified by the Contracting Body following an invitation to tender pursuant to paragraph 3.1.3 above provide the Contracting Body with either:

3.2.1 a statement to the effect that it does not wish to tender in relation to the relevant Goods and/or Services Requirements; or

3.2.2 the full details of its tender made in respect of the relevant Statement of Requirements. In the event that the Supplier submits such a tender, it should include, as a minimum:

- (a) an email response subject line to comprise unique reference number and Supplier name, so as to clearly identify the Supplier;
- (b) a brief summary, in the email (followed by a confirmation letter), stating that the Supplier is bidding for the Statement of Requirements;
- (c) a proposal covering the Goods and/or Services Requirements; and
- (d) confirmation of discounts applicable to the Goods and/or Services, as referenced in Framework Schedule 3 (Framework Prices and Charging Structure).

3.2.3 The Supplier shall ensure that any prices submitted in relation to a Further Competition Procedure held pursuant to this paragraph 3 shall be based on the Charging Structure and take into account any discount to which the Contracting Body may be entitled as set out in Framework Schedule 3 (Framework Prices and Charging Structure).

3.2.4 The Supplier agrees that:

- (a) all tenders submitted by the Supplier in relation to a Further Competition Procedure held pursuant to this paragraph 3 shall remain open for acceptance by the Contracting Body for thirty (30) days (or such other period specified in the invitation to tender issued by the relevant Contracting Body in accordance with the Call Off Procedure);
- (b) all tenders submitted by the Supplier are not subject to a conflict of interest, or where a conflict of interest is identified that the Supplier will promptly notify the Contracting Body and ensure appropriate and robust ethical walls are in place. If the Supplier is acting as an agent on behalf of a public sector body then any conflict of interest is subject to the agency agreement between those parties.
- (c) all tenders submitted by the Supplier are made and will be made in good faith and that the Supplier has not fixed or adjusted and will not fix or adjust the price of the tender by or in accordance with any agreement or arrangement with any other person. The Supplier certifies that it has not and undertakes that it will not:
  - (i) communicate to any person other than the person inviting these tenders the amount or approximate amount of the tender, except where the disclosure, in confidence, of the

approximate amount of the tender was necessary to obtain quotations required for the preparation of the tender; and

- (ii) enter into any arrangement or agreement with any other person that he or the other person(s) shall refrain from submitting a tender or as to the amount of any tenders to be submitted.

#### 4. E-AUCTIONS

- 4.1 The Contracting Body shall be entitled to formulate its Statement of Requirements in accordance with paragraph 3 above and invite the Supplier to a Further Competition Procedure using a reverse auction in accordance with the rules laid down by the Contracting Body and in accordance with the Regulations, prior to the commencement of any such Further Competition Procedure.
- 4.2 The Supplier acknowledges that Contracting Bodies may wish to undertake an electronic reverse auction, where Framework Suppliers compete in real time by bidding as the auction unfolds ("**Electronic Reverse Auction**").
- 4.3 Before undertaking an Electronic Reverse Auction, the relevant Contracting Body will make an initial full evaluation of all tenders.
- 4.4 The Contracting Body will inform the Framework Suppliers of the specification for the Electronic Reverse Auction which shall include:
  - 4.4.1 the information to be provided at auction, which must be expressed in figures or percentages;
  - 4.4.2 the mathematical formula to be used to determine automatic ranking of bids on the basis of new prices and/or new values submitted;
  - 4.4.3 any limits on the values which may be submitted;
  - 4.4.4 a description of any information which will be made available to Framework Suppliers in the course of the Electronic Reverse Auction, and when it will be made available to them;
  - 4.4.5 the conditions under which Framework Suppliers will be able to bid and, in particular, the minimum differences which will, where appropriate, be required when bidding;
  - 4.4.6 relevant information concerning the electronic equipment used and the arrangements and technical specification for connection;
  - 4.4.7 the date and time of the start of the Electronic Reverse Auction; and
  - 4.4.8 details of when and how the Electronic Reverse Auction will close.
- 4.5 The Electronic Reverse Auction may not start sooner than two (2) Working Days after the date on which the specification for the Electronic Reverse Auction has been issued.
- 4.6 Throughout each phase of the Electronic Reverse Auction the Contracting Body will communicate to all Framework Suppliers sufficient information to enable them to ascertain their relative ranking.
- 4.7 The Supplier acknowledges and agrees that:
  - 4.7.1 the Contracting Body and its officers, servants, agents, group companies, assignees and customers (including the Authority) do not guarantee that its access to the Electronic Reverse Auction will be uninterrupted or error-free;

- 4.7.2 its access to the Electronic Reverse Auction may occasionally be restricted to allow for repairs or maintenance; and
- 4.7.3 it will comply with all such rules that may be imposed by the Contracting Body in relation to the operation of the Electronic Reverse Auction.
- 4.8 The Contracting Body will close the Electronic Reverse Auction on the basis of:
  - 4.8.1 a date and time fixed in advance;
  - 4.8.2 when no new prices or values meeting the minimum differences required pursuant to paragraph 4.4.5 have been received within the prescribed elapsed time period; or
  - 4.8.3 when all the phases have been completed.

## **5. NO AWARD**

- 5.1 Notwithstanding the fact that the Contracting Body has followed a procedure as set out above in paragraph 2 or 3 (as applicable), the Contracting Body shall be entitled at all times to decline to make an award for its Goods and/or Services Requirements. Nothing in this Framework Agreement shall oblige any Contracting Body to award any Call Off Agreement.

## **6. RESPONSIBILITY FOR AWARDS**

- 6.1 The Supplier acknowledges that each Contracting Body is independently responsible for the conduct of its award of Call Off Agreements under this Framework Agreement and that the Authority is not responsible or accountable for and shall have no liability whatsoever in relation to:
  - 6.1.1 the conduct of Other Contracting Bodies in relation to this Framework Agreement; or
  - 6.1.2 the performance or non-performance of any Call Off Agreements between the Supplier and Other Contracting Bodies entered into pursuant to this Framework Agreement.

## **7. CALL OFF AWARD PROCEDURE**

- 7.1 Subject to paragraphs 1 to 6 above, a Contracting Body may award a Call Off Agreement with the Supplier by sending (including electronically) a signed order form substantially in the form (as as may be amended or refined by the Contracting Body in accordance with paragraph 3.1.2 above) of the Template Order Form set out in Framework Schedule 4 (Template Order Form and Template Call Off Terms) or in respect of Lot 6 Goods completing the Order via the electronic catalogue. The Parties agree that any document or communication (including any document or communication in the apparent form of a Call Off Agreement) which is not as described in this paragraph 7 shall not constitute a Call Off Agreement under this Framework Agreement.
- 7.2 On receipt of an order form as described in paragraph 7.1 above from a Contracting Body the Supplier shall, subject to paragraph 3.2.4 (a) accept the Call Off Agreement by promptly signing and returning (including by electronic means) a copy of the order form to the Contracting Body concerned.
- 7.3 On receipt of the signed order form from the Supplier, the Contracting Body shall send (including by electronic means) a written notice of receipt to the Supplier within two (2) Working Days and a Call Off Agreement shall be formed.

## **FRAMEWORK SCHEDULE 6: AWARD CRITERIA**

### **1. GENERAL**

- 1.1 This Framework Schedule 6 is designed to assist Contracting Bodies when drafting an invitation to tender for a Further Competition Procedure.
- 1.2 A contract shall be awarded on the basis of most economically advantageous tender ("MEAT").
- 1.3 This Framework Schedule 6 will include details of the evaluation criteria and any weightings that will be applied to that criteria.

## **PART A: DIRECT AWARD**

The following criteria and weightings shall be applied to the Framework Suppliers' compliant tenders submitted through direct award. The criteria are in no particular order of importance.

<b>Criteria Number</b>	<b>Criteria - ranked in order of importance</b>	<b>Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the direct award – examples below (which in total should add up to 100%):</b>
1	Price (life cycle costs, cost effectiveness & price; price and running costs)	10-90%
2	Quality (including delivery time, sales service, good value, accessories, service fitness for purpose)	10–90%

## **PART B: FURTHER COMPETITION AWARD CRITERIA**

The following criteria shall be applied to the Goods and/or Services set out in the Suppliers' compliant tenders submitted through the Further Competition Procedure. The criteria are in no particular order of importance.

<b>Criteria Number</b>	<b>Criteria</b>	<b>Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the further competition - examples below (which in total should add up to 100%):</b>
1	Quality (including delivery time, sales service, good value, accessories, service fitness for purpose)	10-90%
2	Price	10–90%



**FRAMEWORK SCHEDULE 7: KEY SUB-CONTRACTORS**

2. In accordance with Clause 20.1 (Appointment of Key Sub-Contractors), the Supplier is entitled to sub-contract its obligations under this Framework Agreement and any Call Off Agreements entered into pursuant to this Framework Agreement, to the Key Sub-Contractors listed below.


0.

## FRAMEWORK SCHEDULE 8: FRAMEWORK MANAGEMENT

### 1. INTRODUCTION

1.1 The following definitions shall apply in addition to the definitions contained in the Framework Schedule 1 (Definitions):

<b>“Supplier Framework Manager”</b>	has the meaning set out in paragraph 2.1.1 of this Framework Schedule 8
<b>“Supplier Review Meetings”</b>	has the meaning set out in paragraph 2.2.1. of this Framework Schedule 8

1.2 The successful delivery of this Framework Agreement will rely on the ability of the Supplier and the Authority in developing a strategic relationship immediately following the conclusion of this Framework Agreement with the Supplier and maintaining this relationship throughout the Framework Period.

