



Crown  
Commercial  
Service

**DEPARTMENT FOR TRANSPORT**

**- and -**

**LANDOR LINKS LIMITED**

**ANNEXES**

**relating to**

**SAT STAKEHOLDER ENGAGEMENT CONTRACT**

**CCCS16A03**

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## ANNEX 1 – TERMS AND CONDITIONS

### 1 INTERPRETATION

#### 1.1 In these terms and conditions:

“Agreement”	means the contract between (i) the Customer acting as part of the Crown and (ii) the Supplier constituted by the Supplier’s countersignature of the Award Letter and includes the Award Letter;
“Award Letter”	means the letter (including the Annexes thereto) from the Customer to the Supplier via the e-Sourcing Suite at the point of award;
“Central Government Body”	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: <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>
“Charges”	means the charges for the Services as specified in the Award Letter;
“Confidential Information”	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
“Customer”	means the person named as Customer in the Award Letter;
“DPA”	means the Data Protection Act 1998;
“Expiry Date”	means the date for expiry of the Agreement as set out in the Award Letter;
“FOIA”	means the Freedom of Information Act 2000;
“Information”	has the meaning given under section 84 of the FOIA;
“Key Personnel”	means any persons specified as such in the Award Letter or otherwise notified as such by the Customer to the Supplier in writing;
“Party”	means the Supplier or the Customer (as appropriate) and “Parties” shall mean both of them;
“Personal Data”	means personal data (as defined in the DPA) which is processed by the Supplier or any Staff on behalf of the Customer pursuant to or in connection with this Agreement;
“Purchase Order Number”	means the Customer’s unique number relating to the supply of the Services;
“Request for	has the meaning set out in the FOIA or the Environmental Information

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Information”	Regulations 2004 as relevant (where the meaning set out for the term “request” shall apply);
“Services”	means the services to be supplied by the Supplier to the Customer under the Agreement;
“Specification”	means the specification for the Services (including as to quantity, description and quality) as specified in the Award Letter;
“Start Date”	means the commencement date of the Agreement as set out in the Award Letter;
“Staff”	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier’s obligations under the Agreement;
“Staff Vetting Procedures”	means vetting procedures that accord with good industry practice or, where requested by the Customer, the Customer’s procedures for the vetting of personnel as provided to the Supplier from time to time;
“Supplier”	means the person named as Supplier in the Award Letter;
“Term”	means the period from the Start Date of the Agreement set out in the Award Letter to the Expiry Date as such period may be extended in accordance with clause 4.2 or terminated in accordance with the terms and conditions of the Agreement;
“VAT”	means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and
“Working Day”	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

1.2 In these terms and conditions, unless the context otherwise requires:

- 1.2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;
- 1.2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
- 1.2.3 the headings to the clauses of these terms and conditions are for information only and do not affect the interpretation of the Agreement;
- 1.2.4 any reference to an enactment includes reference to that enactment as amended or replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and
- 1.2.5 the word ‘including’ shall be understood as meaning ‘including without limitation’.

## 2 BASIS OF AGREEMENT

- 2.1 The Award Letter constitutes an offer by the Customer to purchase the Services subject to and in accordance with the terms and conditions of the Agreement.
- 2.2 The offer comprised in the Award Letter shall be deemed to be accepted by the Supplier on receipt by the Customer, within [7] days of the date of the award letter, of a copy of the Award Letter countersigned by the Supplier.

## 3 SUPPLY OF SERVICES

- 3.1 In consideration of the Customer’s agreement to pay the Charges, the Supplier shall

supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.

- 3.2 In supplying the Services, the Supplier shall:
- 3.2.1 co-operate with the Customer in all matters relating to the Services and comply with all the Customer's instructions;
  - 3.2.2 perform the Services with all reasonable care, skill and diligence in accordance with good industry practice in the Supplier's industry, profession or trade;
  - 3.2.3 use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with the Agreement;
  - 3.2.4 ensure that the Services shall conform with all descriptions, requirements, service levels and specifications set out in the Specification;
  - 3.2.5 comply with all applicable laws; and
  - 3.2.6 provide all equipment, tools and vehicles and other items as are required to provide the Services.
- 3.3 The Customer may by written notice to the Supplier at any time request a variation to the scope of the Services. In the event that the Supplier agrees to any variation to the scope of the Services, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.