1.3 To achieve this strategic relationship, there will be a requirement to adopt proactive framework management activities which will be informed by quality Management Information, and the sharing of information between the Supplier and the Authority.

1.4 This Framework Schedule 8 outlines the general structures and management activities that the Parties shall follow during the Framework Period.

1.5 The provisions of this Framework Schedule 8 shall only apply to Framework Suppliers that feature on Lots 1-5.

### 2. FRAMEWORK MANAGEMENT

#### 2.1 Framework Management Structure:

2.1.1 The Supplier shall provide a suitably qualified nominated contact (the **“Supplier Framework Manager”**) who will take overall responsibility for delivering the Goods and/or Services required within this Framework Agreement, as well as a suitably qualified deputy to act in their absence.

2.1.2 The Supplier shall put in place a structure to manage the Framework in accordance with Framework Schedule 2 (Goods and/or Services and Key Performance Indicators).

2.1.3 A full governance structure for the Framework will be agreed between the Parties during the Framework Agreement implementation stage.

2.1.4 Following discussions between the Parties following the Framework Commencement Date, the Authority shall produce and issue to the Supplier a draft Supplier Action Plan. The Supplier shall not unreasonably withhold its agreement to the draft Supplier Action Plan. The Supplier Action Plan shall, unless the Authority otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the draft Supplier Action Plan.

2.1.5 The Supplier Action Plan shall be maintained and updated on an ongoing basis by the Authority. Any changes to the Supplier Action Plan shall be notified by the Authority to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless the Authority otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the Authority's notification.

## **2.2 Supplier Review Meetings**

- 2.2.1 Regular performance review meetings will take place at the Authority's premises throughout the Framework Period and thereafter until the Framework Expiry Date ("**Supplier Review Meetings**").
- 2.2.2 The exact timings and frequencies of such Supplier Review Meetings will be determined by the Authority following the conclusion of the Framework Agreement. It is anticipated that the frequency of the Supplier Review Meetings will be once every month or less. The Parties shall be flexible about the timings and locations of these meetings.
- 2.2.3 The purpose of the Supplier Review Meetings will be to review the Supplier's performance under this Framework Agreement and, where applicable, the Supplier's adherence to the Supplier Action Plan. The agenda for each Supplier Review Meeting shall be set by the Authority and communicated to the Supplier in advance of that meeting.
- 2.2.4 The Supplier Review Meetings shall be attended, as a minimum, by the Authority Representative(s) and/or one of its partners and the Supplier Framework Manager.

## **3. KEY PERFORMANCE INDICATORS**

- 3.1 The KPIs applicable to this Framework Agreement are set out in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators).
- 3.2 The Supplier shall establish processes to monitor its performance against the agreed KPIs. The Supplier shall at all times ensure compliance with the standards set by the KPIs.
- 3.3 The Authority shall review progress against these KPIs to evaluate the effectiveness and efficiency of which the Supplier performs its obligations to fulfil this Framework Agreement.
- 3.4 The Supplier's achievement of KPIs shall be reviewed during the Supplier Review Meetings, in accordance with paragraph 2.2 above, and the review and ongoing monitoring of KPIs will form a key part of the framework management process as outlined in this Framework Schedule 8.
- 3.5 The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier.
- 3.6 The Authority reserves the right to use and publish the performance of the Supplier against the KPIs without restriction.

## **4. EFFICIENCY TRACKING PERFORMANCE MEASURES**

- 4.1 The Supplier shall cooperate in good faith with the Authority to develop efficiency tracking performance measures for this Framework Agreement. This shall include but is not limited to:
  - 4.1.1 tracking reductions in product volumes and product costs, in order to demonstrate that Contracting Bodies are consuming less and buying more smartly;
  - 4.1.2 developing additional KPIs to ensure that the Framework Agreement supports the emerging target operating model across central government (particularly in line with centralised sourcing and category management, procurement delivery centres and payment processing systems and shared service centres).

- 4.2 The list in paragraph 4.1 is not exhaustive and may be developed during the Framework Period.
- 4.3 The metrics that are to be implemented to measure efficiency shall be developed and agreed between the Authority and the Supplier. Such metrics shall be incorporated into the list of KPIs set out in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators).
- 4.4 The ongoing progress and development of the efficiency tracking performance measures shall be reported through framework management activities as outlined in this Framework Schedule 8.

## **5. ESCALATION PROCEDURE**

- 5.1 In the event that the Authority and the Supplier are unable to agree the performance score for any KPI during a Supplier Review Meeting, the disputed score shall be recorded and the matter shall be referred to the Authority Representative and the Supplier Representative in order to determine the best course of action to resolve the matter (which may involve organising an ad-hoc meeting to discuss the performance issue specifically).
- 5.2 In cases where the Authority Representative and the Supplier Representative fail to reach a solution within a reasonable period of time, the matter shall be dealt with in accordance with the procedure set out in Schedule 18 (Dispute Resolution).

## **FRAMEWORK SCHEDULE 9: MANAGEMENT INFORMATION**

### **1. GENERAL REQUIREMENTS**

- 1.1 The Supplier shall operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver timely and accurate Management Information to the Authority in accordance with the provisions of this Framework Schedule 9.
- 1.2 The Supplier shall also supply such Management Information as may be required by a Contracting Body in accordance with the terms of a Call Off Agreement.

### **2. MANAGEMENT INFORMATION AND FORMAT**

- 2.1 The Supplier agrees to provide timely, full, accurate and complete MI Reports to the Authority which incorporates the data, in the correct format, required by the MI Reporting Template. Full and accurate is further defined as line level information showing the constituent elements of procurements such as the individual goods, labour and delivery charges. The reporting of complex or sub-contracted procurements as a single line of data is prohibited. The initial MI Reporting Template is set out in the Annex to this Framework Schedule 9.
- 2.2 The Authority may from time to time make changes to the MI Reporting Template including to the data required or format of the report and issue a replacement version of the MI Reporting Template to the Supplier. The Authority shall give notice in writing of any such change to the MI Reporting Template and shall specify the date from which the replacement MI Reporting Template must be used for future MI Reports which date shall be at least thirty (30) calendar days following the date of the notice.
- 2.3 If the MI Reporting Template is amended by the Authority at any time, then the Supplier agrees to provide all future MI Reports in accordance with the most recent MI Reporting Template issued by the Authority.
- 2.4 The Authority may provide the Supplier with supplemental guidance for completing the MI Reporting Template or submitting MI Reports from time to time which may for example indicate which fields are mandatory and which are optional. The Supplier agrees to complete the Monthly MI Report in accordance with any such guidance.
- 2.5 The Supplier may not make any amendment to the current MI Reporting Template without the prior Approval of the Authority.
- 2.6 The Authority shall have the right from time to time (on reasonable written notice) to amend the nature of the Management Information which the Supplier is required to supply to the Authority.

### **3. FREQUENCY AND COVERAGE**

- 3.1 All MI Reports must be completed by the Supplier using the MI Reporting Template and returned to the Authority on or prior to the Reporting Date every Month during the Framework Period and thereafter, until all transactions relating to Call Off Agreements have permanently ceased.
- 3.2 The MI Report should be used (among other things) to report Orders received and transactions occurring during the Month to which the MI Report relates, regardless of when the work was actually completed. For example, if an invoice is raised for October but the work was actually completed in September, the Supplier must report the invoice in October's MI Report and not September's. Each Order received by the Supplier must be reported only once when the Order is received.

- 3.3 The Supplier must return the MI Report for each Month even where there are no transactions to report in the relevant Month (a "**Nil Return**").
- 3.4 The Supplier must inform the Authority of any errors or corrections to the Management Information:
- 3.4.1 in the next MI Report due immediately following discovery of the error by the Supplier; or
- 3.4.2 as a result of the Authority querying any data contained in an MI Report.

#### **4. SUBMISSION OF THE MONTHLY MI REPORT**

- 4.1 The completed MI Report shall be completed electronically and returned to the Authority by uploading the electronic MI Report computer file to MISO in accordance with the instructions provided in MISO.
- 4.2 The Authority reserves the right (acting reasonably) to specify that the MI Report be submitted by the Supplier using an alternative communication to that specified in paragraph 4.1 above such as email. The Supplier agrees to comply with any such instructions provided they do not materially increase the burden on the Supplier.

#### **5. DEFECTIVE MANAGEMENT INFORMATION**

- 5.1 The Supplier acknowledges that it is essential that the Authority receives timely and accurate Management Information pursuant to this Framework Agreement because Management Information is used by the Authority to inform strategic decision making and allows it to calculate the Management Charge.
- 5.2 Following an MI Failure the Authority may issue reminders to the Supplier or require the Supplier to rectify defects in the MI Report provided to the Authority. The Supplier shall rectify any deficient or incomplete MI Report as soon as possible and not more than five (5) Working Days following receipt of any such reminder.

##### **Meetings**

- 5.3 The Supplier agrees to attend meetings between the Parties in person to discuss the circumstances of any MI Failure(s) at the request of the Authority (without prejudice to any other rights the Authority may have). If the Authority requests such a meeting the Supplier shall propose measures to ensure that the MI Failures are rectified and do not occur in the future. The Parties shall document these measures and continue to monitor the Supplier's performance.

##### **Admin Fees**

- 5.4 If, in any rolling three (3) Month period, two (2) or more MI Failures occur, the Supplier acknowledges and agrees that the Authority shall have the right to invoice the Supplier Admin Fees and (subject to paragraph 5.5) in respect of any MI Failures as they arise in subsequent Months.
- 5.5 If, following activation of the Authority's right to charge Admin Fee(s) in respect of MI Failures pursuant to paragraph 5.4, the Supplier submits the Monthly MI Report for two (2) consecutive Months and no MI Failure occurs then the right to charge the Admin Fee(s) shall lapse. For the avoidance of doubt the Authority shall not be prevented from exercising such right again during the Framework Period if the conditions in paragraph 5.4 are met.
- 5.6 The Supplier acknowledges and agrees that the Admin Fees are a fair reflection of the additional costs incurred by the Authority as a result of the Supplier failing to supply Management Information as required by this Framework Agreement.

5.7 The Authority shall notify the Supplier if any Admin Fees arise pursuant to paragraph 5.4 above and shall be entitled to invoice the Supplier for such Admin Fees which shall be payable in accordance with Clause 17 (Management Charge) as a supplement to the Management Charge. Any exercise by the Authority of its rights under this paragraph 5.7 shall be without prejudice to any other rights that may arise pursuant to the terms of this Framework Agreement.

## **6. DEFAULT MANAGEMENT CHARGE**

6.1 If:

6.1.1 Two (2) MI Failures occur in any rolling six (6) Month period;

6.1.2 Two (2) consecutive MI Failures occur;

then a "**MI Default**" shall be deemed to have occurred.

6.2 If an MI Default occurs the Authority shall (without prejudice to any other rights or remedies available to it under this Framework Agreement) be entitled to determine the level of Management Charge in accordance with paragraph 6.3, which the Supplier shall be required to pay to the Authority ("**Default Management Charge**") and/or to terminate this Framework Agreement.

6.3 The Default Management Charge shall be calculated as the higher of:

6.3.1 the average Management Charge paid or payable by the Supplier to the Authority based on any Management Information submitted in the six (6) Month period preceding the date on which the MI Default occurred or, if the MI Default occurred within less than six (6) Months from the commencement date of the first Call Off Agreement, in the whole period preceding the date on which the MI Default occurred; or

6.3.2 the sum of five hundred pounds (£500).

6.4 If an MI Default occurs, the Authority shall be entitled to invoice the Supplier the Default Management Charge (less any Management Charge which the Supplier has already paid to the Authority in accordance with Clause 17 for any Months in which the Default Management Charge is payable) calculated in accordance with paragraph 6.3 above:

6.4.1 in arrears for those Months in which an MI Failure occurred; and

6.4.2 on an ongoing Monthly basis,

until all and any MI Failures have been rectified to the reasonable satisfaction of the Authority.

6.5 For the avoidance of doubt the Parties agree that:

6.5.1 the Default Management Charge shall be payable as though it was the Management Charge due in accordance with the provisions of Clause 17 of this Framework Agreement; and

6.5.2 any rights or remedies available to Authority under this Framework Agreement in respect of the payment of the Management Charge shall be available to the Authority also in respect of the payment of the Default Management Charge.

6.6 If the Supplier provides sufficient Management Information to rectify any MI Failures to the satisfaction of the Authority and the Management Information demonstrates that:

- 6.6.1 the Supplier has overpaid the Management Charges as a result of the application of the Default Management Charge then the Supplier shall be entitled to a refund of the overpayment, net of any Admin Fees where applicable; or
- 6.6.2 the Supplier has underpaid the Management Charges during the period when a Default Management Charge was applied, then the Authority shall be entitled to immediate payment of the balance as a debt together with interest pursuant to Clause 17 (Management Charge).



## ANNEX 1: MI REPORTING TEMPLATE



TP2 MI Template  
version 1.1 18-05-16.x

## FRAMEWORK SCHEDULE 10: ANNUAL SELF AUDIT CERTIFICATE

***[To be signed by Head of Internal Audit, Finance Director or company's external auditor]***

Dear Sirs

In accordance with the Framework Agreement entered into on [insert Framework Commencement Date dd/mm/yyyy] between [insert name of Supplier] and the Authority, we confirm the following:

1. In our opinion based on the testing undertaken [name of Supplier] has in place suitable systems for identifying and recording the transactions taking place under the provisions of the above Framework Agreement.
2. We have tested the systems for identifying and reporting on framework activity and found them to be operating satisfactorily.
3. We have tested a sample of [ ] ***[insert number of sample transactions tested]*** Orders and related invoices during our audit for the financial year ended [insert financial year] and confirm that they are correct and in accordance with the terms and conditions of the Framework Agreement.
4. We have tested from the order processing and invoicing systems a sample of [ ] ***[Insert number of sample transactions tested (minimum of 20)]*** public sector orders placed outside the Framework Agreement (where such orders have been received by the Supplier in the relevant period) during our audit for the financial year ended [insert financial year] and confirm they have been identified correctly as orders placed outside the Framework Agreement via the routes listed below:

Order Placed (subject and £ value)	Date of Order	Contracting Body	Procurement Route	Evidence to Support Decision

5. We have also attached an Audit Report which provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.

Name:.....

Signed:.....

Head of Internal Audit/ Finance Director/ External Audit firm (delete as applicable)

Date:.....

Professional Qualification held by Signatory:.....

Note to Suppliers: where CCS identifies independently that data accuracy supporting this certificate is flawed we will consider action on a case by case basis, and in some cases where the issues identified are clearly systemic we will consider whether this behaviour goes beyond poor commercial practice and will seek further guidance from the Treasury Solicitor's Department.

## **FRAMEWORK SCHEDULE 11: MARKETING**

### **1. INTRODUCTION**

- 1.1 This Framework Schedule 11 describes the activities that the Supplier will carry out as part of its ongoing commitment to the marketing of the Goods and/or Services to Contracting Bodies.

### **2. MARKETING**

- 2.1 Marketing contact details:

2.1.1 [NAME]

2.1.2 [ADDRESS]

2.1.3 [Telephone and email]

### **3. AUTHORITY PUBLICATIONS**

- 3.1 The Authority will periodically update and revise marketing materials. The Supplier shall supply current information for inclusion in such marketing materials when required by the Authority.
- 3.2 Such information shall be provided in the form of a completed template, supplied by the Authority together with the instruction for completion and the date for its return.
- 3.3 Failure to comply with the provisions of paragraphs 3.1 and 3.2 may result in the Supplier's exclusion from the use of such marketing materials.

### **4. SUPPLIER PUBLICATIONS**

- 4.1 Any marketing materials in relation to this Framework Agreement that the Supplier produces must comply in all respects with the Branding Guidance. The Supplier will periodically update and revise such marketing materials.
- 4.2 The Supplier shall be responsible for keeping under review the content of any information which appears on the Supplier's website and which relates to this Framework Agreement and ensuring that such information is kept up to date at all times.

## FRAMEWORK SCHEDULE 12: CONTINUOUS IMPROVEMENT AND BENCHMARKING

### 1. DEFINITIONS

1.1 In this Framework Schedule 12, the following expressions shall have the following meanings:

<b>“Benchmarked Rates”</b>	means the Framework Prices and/or Call Off Contract Charges (as defined in the Template Call Off Terms at Framework Schedule 4) for the Benchmarking Goods and/or Services
<b>“Benchmark Review”</b>	means a review of the Goods and/or Services carried out in accordance with this Framework Schedule 12 to determine whether those Goods and/or Services represent Good Value
<b>“Benchmarking Goods and/or Services”</b>	means any Goods and/or Services included within the scope of a Benchmark Review pursuant to this Framework Schedule 12
<b>“Comparable Rates”</b>	means rates payable by the Comparison Group for Comparable Goods and/or Services that can be fairly compared with the Framework Prices and/or Call Off Contract Charges
<b>“Comparable Supply”</b>	means the supply of Goods and/or Services to another customer of the Supplier that are the same or similar to the Goods and/or Services
<b>“Comparable Goods and/or Services”</b>	means Goods and/or Services that are identical or materially similar to the Benchmarking Goods and/or Services (including in terms of scope, specification, volume and quality of performance) provided that if no identical or materially similar Goods and/or Services exist in the market, the Supplier shall propose an approach for developing a comparable Goods and/or Services benchmark
<b>“Comparison Group”</b>	means a sample group of organisations providing Comparable Goods and/or Services which consists of organisations which are either of similar size to the Supplier or which are similarly structured in terms of their business and their service offering so as to be fair comparators with the Supplier or which, are best practice organisations
<b>“Equivalent Data”</b>	means data derived from an analysis of the Comparable Rates and/or the Comparable Goods and/or Services (as applicable) provided by the Comparison Group
<b>“Good Value”</b>	means that the Benchmarking Rates are within the Upper Quartile
<b>“Upper Quartile”</b>	means, in respect of Benchmarking Rates, that based on an analysis of Equivalent Data, the Benchmarking Rates, as compared to the range of prices for Comparable Goods and/or Services, are within the top 25% in terms of best value for money for the recipients of Comparable Goods and/or Services

## **2. BACKGROUND**

- 2.1 The Supplier acknowledges that the Authority wishes to ensure that the Goods and/or Services, represent value for money to the taxpayer throughout the Framework Period.
- 2.2 This Framework Schedule 12 (Continuous Improvement and Benchmarking) sets out the following processes to ensure this Framework Agreement represents value for money throughout the Framework Period and subsequently while any Call Off Agreements remain in force:
  - 2.2.1 Benchmarking;
  - 2.2.2 Continuous Improvement;
- 2.3 Nothing in this Framework Schedule 12 excludes the Authority from performing its own benchmark review from time to time.
- 2.4 The provisions of this Framework Schedule 12 shall only apply to Framework Suppliers that feature on Lots 1-5.