#### **4 TERM**

- 4.1 The Agreement shall take effect on the Start Date (**14<sup>th</sup> October 2016**) and shall expire on the Expiry Date (**13<sup>th</sup> October 2019**), **with the option to extend for 1 year**, unless it is otherwise extended in accordance with clause 4.2 or terminated in accordance with the terms and conditions of the Agreement.
- 4.2 The Customer may extend the Agreement for a period of up to 6 months by giving not less than 10 Working Days' notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of the Agreement shall apply throughout any such extended period.

#### **5 CHARGES, PAYMENT AND RECOVERY OF SUMS DUE**

- 5.1 The maximum value of this contract will be **£78,800.00** including all extensions. The Authority reserves the right not to spend this budget.
- 5.2 The Charges for the Services shall be as set out in the Award Letter and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Services. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Services.
- 5.3 All amounts stated are exclusive of VAT which shall be charged at the prevailing rate. The Customer shall, following the receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Services.
- 5.4 The Supplier shall invoice the Customer as specified in the Agreement. Each invoice shall include such supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Services supplied in the invoice period.
- 5.5 In consideration of the supply of the Services by the Supplier, the Customer shall pay the Supplier the invoiced amounts no later than 30 days after verifying that the invoice

is valid and undisputed and includes a valid Purchase Order Number. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance.

- 5.6 If the Customer fails to consider and verify an invoice in a timely fashion the invoice shall be regarded as valid and undisputed for the purpose of paragraph 5.4 after a reasonable time has passed.
- 5.7 If there is a dispute between the Parties as to the amount invoiced, the Customer shall pay the undisputed amount. The Supplier shall not suspend the supply of the Services unless the Supplier is entitled to terminate the Agreement for a failure to pay undisputed sums in accordance with clause 16.4. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 19.
- 5.8 If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- 5.9 Where the Supplier enters into a sub-contract, the Supplier shall include in that sub-contract:
- 5.9.1 provisions having the same effects as clauses 5.3 to 5.7 of this Agreement; and
  - 5.9.2 a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 5.3 to 5.8 of this Agreement.
  - 5.9.3 In this clause 5.8, “sub-contract” means a contract between two or more suppliers, at any stage of remoteness from the Authority in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.
- 5.10 If any sum of money is recoverable from or payable by the Supplier under the Agreement (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the Customer from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with the Customer. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.

## **6 PREMISES AND EQUIPMENT**

- 6.1 If necessary, the Customer shall provide the Supplier with reasonable access at reasonable times to its premises for the purpose of supplying the Services. All equipment, tools and vehicles brought onto the Customer’s premises by the Supplier or the Staff shall be at the Supplier’s risk.
- 6.2 If the Supplier supplies all or any of the Services at or from the Customer’s premises, on completion of the Services or termination or expiry of the Agreement (whichever is the earlier) the Supplier shall vacate the Customer’s premises, remove the Supplier’s plant, equipment and unused materials and all rubbish arising out of the provision of the Services and leave the Customer’s premises in a clean, safe and tidy condition. The Supplier shall be solely responsible for making good any damage to the Customer’s premises or any objects contained on the Customer’s premises which is caused by the Supplier or any Staff, other than fair wear and tear.
- 6.3 If the Supplier supplies all or any of the Services at or from its premises or the premises

of a third party, the Customer may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Services are supplied at or from the relevant premises.

- 6.4 The Customer shall be responsible for maintaining the security of its premises in accordance with its standard security requirements. While on the Customer's premises the Supplier shall, and shall procure that all Staff shall, comply with all the Customer's security requirements.
- 6.5 Where all or any of the Services are supplied from the Supplier's premises, the Supplier shall, at its own cost, comply with all security requirements specified by the Customer in writing.
- 6.6 Without prejudice to clause 3.2.6, any equipment provided by the Customer for the purposes of the Agreement shall remain the property of the Customer and shall be used by the Supplier and the Staff only for the purpose of carrying out the Agreement. Such equipment shall be returned promptly to the Customer on expiry or termination of the Agreement.
- 6.7 The Supplier shall reimburse the Customer for any loss or damage to the equipment (other than deterioration resulting from normal and proper use) caused by the Supplier or any Staff. Equipment supplied by the Customer shall be deemed to be in a good condition when received by the Supplier or relevant Staff unless the Customer is notified otherwise in writing within 5 Working Days.