## **3. BENCHMARKING**

### **3.1 Frequency Purpose and Scope of Benchmark Review**

- 3.1.1 The Supplier shall carry out Benchmark Reviews of the Goods and/or Services when so requested by the Authority.
- 3.1.2 The Authority shall not be entitled to request a Benchmark Review during the first six (6) Month period from the Framework Commencement Date nor at intervals of less than twelve (12) Months after any previous Benchmark Review.
- 3.1.3 The purpose of a Benchmark Review will be to establish whether the Benchmarked Goods and/or Services are, individually and/or as a whole, Good Value.
- 3.1.4 The Goods and/or Services that are to be the Benchmarked Goods and/or Services will be identified by the Authority in writing.

### **3.2 Benchmarking Process**

- 3.2.1 The Supplier shall produce and send to the Authority for Approval, a draft plan for the Benchmark Review.
- 3.2.2 The plan must include:
  - (a) a proposed timetable for the Benchmark Review;
  - (b) a description of the benchmarking methodology to be used;
  - (c) a description that demonstrates objectively and transparently that the benchmarking methodology to be used is capable of fulfilling the benchmarking purpose; and
  - (d) a description of how the Supplier will scope and identify the Comparison Group.
- 3.2.3 The Authority must give notice in writing to the Supplier within ten (10) Working Days after receiving the draft plan, advising whether it Approves the draft plan, or, if it does not approve the draft plan, suggesting amendments to that plan. The Authority may not unreasonably withhold or delay its Approval of the draft plan and any suggested amendments must be reasonable.

- 3.2.4 Where the Authority suggests amendments to the draft plan under paragraph 3.2.3, the Supplier must produce an amended draft plan. Paragraph 3.2.2 shall apply to any amended draft plan.
- 3.2.5 Once it has received the Approval of the draft plan, the Supplier shall:
- (a) finalise the Comparison Group and collect data relating to Comparable Rates. The selection of the Comparable Rates (both in terms of number and identity) shall be a matter for the Supplier's professional judgment using:
    - (i) market intelligence;
    - (ii) the Supplier's own data and experience;
    - (iii) relevant published information; and
    - (iv) pursuant to paragraph 3.2.7 below, information from other suppliers or purchasers on Comparable Rates;
  - (b) by applying the adjustment factors listed in paragraph 3.2.7 and from an analysis of the Comparable Rates, derive the Equivalent Data;
  - (c) using the Equivalent Data to calculate the Upper Quartile;
  - (d) determine whether or not each Benchmarked Rate is, and/or the Benchmarked Rates as a whole are, Good Value.
- 3.2.6 The Supplier agrees to use its reasonable endeavours to obtain information from other suppliers or purchasers on Comparable Rates.
- 3.2.7 In carrying out the benchmarking analysis the Supplier may have regard to the following matters when performing a comparative assessment of the Benchmarked Rates and the Comparable Rates in order to derive Equivalent Data:
- (a) the contractual terms and business environment under which the Comparable Rates are being provided (including the scale and geographical spread of the customers);
  - (b) exchange rates;
  - (c) any other factors reasonably identified by the Supplier, which, if not taken into consideration, could unfairly cause the Supplier's pricing to appear non-competitive.

### 3.3 Benchmarking Report:

- 3.3.1 For the purposes of this Framework Schedule 12 **"Benchmarking Report"** shall mean the report produced by the Supplier following the Benchmark Review and as further described in this Framework Schedule 12;
- 3.3.2 The Supplier shall prepare a Benchmarking Report and deliver it to the Authority, at the time specified in the plan Approved pursuant to paragraph 3.2.3 of this Schedule 12, setting out its findings. Those findings shall be required to:
- (a) include a finding as to whether or not a Benchmarked Service and/or whether the Benchmarked Goods and/or Services as a whole are, Good Value;
  - (b) if any of the Benchmarked Goods and/or Services are, individually or as a whole, not Good Value, specify the changes that would be

required to make that Benchmarked Service or the Benchmarked Goods and/or Services as a whole Good Value; and

- (c) include sufficient detail and transparency so that the Authority can interpret and understand how the Supplier has calculated whether or not the Benchmarked Goods and/or Services are, individually or as a whole, Good Value.

3.3.3 The Parties agree that any changes required to this Framework Agreement identified in the Benchmarking Report may be implemented at the direction of the Authority in accordance with Clause 16.1 (Variation Procedure).

3.3.4 The Authority shall be entitled to publish the results of any benchmarking of the Framework Prices to Other Contracting Bodies.

#### **4. CONTINUOUS IMPROVEMENT**

4.1 The Supplier shall adopt a policy of continuous improvement in relation to the Goods and/or Services pursuant to which it will regularly review with the Authority the Goods and/or Services and the manner in which it is providing the Goods and/or Services with a view to reducing the Authority's costs, the costs of Contracting Bodies (including the Framework Prices) and/or improving the quality and efficiency of the Goods and/or Services. The Supplier and the Authority will provide to each other any information which may be relevant to assisting the objectives of continuous improvement and in particular reducing costs.

4.2 Without limiting paragraph 4.1, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Goods and/or Services and/or reducing the Charges produced by the Supplier pursuant to this Schedule 12 under all Call Off Agreements and reducing the Framework Prices (without adversely affecting the performance of the Framework Agreement or any Call Off Agreement) during that Contract Year ("**Continuous Improvement Plan**") for the approval of the Authority. The Continuous Improvement Plan shall include, as a minimum, proposals in respect of the following:

- 4.2.1 identifying the emergence of new and evolving technologies which could improve the Goods and/or Services;
- 4.2.2 identifying changes in behaviour at Contracting Bodies that result in a cost saving and a reduction in the Framework Prices;
- 4.2.3 improving the way in which the Goods and/or Services are sold via the Framework Agreement that may result in reduced Framework Prices;
- 4.2.4 identifying and implementing efficiencies in the Supplier's internal processes and administration that may lead to cost savings and reductions in the Framework Prices;
- 4.2.5 identifying and implementing efficiencies in the way the Authority and/or Contracting Bodies interact with the Supplier that may lead to cost savings and reductions in the Framework Prices;
- 4.2.6 identifying and implementing efficiencies in the Supplier's supply chain that may lead to cost savings and reductions in the Framework Prices;
- 4.2.7 baselining the quality of the Supplier's Goods and/or Services and its cost structure and demonstrating the efficacy of its Continuous Improvement Plan on each element during the Framework Period;



- 4.2.8 measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains pertaining to the Goods and/or Services, and identifying opportunities to assist Contracting Bodies in meeting their sustainability objectives; and
- 4.2.9 improving performance against the KPIs specified in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators).
- 4.3 The initial Continuous Improvement Plan for the first (1<sup>st</sup>) Contract Year shall be submitted by the Supplier to the Authority for approval within ninety (90) Working Days of the first Order or six (6) Months following the Framework Commencement Date, whichever is earlier.
- 4.4 The Authority shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. Within ten (10) Working Days of receipt of the Authority's notice of rejection and of the deficiencies of the proposed Continuous Improvement Plan, the Supplier shall submit to the Authority a revised Continuous Improvement Plan reflecting the changes required. Once Approved by the Authority, the programme shall constitute the Continuous Improvement Plan for the purposes of this Agreement.
- 4.5 Once the first Continuous Improvement Plan has been Approved in accordance with paragraph 4.4:
  - 4.5.1 the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
  - 4.5.2 the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Authority and the Supplier) to review the Supplier's progress against the Continuous Improvement Plan.
- 4.6 The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1<sup>st</sup>) Contract Year) in accordance with the procedure and timescales set out in paragraph 4.2.
- 4.7 All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Framework Prices.
- 4.8 Should the Supplier's costs in providing the Goods and/or Services to Contracting Bodies be reduced as a result of any changes implemented by the Authority and/or Contracting Bodies, all of the cost savings shall be passed on to Contracting Bodies by way of a consequential and immediate reduction in the Framework Prices for the Goods and/or Services.

### **FRAMEWORK SCHEDULE 13: GUARANTEE**

***[Guidance Note: this is a draft form of guarantee which can be used to procure either a Framework Guarantee or a Call Off Guarantee, and so it will need to be amended to reflect the Beneficiary's requirements. See Clause 7 of the Framework Agreement and Clause D of the Template Call Off Terms.]***

**[INSERT THE NAME OF THE GUARANTOR]**

**- AND -**

**[INSERT THE NAME OF THE BENEFICIARY]**

### **DEED OF GUARANTEE**

## DEED OF GUARANTEE

THIS DEED OF GUARANTEE is made the                      day of                      20[   ]

### BETWEEN:

- (1) [Insert the name of the Guarantor] [a company incorporated in England and Wales] with number [insert company no.] whose registered office is at [insert details of the Guarantor's registered office here] [OR] [a company incorporated under the laws of [insert country], registered in [insert country] with number [insert number] at [insert place of registration], whose principal office is at [insert office details] ("**Guarantor**") in favour of
- (2) [The Authority] [Insert name of Contracting Body who is Party to the Guaranteed Agreement] whose principal office is at [                      ] ("**Beneficiary**")

***[Guidance note: Where this deed of guarantee is used to procure a Framework Guarantee in favour of the Authority, this paragraph numbered (2) above will set out the details of the Authority. Where it is used to procure a Call Off Guarantee in favour of a Contracting Body this paragraph numbered (2) above will set out the details of the relevant Contracting Body]***

### WHEREAS:

- (A) The Guarantor has agreed, in consideration of the Beneficiary entering into the Guaranteed Agreement with the Supplier, to guarantee all of the Supplier's obligations under the Guaranteed Agreement.
- (B) It is the intention of the Parties that this document be executed and take effect as a deed.

Now in consideration of the Beneficiary entering into the Guaranteed Agreement, the Guarantor hereby agrees with the Beneficiary as follows:

## 1. DEFINITIONS AND INTERPRETATION

In this Deed of Guarantee:

1.1 unless defined elsewhere in this Deed of Guarantee or the context requires otherwise, defined terms shall have the same meaning as they have for the purposes of the Guaranteed Agreement;

1.2 the words and phrases below shall have the following meanings:

***[Guidance Note: Insert and/or settle Definitions, including from the following list, as appropriate to either Framework Guarantee or Call Off Guarantee]***

["**Authority**"] shall have the meaning given to it in the Framework Agreement;]

["**Beneficiary**"] means [the Authority] [insert name of the Contracting Body with whom the Supplier enters into a Call Off Agreement] and "Beneficiaries" shall be construed accordingly;]

["**Call Off Agreement**"] shall have the meaning given to it in the Framework Agreement;]

["**Framework Agreement**" means the Framework Agreement for the Goods and/or Services dated on or about the date hereof made between the Authority and the Supplier;]

["**Goods**" shall have the meaning given in the Framework Agreement;]

["**Guaranteed Agreement**" means [the Framework Agreement] [the Call Off Agreement] made between the Beneficiary and the Supplier on [insert date];]

["**Services**" has the meaning given in the Framework Agreement;]

**"Guaranteed Obligations"**

means all obligations and liabilities of the Supplier to the Beneficiary under the Guaranteed Agreement together with all obligations owed by the Supplier to the Beneficiary that are supplemental to, incurred under, ancillary to or calculated by reference to the Guaranteed Agreement;

- 1.3 references to this Deed of Guarantee and any provisions of this Deed of Guarantee or to any other document or agreement (including to the Guaranteed Agreement) are to be construed as references to this Deed of Guarantee, those provisions or that document or agreement in force for the time being and as amended, varied, restated, supplemented, substituted or novated from time to time;
- 1.4 unless the context otherwise requires, words importing the singular are to include the plural and vice versa;
- 1.5 references to a person are to be construed to include that person's assignees or transferees or successors in title, whether direct or indirect;
- 1.6 the words "other" and "otherwise" are not to be construed as confining the meaning of any following words to the class of thing previously stated where a wider construction is possible;
- 1.7 unless the context otherwise requires, reference to a gender includes the other gender and the neuter;
- 1.8 unless the context otherwise requires, references to an Act of Parliament, statutory provision or statutory instrument include a reference to that Act of Parliament, statutory provision or statutory instrument as amended, extended or re-enacted from time to time and to any regulations made under it;
- 1.9 unless the context otherwise requires, any phrase introduced by the words "including", "includes", "in particular", "for example" or similar, shall be construed as illustrative and without limitation to the generality of the related general words;
- 1.10 references to Clauses and Schedules are, unless otherwise provided, references to Clauses of and Schedules to this Deed of Guarantee; and
- 1.11 references to liability are to include any liability whether actual, contingent, present or future.

## **2. GUARANTEE AND INDEMNITY**

- 2.1 The Guarantor irrevocably and unconditionally guarantees and undertakes to the Beneficiary to procure that the Supplier duly and punctually performs all of the

Guaranteed Obligations now or hereafter due, owing or incurred by the Supplier to the Beneficiary.

2.2 The Guarantor irrevocably and unconditionally undertakes upon demand to pay to the Beneficiary all monies and liabilities which are now or at any time hereafter shall have become payable by the Supplier to the Beneficiary under or in connection with the Guaranteed Agreement or in respect of the Guaranteed Obligations as if it were a primary obligor.

2.3 If at any time the Supplier shall fail to perform any of the Guaranteed Obligations, the Guarantor, as primary obligor, irrevocably and unconditionally undertakes to the Beneficiary that, upon first demand by the Beneficiary it shall, at the cost and expense of the Guarantor:

2.3.1 fully, punctually and specifically perform such Guaranteed Obligations as if it were itself a direct and primary obligor to the Beneficiary in respect of the Guaranteed Obligations and liable as if the Guaranteed Agreement had been entered into directly by the Guarantor and the Beneficiary; and

2.3.2 as a separate and independent obligation and liability, indemnify and keep the Beneficiary indemnified against all losses, damages, costs and expenses (including VAT thereon, and including, without limitation, all court costs and all legal fees on a solicitor and own client basis, together with any disbursements,) of whatever nature which may result or which such Beneficiary may suffer, incur or sustain arising in any way whatsoever out of a failure by the Supplier to perform the Guaranteed Obligations save that, subject to the other provisions of this Deed of Guarantee, this shall not be construed as imposing greater obligations or liabilities on the Guarantor than are purported to be imposed on the Supplier under the Guaranteed Agreement.

2.4 As a separate and independent obligation and liability from its obligations and liabilities under Clauses 2.1 to 2.3 above, the Guarantor as a primary obligor irrevocably and unconditionally undertakes to indemnify and keep the Beneficiary indemnified on demand against all losses, damages, costs and expenses (including VAT thereon, and including, without limitation, all legal costs and expenses), of whatever nature, whether arising under statute, contract or at common law, which such Beneficiary may suffer or incur if any obligation guaranteed by the Guarantor is or becomes unenforceable, invalid or illegal as if the obligation guaranteed had not become unenforceable, invalid or illegal provided that the Guarantor's liability shall be no greater than the Supplier's liability would have been if the obligation guaranteed had not become unenforceable, invalid or illegal.

### **3. OBLIGATION TO ENTER INTO A NEW CONTRACT**

3.1 If the Guaranteed Agreement is terminated for any reason, whether by the Beneficiary or the Supplier, or if the Guaranteed Agreement is disclaimed by a liquidator of the Supplier or the obligations of the Supplier are declared to be void or voidable for any reason, then the Guarantor will, at the request of the Beneficiary enter into a contract with the Beneficiary in terms mutatis mutandis the same as the Guaranteed Agreement and the obligations of the Guarantor under such substitute agreement shall be the same as if the Guarantor had been original obligor under the Guaranteed Agreement or under an agreement entered into on the same terms and at the same time as the Guaranteed Agreement with the Beneficiary.

### **4. DEMANDS AND NOTICES**

4.1 Any demand or notice served by the Beneficiary on the Guarantor under this Deed of Guarantee shall be in writing, addressed to:

4.1.1 [Address of the Guarantor in England and Wales]

4.1.2 [Facsimile Number]

4.1.3 For the Attention of [insert details]

or such other address in England and Wales or facsimile number as the Guarantor has from time to time notified to the Beneficiary in writing in accordance with the terms of this Deed of Guarantee as being an address or facsimile number for the receipt of such demands or notices.

4.2 Any notice or demand served on the Guarantor or the Beneficiary under this Deed of Guarantee shall be deemed to have been served:

4.2.1 if delivered by hand, at the time of delivery; or

4.2.2 if posted, at 10.00 a.m. on the second Working Day after it was put into the post; or

4.2.3 if sent by facsimile, at the time of despatch, if despatched before 5.00 p.m. on any Working Day, and in any other case at 10.00 a.m. on the next Working Day.

4.3 In proving service of a notice or demand on the Guarantor or the Beneficiary it shall be sufficient to prove that delivery was made, or that the envelope containing the notice or demand was properly addressed and posted as a prepaid first class recorded delivery letter, or that the facsimile message was properly addressed and despatched, as the case may be.

4.4 Any notice purported to be served on the Beneficiary under this Deed of Guarantee shall only be valid when received in writing by the Beneficiary.

## **5. BENEFICIARY'S PROTECTIONS**

5.1 The Guarantor shall not be discharged or released from this Deed of Guarantee by any arrangement made between the Supplier and the Beneficiary (whether or not such arrangement is made with or without the assent of the Guarantor) or by any amendment to or termination of the Guaranteed Agreement or by any forbearance or indulgence whether as to payment, time, performance or otherwise granted by the Beneficiary in relation thereto (whether or not such amendment, termination, forbearance or indulgence is made with or without the assent of the Guarantor) or by the Beneficiary doing (or omitting to do) any other matter or thing which but for this provision might exonerate the Guarantor.