## **7 STAFF AND KEY PERSONNEL**

- 7.1 If the Customer reasonably believes that any of the Staff are unsuitable to undertake work in respect of the Agreement, it may, by giving written notice to the Supplier:
- 7.1.1 refuse admission to the relevant person(s) to the Customer's premises;
  - 7.1.2 direct the Supplier to end the involvement in the provision of the Services of the relevant person(s); and/or
  - 7.1.3 require that the Supplier replace any person removed under this clause with another suitably qualified person and procure that any security pass issued by the Customer to the person removed is surrendered,
- and the Supplier shall comply with any such notice.
- 7.2 The Supplier shall:
- 7.2.1 ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;
  - 7.2.2 if requested, provide the Customer with a list of the names and addresses (and any other relevant information) of all persons who may require admission to the Customer's premises in connection with the Agreement; and
  - 7.2.3 procure that all Staff comply with any rules, regulations and requirements reasonably specified by the Customer.
- 7.3 Any Key Personnel shall not be released from supplying the Services without the agreement of the Customer, except by reason of long-term sickness, parental leave and termination of employment or other extenuating circumstances.
- 7.4 Any replacements to the Key Personnel shall be subject to the prior written agreement of the Customer (not to be unreasonably withheld). Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

## **8 ASSIGNMENT AND SUB-CONTRACTING**

- 8.1 The Supplier shall not without the written consent of the Customer assign, sub-contract,

novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Supplier shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.

- 8.2 Where the Customer has consented to the placing of sub-contracts, the Supplier shall, at the request of the Customer, send copies of each sub-contract, to the Customer as soon as is reasonably practicable.
- 8.3 The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Supplier provided that such assignment, novation or disposal shall not increase the burden of the Supplier's obligations under the Agreement.

## **9 INTELLECTUAL PROPERTY RIGHTS**

- 9.1 All intellectual property rights in any materials provided by the Customer to the Supplier for the purposes of this Agreement shall remain the property of the Customer or the respective owner of such intellectual property rights but the Customer hereby grants the Supplier a royalty-free, non-exclusive and non-transferable licence to use such materials as required until termination or expiry of the Agreement for the sole purpose of enabling the Supplier to perform its obligations under the Agreement.
- 9.2 All intellectual property rights in any materials created or developed by the Supplier pursuant to the Agreement or arising as a result of the provision of the Services shall vest in the Supplier. If, and to the extent, that any intellectual property rights in such materials vest in the Customer by operation of law, the Customer hereby assigns to the Supplier by way of a present assignment of future rights that shall take place immediately on the coming into existence of any such intellectual property rights all its intellectual property rights in such materials (with full title guarantee and free from all third party rights).
- 9.3 The Supplier hereby grants the Customer:
- 9.3.1 a perpetual, royalty-free, irrevocable, non-exclusive licence (with a right to sub-license) to use all intellectual property rights in the materials created or developed pursuant to the Agreement and any intellectual property rights arising as a result of the provision of the Services; and
- 9.3.2 a perpetual, royalty-free, irrevocable and non-exclusive licence (with a right to sub-license) to use:
- (a) any intellectual property rights vested in or licensed to the Supplier on the date of the Agreement; and
  - (b) any intellectual property rights created during the Term but which are neither created or developed pursuant to the Agreement nor arise as a result of the provision of the Services,

including any modifications to or derivative versions of any such intellectual property rights, which the Customer reasonably requires in order to exercise its rights and take the benefit of the Agreement including the Services provided.

- 9.4 The Supplier shall indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party's intellectual property arising

out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omission of the Supplier or any Staff.