5.2 This Deed of Guarantee shall be a continuing security for the Guaranteed Obligations and accordingly:

5.2.1 it shall not be discharged, reduced or otherwise affected by any partial performance (except to the extent of such partial performance) by the Supplier of the Guaranteed Obligations or by any omission or delay on the part of the Beneficiary in exercising its rights under this Deed of Guarantee;

5.2.2 it shall not be affected by any dissolution, amalgamation, reconstruction, reorganisation, change in status, function, control or ownership, insolvency, liquidation, administration, appointment of a receiver, voluntary arrangement, any legal limitation or other incapacity, of the Supplier, the Beneficiary, the Guarantor or any other person;

- 5.2.3 if, for any reason, any of the Guaranteed Obligations shall prove to have been or shall become void or unenforceable against the Supplier for any reason whatsoever, the Guarantor shall nevertheless be liable in respect of that purported obligation or liability as if the same were fully valid and enforceable and the Guarantor were principal debtor in respect thereof; and
- 5.2.4 the rights of the Beneficiary against the Guarantor under this Deed of Guarantee are in addition to, shall not be affected by and shall not prejudice, any other security, guarantee, indemnity or other rights or remedies available to the Beneficiary.
- 5.3 The Beneficiary shall be entitled to exercise its rights and to make demands on the Guarantor under this Deed of Guarantee as often as it wishes and the making of a demand (whether effective, partial or defective) in respect of the breach or non performance by the Supplier of any Guaranteed Obligation shall not preclude the Beneficiary from making a further demand in respect of the same or some other default in respect of the same Guaranteed Obligation.
- 5.4 The Beneficiary shall not be obliged before taking steps to enforce this Deed of Guarantee against the Guarantor to obtain judgment against the Supplier or the Guarantor or any third party in any court, or to make or file any claim in a bankruptcy or liquidation of the Supplier or any third party, or to take any action whatsoever against the Supplier or the Guarantor or any third party or to resort to any other security or guarantee or other means of payment. No action (or inaction) by the Beneficiary in respect of any such security, guarantee or other means of payment shall prejudice or affect the liability of the Guarantor hereunder.
- 5.5 The Beneficiary's rights under this Deed of Guarantee are cumulative and not exclusive of any rights provided by law and may be exercised from time to time and as often as the Beneficiary deems expedient.
- 5.6 Any waiver by the Beneficiary of any terms of this Deed of Guarantee, or of any Guaranteed Obligations shall only be effective if given in writing and then only for the purpose and upon the terms and conditions, if any, on which it is given.
- 5.7 Any release, discharge or settlement between the Guarantor and the Beneficiary shall be conditional upon no security, disposition or payment to the Beneficiary by the Guarantor or any other person being void, set aside or ordered to be refunded pursuant to any enactment or law relating to liquidation, administration or insolvency or for any other reason whatsoever and if such condition shall not be fulfilled the Beneficiary shall be entitled to enforce this Deed of Guarantee subsequently as if such release, discharge or settlement had not occurred and any such payment had not been made. The Beneficiary shall be entitled to retain this security after as well as before the payment, discharge or satisfaction of all monies, obligations and liabilities that are or may become due owing or incurred to the Beneficiary from the Guarantor for such period as the Beneficiary may determine.

## **6. GUARANTOR INTENT**

- 6.1 Without prejudice to the generality of Clause 5 (Beneficiary's protections), the Guarantor expressly confirms that it intends that this Deed of Guarantee shall extend from time to time to any (however fundamental) variation, increase, extension or addition of or to the Guaranteed Agreement and any associated fees, costs and/or expenses.

## **7. RIGHTS OF SUBROGATION**

7.1 The Guarantor shall, at any time when there is any default in the performance of any of the Guaranteed Obligations by the Supplier and/or any default by the Guarantor in the performance of any of its obligations under this Deed of Guarantee, exercise any rights it may have:

7.1.1 of subrogation and indemnity;

7.1.2 to take the benefit of, share in or enforce any security or other guarantee or indemnity for the Supplier's obligations; and

7.1.3 to prove in the liquidation or insolvency of the Supplier,

only in accordance with the Beneficiary's written instructions and shall hold any amount recovered as a result of the exercise of such rights on trust for the Beneficiary and pay the same to the Beneficiary on first demand. The Guarantor hereby acknowledges that it has not taken any security from the Supplier and agrees not to do so until Beneficiary receives all moneys payable hereunder and will hold any security taken in breach of this Clause on trust for the Beneficiary.

## **8. DEFERRAL OF RIGHTS**

8.1 Until all amounts which may be or become payable by the Supplier under or in connection with the Guaranteed Agreement have been irrevocably paid in full, the Guarantor agrees that, without the prior written consent of the Beneficiary, it will not:

8.1.1 exercise any rights it may have to be indemnified by the Supplier;

8.1.2 claim any contribution from any other guarantor of the Supplier's obligations under the Guaranteed Agreement;

8.1.3 take the benefit (in whole or in part and whether by way of subrogation or otherwise) of any rights of the Beneficiary under the Guaranteed Agreement or of any other guarantee or security taken pursuant to, or in connection with, the Guaranteed Agreement;

8.1.4 demand or accept repayment in whole or in part of any indebtedness now or hereafter due from the Supplier; or

8.1.5 claim any set-off or counterclaim against the Supplier;

8.2 If the Guarantor receives any payment or other benefit or exercises any set off or counterclaim or otherwise acts in breach of this Clause 8, anything so received and any benefit derived directly or indirectly by the Guarantor there from shall be held on trust for the Beneficiary and applied in or towards discharge of its obligations to the Beneficiary under this Deed of Guarantee.

## **9. REPRESENTATIONS AND WARRANTIES**

9.1 The Guarantor hereby represents and warrants to the Beneficiary that:

9.1.1 the Guarantor is duly incorporated and is a validly existing company under the laws of its place of incorporation, has the capacity to sue or be sued in its own name and has power to carry on its business as now being conducted and to own its property and other assets;

9.1.2 the Guarantor has full power and authority to execute, deliver and perform its obligations under this Deed of Guarantee and no limitation on the powers of the Guarantor will be exceeded as a result of the Guarantor entering into this Deed of Guarantee;



- 9.1.3 the execution and delivery by the Guarantor of this Deed of Guarantee and the performance by the Guarantor of its obligations under this Deed of Guarantee including, without limitation entry into and performance of a contract pursuant to Clause 3) have been duly authorised by all necessary corporate action and do not contravene or conflict with:
- (a) the Guarantor's memorandum and articles of association or other equivalent constitutional documents;
  - (b) any existing law, statute, rule or regulation or any judgment, decree or permit to which the Guarantor is subject; or
  - (c) the terms of any agreement or other document to which the Guarantor is a Party or which is binding upon it or any of its assets;
- 9.1.4 all governmental and other authorisations, approvals, licences and consents, required or desirable, to enable it lawfully to enter into, exercise its rights and comply with its obligations under this Deed of Guarantee, and to make this Deed of Guarantee admissible in evidence in its jurisdiction of incorporation, have been obtained or effected and are in full force and effect; and
- 9.1.5 this Deed of Guarantee is the legal valid and binding obligation of the Guarantor and is enforceable against the Guarantor in accordance with its terms.

## **10. PAYMENTS AND SET-OFF**

- 10.1 All sums payable by the Guarantor under this Deed of Guarantee shall be paid without any set-off, lien or counterclaim, deduction or withholding, howsoever arising, except for those required by law, and if any deduction or withholding must be made by law, the Guarantor will pay that additional amount which is necessary to ensure that the Beneficiary receives a net amount equal to the full amount which it would have received if the payment had been made without the deduction or withholding.
- 10.2 The Guarantor shall pay interest on any amount due under this Deed of Guarantee at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.
- 10.3 The Guarantor will reimburse the Beneficiary for all legal and other costs (including VAT) incurred by the Beneficiary in connection with the enforcement of this Deed of Guarantee.

## **11. GUARANTOR'S ACKNOWLEDGEMENT**

- 11.1 The Guarantor warrants, acknowledges and confirms to the Beneficiary that it has not entered into this Deed of Guarantee in reliance upon, nor has it been induced to enter into this Deed of Guarantee by any representation, warranty or undertaking made by or on behalf of the Beneficiary (whether express or implied and whether pursuant to statute or otherwise) which is not set out in this Deed of Guarantee.

## **12. ASSIGNMENT**

- 12.1 The Beneficiary shall be entitled to assign or transfer the benefit of this Deed of Guarantee at any time to any person without the consent of the Guarantor being required and any such assignment or transfer shall not release the Guarantor from its liability under this Guarantee.
- 12.2 The Guarantor may not assign or transfer any of its rights and/or obligations under this Deed of Guarantee.

### 13. SEVERANCE

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

### 14. THIRD PARTY RIGHTS

- 14.1 A person who is not a Party to this Deed of Guarantee shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Deed of Guarantee. This Clause does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

### 15. GOVERNING LAW

- 15.1 This Deed of Guarantee and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in all respects in accordance with English law.
- 15.2 The Guarantor irrevocably agrees for the benefit of the Beneficiary that the courts of England shall have jurisdiction to hear and determine any suit, action or proceedings and to settle any dispute which may arise out of or in connection with this Deed of Guarantee and for such purposes hereby irrevocably submits to the jurisdiction of such courts.
- 15.3 Nothing contained in this Clause shall limit the rights of the Beneficiary to take proceedings against the Guarantor in any other court of competent jurisdiction, nor shall the taking of any such proceedings in one or more jurisdictions preclude the taking of proceedings in any other jurisdiction, whether concurrently or not (unless precluded by applicable law).
- 15.4 The Guarantor irrevocably waives any objection which it may have now or in the future to the courts of England being nominated for the purpose of this Clause on the ground of venue or otherwise and agrees not to claim that any such court is not a convenient or appropriate forum.
- 15.5 ***[Guidance Note: Include the following provision when dealing with the appointment of English process agent by a non English incorporated Guarantor]***  
[The Guarantor hereby irrevocably designates, appoints and empowers [the Supplier] [a suitable alternative to be agreed if the Supplier's registered office is not in England or Wales] either at its registered office or on facsimile number [insert fax no.] from time to time to act as its authorised agent to receive notices, demands, service of process and any other legal summons in England and Wales for the purposes of any legal action or proceeding brought or to be brought by the Beneficiary in respect of this Deed of Guarantee. The Guarantor hereby irrevocably consents to the service of notices and demands, service of process or any other legal summons served in such way.]

IN WITNESS whereof the Guarantor has caused this instrument to be executed and delivered as a Deed the day and year first before written.

EXECUTED as a DEED by

[Insert name of the Guarantor] acting by [Insert/print names]

Director

Director/Secretary

## **FRAMEWORK SCHEDULE 14: INSURANCE REQUIREMENTS**

### **1. OBLIGATION TO MAINTAIN INSURANCES**

- 1.1 Without prejudice to its obligations to the Authority under this Framework Agreement, including its indemnity obligations, the Supplier shall for the periods specified in this Schedule 14 take out and maintain, or procure the taking out and maintenance of the insurances as set out in Annex 1 (Required Insurances) and any other insurances as may be required by applicable Law (together the “**Insurances**”). The Supplier shall ensure that each of the Insurances is effective no later than the Framework Commencement Date.
- 1.2 The Insurances shall be maintained in accordance with Good Industry Practice and (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time.
- 1.3 The Insurances shall be taken out and maintained with insurers who are of good financial standing and of good repute in the international insurance market.
- 1.4 The Supplier shall ensure that the public and products liability policy shall contain an indemnity to principals clause under which the Authority shall be indemnified in respect of claims made against the Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Goods and/or Services and for which the Supplier is legally liable.

### **2. GENERAL OBLIGATIONS**

- 2.1 Without limiting the other provisions of this Framework Agreement, the Supplier shall:
  - 2.1.1 take or procure the taking of all reasonable risk management and risk control measures in relation to the Goods and/or Services as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;
  - 2.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
  - 2.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.

### **3. FAILURE TO INSURE**

- 3.1 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.
- 3.2 Where the Supplier has failed to purchase any of the Insurances or maintain any of the Insurances in full force and effect, the Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances, and the Authority shall be entitled to recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

### **4. EVIDENCE OF POLICIES**

- 4.1 The Supplier shall upon the Framework Commencement Date and within fifteen (15) Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Authority, that the Insurances are in force and effect and meet in full the requirements of this Framework Schedule 14. Receipt of such evidence by the Authority shall not in itself constitute acceptance by the Authority or relieve the Supplier of any of its liabilities and obligations under this Agreement.

## **5. AGGREGATE LIMIT OF INDEMNITY**

- 5.1 Where the minimum limit of indemnity required in relation to any of the Insurances is specified as being "in the aggregate":

- 5.1.1 if a claim or claims which do not relate to this Framework Agreement are notified to the insurers which, given the nature of the allegations and/or the quantum claimed by the third party(ies), is likely to result in a claim or claims being paid by the insurers which could reduce the level of cover available below that minimum, the Supplier shall immediately submit to the Authority:

- (a) details of the policy concerned; and
- (b) its proposed solution for maintaining the minimum limit of indemnity specified; and

- 5.1.2 if and to the extent that the level of insurance cover available falls below that minimum because a claim or claims which do not relate to this Framework Agreement are paid by insurers, the Supplier shall:

- (a) ensure that the insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified for claims relating to this Framework Agreement; or
- (b) if the Supplier is or has reason to believe that it will be unable to ensure that insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified, immediately submit to the Authority full details of the policy concerned and its proposed solution for maintaining the minimum limit of indemnity specified.

## **6. CANCELLATION**

- 6.1 The Supplier shall notify the Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.

## **7. INSURANCE CLAIMS**

- 7.1 The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Goods and/or Services and/or this Framework Agreement for which it may be entitled to claim under any of the Insurances. In the event that the Authority receives a claim relating to or arising out of the Goods and/or Services or this Framework Agreement, the Supplier shall co-operate with the Authority and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.

- 7.2 Except where the Authority is the claimant party, the Supplier shall give the Authority notice within twenty (20) Working Days after any insurance claim in excess of £100,000 relating to or arising out of the provision of the Goods and/or Services or this Framework Agreement on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Authority) full details of the incident giving rise to the claim.

- 7.3 Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.
- 7.4 Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Framework Agreement or otherwise.

## **ANNEX 1: REQUIRED INSURANCES**

### **PART A: THIRD PARTY PUBLIC LIABILITY INSURANCE**

#### **1. INSURED**

1.1 The Supplier

#### **2. INTEREST**

2.1 To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:

2.1.1 death or bodily injury to or sickness, illness or disease contracted by any person;

2.1.2 loss of or damage to property;

happening during the period of insurance (as specified in Paragraph 5 of this Annex 1 to this Schedule 14) and arising out of or in connection with the provision of the Goods and/or Services and in connection with this Framework Agreement.

#### **3. LIMIT OF INDEMNITY**

3.1 Not less than £1,000,000 in respect of any one occurrence, the number of occurrences being unlimited, but £1,000,000 any one occurrence and in the aggregate per annum in respect of products and pollution liability.

#### **4. PERIOD OF INSURANCE**

4.1 From the Framework Commencement Date for the Framework Period and renewable on an annual basis unless agreed otherwise by the Authority in writing.

#### **5. COVER FEATURES AND EXTENSIONS**

5.1 Indemnity to principals clause.

#### **6. PRINCIPAL EXCLUSIONS**

6.1 War and related perils.

6.2 Nuclear and radioactive risks.

6.3 Liability for death, illness, disease or bodily injury sustained by employees of the Insured during the course of their employment.

6.4 Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.

6.5 Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.

6.6 Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.

6.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.

6.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

## **PART B: PRODUCT LIABILITY INSURANCE (LOT 5 ONLY)**

### **1. INSURED**

1.1 The Supplier

### **2. INTEREST**

2.1 To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:

2.1.1 death or bodily injury to or sickness, illness or disease contracted by any person;

2.1.2 loss of or damage to property;

happening during the period of insurance (as specified in Paragraph 5 of this Annex 1 to this Schedule 14) and arising out of or in connection with the provision of the Goods and/or Services and in connection with this Framework Agreement.

### **3. LIMIT OF INDEMNITY**

3.1 Not less than £1,000,000 in respect of any one occurrence, the number of occurrences being unlimited, but £1,000,000 any one occurrence and in the aggregate per annum in respect of products and pollution liability.

### **4. PERIOD OF INSURANCE**

4.1 From the Framework Commencement Date for the Framework Period and renewable on an annual basis unless agreed otherwise by the Authority in writing.

### **5. COVER FEATURES AND EXTENSIONS**

5.1 Indemnity to principals clause.

### **6. PRINCIPAL EXCLUSIONS**

6.1 War and related perils.

6.2 Nuclear and radioactive risks.

6.3 Liability for death, illness, disease or bodily injury sustained by employees of the Insured during the course of their employment.

6.4 Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.

6.5 Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.

6.6 Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.

6.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.

6.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.



## **PART C: PROFESSIONAL INDEMNITY INSURANCE (LOTS 1-5 ONLY)**

### **1 INSURED**

1.1 The Supplier

### **2 INTEREST**

2.1 To indemnify the Insured for all sums which the Insured shall become legally liable to pay (including claimants' costs and expenses) as a result of claims first made against the Insured during the Period of Insurance by reason of any negligent act, error and/or omission arising from or in connection with the provision of the Goods and/or Services.

### **3 LIMIT OF INDEMNITY**

3.1 Not less than £1,000,000 in respect of any one claim and in the aggregate per annum.

### **5 PERIOD OF INSURANCE**

5.1 From the date of this Framework Agreement and renewable on an annual basis unless agreed otherwise by the Authority in writing (a) throughout the Framework Period or until earlier termination of this Framework Agreement and (b) for a period of 6 years thereafter.

### **6 COVER FEATURES AND EXTENSIONS**

6.1 Retroactive cover to apply to any claims made policy wording in respect of this Framework Agreement or retroactive date to be no later than the Framework Commencement Date.

### **7 PRINCIPAL EXCLUSIONS**

7.1 War and related perils

7.2 Nuclear and radioactive risks

## **PART D: UNITED KINGDOM COMPULSORY INSURANCES**

### **1. GENERAL**

- 1.1 The Supplier shall meet its insurance obligations under applicable Law in full, including, UK employers' liability insurance (of £5,000,000 for the purposes of this Framework Agreement).

## FRAMEWORK SCHEDULE 15: COMMERCIALLY SENSITIVE INFORMATION

### 1. INTRODUCTION

- 1.1 In this Framework Schedule 15 (Commercially Sensitive Information) the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA. For the avoidance of doubt this cannot include catalogue pricing submitted for Lot 6.
- 1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Framework Schedule 15 applies.
- 1.3 Without prejudice to the Authority's obligation to disclose Information in accordance with FOIA or Clause 22.4 (Freedom of Information), the Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

No.	Date	Item(s)	Duration of Confidentiality
	[insert date]	[insert details]	[insert duration]

## FRAMEWORK SCHEDULE 16: DISPUTE RESOLUTION PROCEDURE

### 1. DEFINITIONS

1.1 In this Framework Schedule 16, the following definitions shall apply:

<b>“CEDR”</b>	the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU;
<b>“Counter Notice”</b>	shall have the meaning given to it in paragraph 6.2;
<b>“Exception”</b>	a deviation of project tolerances in accordance with PRINCE2 methodology in respect of this Framework Agreement or in the supply of the Goods and/or Services;
<b>“Expedited Dispute Timetable”</b>	the accelerated timetable for the resolution of disputes as set out in paragraph 2.6;
<b>“Expert”</b>	the person appointed by the Parties in accordance with paragraph 5.2 of this Framework Schedule 16;
<b>“Mediation Notice”</b>	shall have the meaning given to it in paragraph 3.2; and
<b>“Mediator”</b>	the independent third party appointed in accordance with paragraph 4.2 of this Framework Schedule 16.

### 2. INTRODUCTION

2.1 If a Dispute arises then:

- 2.1.1 the Authority Representative and the Supplier Representative shall attempt in good faith to resolve the Dispute; and
- 2.1.2 if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.

2.2 The Dispute Notice shall set out:

- 2.2.1 the material particulars of the Dispute;
- 2.2.2 the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and
- 2.2.3 if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable as set out in paragraph 2.6, the reason why.

2.3 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Framework Agreement regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure set out in this Framework Schedule 16.

2.4 Subject to paragraph 3.2, the Parties shall seek to resolve Disputes:

- 2.4.1 first by commercial negotiation (as prescribed in paragraph 3);
- 2.4.2 then by mediation (as prescribed in paragraph 4); and
- 2.4.3 lastly by recourse to arbitration (as prescribed in paragraph 6) or litigation (in accordance with Clause 44 (Governing Law and Jurisdiction)).

Specific issues shall be referred to Expert Determination (as prescribed in paragraph 5) where specified under the provisions of this Framework Agreement and may also be referred to Expert Determination where otherwise appropriate as specified in paragraph 5 (Expert Determination).

2.5 In exceptional circumstances where the use of the times in this Framework Schedule 16 would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use of the Expedited Dispute Timetable within five (5) Working Days of the issue of the Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Authority.

2.6 If the use of the Expedited Dispute Timetable is determined in accordance with paragraph 2.5 or is otherwise specified under the provisions of this Framework Agreement, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs of this Framework Schedule 16:

2.6.1 in paragraph 3.2.3, ten (10) Working Days;

2.6.2 in paragraph 4.2, ten (10) Working Days;

2.6.3 in paragraph 5.2, five (5) Working Days; and

2.6.4 in paragraph 6.2, ten (10) Working Days.

2.7 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

### **3. COMMERCIAL NEGOTIATIONS**

3.1 Following the service of a Dispute Notice, the Authority and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between the Authority's TECHNOLOGY PRODUCTS Framework Manager and the Supplier's TECHNOLOGY PRODUCTS Framework Manager, such discussions being commercial negotiations.

3.2 If:

3.2.1 either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution; or

3.2.2 the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations in accordance with this paragraph 3; or

3.2.3 the Parties have not settled the Dispute in accordance with paragraph 3.1 within thirty (30) Working Days of service of the Dispute Notice,

either Party may serve a written notice to proceed to mediation (a "**Mediation Notice**") in accordance with paragraph 4.

### **4. MEDIATION**

4.1 If a Mediation Notice is served, the Parties shall attempt to resolve the dispute in accordance with CEDR's Model Mediation Agreement which shall be deemed to be incorporated by reference into this Framework Agreement.

- 4.2 If the Parties are unable to agree on the joint appointment of a Mediator within thirty (30) Working Days from service of the Mediation Notice then either Party may apply to CEDR to nominate the Mediator.
- 4.3 If the Parties are unable to reach a settlement in the negotiations at the mediation, and only if the Parties so request and the Mediator agrees, the Mediator shall produce for the Parties a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the Mediator suggests are appropriate settlement terms in all of the circumstances.
- 4.4 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the Parties (in accordance with the procedure for variations under Clause 16.1 (Variation Procedure) where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.

## **5. EXPERT DETERMINATION**

- 5.1 If a Dispute relates to any aspect of the technology underlying the provision of the Goods and/or Services or otherwise relates to an ICT technical, financial technical or other aspect of a technical nature (as the Parties may agree) and the Dispute has not been resolved by discussion or mediation, then either Party may request (which request will not be unreasonably withheld or delayed) by written notice to the other that the Dispute is referred to an Expert for determination.
- 5.2 The Expert shall be appointed by agreement in writing between the Parties, but in the event of a failure to agree within ten (10) Working Days, or if the person appointed is unable or unwilling to act, the Expert shall be appointed on the instructions of the President of the British Computer Society (or any other association that has replaced the British Computer Society).
- 5.3 The Expert shall act on the following basis:
- 5.3.1 he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;
  - 5.3.2 the Expert's determination shall (in the absence of a material failure by either Party to follow the agreed procedures) be final and binding on the Parties;
  - 5.3.3 the Expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within thirty (30) Working Days of his/her appointment or as soon as reasonably practicable thereafter and the Parties shall assist and provide the documentation that the Expert requires for the purpose of the determination;
  - 5.3.4 any amount payable by one Party to another as a result of the Expert's determination shall be due and payable within twenty (20) Working Days of the Expert's determination being notified to the Parties;
  - 5.3.5 the process shall be conducted in private and shall be confidential; and
  - 5.3.6 the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.

## **6. ARBITRATION**

- 6.1 The Authority may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragraph 6.4.
- 6.2 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Authority of its intentions and the Authority shall have fifteen (15) Working

Days following receipt of such notice to serve a reply (a “**Counter Notice**”) on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with paragraph 6.4 or be subject to the jurisdiction of the courts in accordance with Clause 44 (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.

6.3 If:

- 6.3.1 the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph 6.4 shall apply;
- 6.3.2 the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 44 (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;
- 6.3.3 the Authority does not serve a Counter Notice within the fifteen (15) Working Day period referred to in paragraph 6.2, the Supplier may either commence arbitration proceedings in accordance with paragraph 6.4 or commence court proceedings in the courts in accordance with Clause 44 (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.

6.4 In the event that any arbitration proceedings are commenced pursuant to paragraphs 6.1 to 6.3, the Parties hereby confirm that:

- 6.4.1 all disputes, issues or claims arising out of or in connection with this Framework Agreement (including as to its existence, validity or performance) shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration (“**LCIA**”) (subject to paragraphs 6.4.5, 6.4.6 and 6.4.7;
- 6.4.2 the arbitration shall be administered by the LCIA;
- 6.4.3 the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Framework Agreement and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
- 6.4.4 if the Parties fail to agree the appointment of the arbitrator within ten (10) days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
- 6.4.5 the chair of the arbitral tribunal shall be British;
- 6.4.6 the arbitration proceedings shall take place in London and in the English language; and
- 6.4.7 the seat of the arbitration shall be London.

## **7. URGENT RELIEF**

7.1 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:

- 7.1.1 for interim or interlocutory remedies in relation to this Framework Agreement or infringement by the other Party of that Party’s Intellectual Property Rights; and/or
- 7.1.2 where compliance with paragraph 2.1 and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

## **FRAMEWORK SCHEDULE 17: TENDER**

### **1. GENERAL**

- 1.1 This Framework Schedule 17 sets out a copy of the Supplier's Tender including the Supplier's responses to the whole award questionnaire in accordance with section AQA1 of the award questionnaire to the ITT.
- 1.2 Subject to Clauses 1.2.2 and 1.2.3, in addition to any other obligations on the Supplier under this Framework Agreement and any Call Off Agreement, the Supplier shall provide the Goods and/or Services to Contracting Bodies in accordance with the Tender.



## FRAMEWORK SCHEDULE 18: VARIATION FORM

Variation Form No:

.....

BETWEEN:

[insert name of Authority ] ("**the Authority**")

and

[insert name of Supplier] ("**the Supplier**")

1. This Framework Agreement is varied as follows and shall take effect on the date signed by both Parties:

***[Guidance Note: Insert details of the Variation]***

2. Words and expressions in this Variation shall have the meanings given to them in the Framework Agreement.
3. The Framework Agreement, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the Authority

Signature

Date

Name (in Capitals)

Address

.....  
Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

.....

## **FRAMEWORK SCHEDULE 19: SPECIFIC EXCLUSIONS WHERE THE SUPPLIER IS APPOINTED ONLY TO LOT 6**

### **1. GENERAL**

1.1 The following terms of this Framework Agreement (including any subclauses and subparagraphs) shall not apply to a Supplier who has only been appointed to Lot 6 of this Framework

- Clause 5
- Clauses 11.2 to 11.5 inclusive
- Clause 12
- Clause 14
- Clause 15.4.4
- Clause 15.5
- Clause 20.1.5
- Clause 28.2.1 (c)
- Clause 28.6
- Clause 35.3
- Framework Schedule 3 paragraphs 1 to 6 inclusive
- Framework Schedule 3 Annex 1 Tables 2 to 5 inclusive
- Framework Schedule 4 – exclusions addressed within the Call Off Agreement
- Framework Schedule 5 paragraphs 2.1.1 and 2.1.2
- Framework Schedule 5 paragraphs 3 and 4
- Framework Schedule 6 Part B
- Framework Schedule 8
- Framework Schedule 12
- Framework Schedule 14 Annex 1 Parts B and C