## **10 GOVERNANCE AND RECORDS**

### **10.1 The Supplier shall:**

- 10.1.1 attend progress meetings with the Customer at the frequency and times specified by the Customer and shall ensure that its representatives are suitably qualified to attend such meetings; and
- 10.1.2 submit progress reports to the Customer at the times and in the format specified by the Customer.

10.2 The Supplier shall keep and maintain until 6 years after the end of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Services supplied under it and all payments made by the Customer. The Supplier shall on request afford the Customer or the Customer's representatives such access to those records as may be reasonably requested by the Customer in connection with the Agreement.

## **11 CONFIDENTIALITY, TRANSPARENCY AND PUBLICITY**

### **11.1 Subject to clause 11.2, each Party shall:**

- 11.1.1 treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and
- 11.1.2 not use or exploit the disclosing Party's Confidential Information in any way except for the purposes anticipated under the Agreement.

11.2 Notwithstanding clause 11.1, a Party may disclose Confidential Information which it receives from the other Party:

- 11.2.1 where disclosure is required by applicable law or by a court of competent jurisdiction;
- 11.2.2 to its auditors or for the purposes of regulatory requirements;
- 11.2.3 on a confidential basis, to its professional advisers;
- 11.2.4 to the Serious Fraud Office where the Party has reasonable grounds to believe that the other Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
- 11.2.5 where the receiving Party is the Supplier, to the Staff on a need to know basis to enable performance of the Supplier's obligations under the Agreement provided that the Supplier shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause 11.2.5 shall observe the Supplier's confidentiality obligations under the Agreement; and
- 11.2.6 where the receiving Party is the Customer:
  - (a) on a confidential basis to the employees, agents, consultants and contractors of the Customer;
  - (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which the Customer transfers or proposes to transfer all or any part of its business;

- (c) to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
- (d) in accordance with clause 12.

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 CUSTOMER UNDER THIS CLAUSE 11.

- 11.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Agreement is not Confidential Information and the Supplier hereby gives its consent for the Customer to publish this Agreement in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA redacted) including any changes to the Agreement agreed from time to time. The Customer may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion whether any of the content of the Agreement is exempt from disclosure in accordance with the provisions of the FOIA.
- 11.4 The Supplier shall not, and shall take reasonable steps to ensure that the Staff shall not, make any press announcement or publicise the Agreement or any part of the Agreement in any way, except with the prior written consent of the Customer.

## **12 FREEDOM OF INFORMATION**

- 12.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations 2004 and shall:
- 12.1.1 provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its obligations under the FOIA and the Environmental Information Regulations 2004;
  - 12.1.2 transfer to the Customer all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
  - 12.1.3 provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within 5 Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and
  - 12.1.4 not respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 12.2 The Supplier acknowledges that the Customer may be required under the FOIA and the Environmental Information Regulations 2004 to disclose Information concerning the Supplier or the Services (including commercially sensitive information) without consulting or obtaining consent from the Supplier. In these circumstances the Customer shall, in accordance with any relevant guidance issued under the FOIA, take reasonable steps, where appropriate, to give the Supplier advance notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.
- 12.3 Notwithstanding any other provision in the Agreement, the Customer shall be

responsible for determining in its absolute discretion whether any Information relating to the Supplier or the Services is exempt from disclosure in accordance with the FOIA and/or the Environmental Information Regulations 2004.

### **13 PROTECTION OF PERSONAL DATA AND SECURITY OF DATA**

13.1 The Supplier shall, and shall procure that all Staff shall, comply with any notification requirements under the DPA and both Parties shall duly observe all their obligations under the DPA which arise in connection with the Agreement.

13.2 Notwithstanding the general obligation in clause 13.1, where the Supplier is processing Personal Data for the Customer as a data processor (as defined by the DPA) the Supplier shall:

13.2.1 ensure that it has in place appropriate technical and organisational measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the DPA;

13.2.2 provide the Customer with such information as the Customer may reasonably request to satisfy itself that the Supplier is complying with its obligations under the DPA;

13.2.3 promptly notify the Customer of:

- (a) any breach of the security requirements of the Customer as referred to in clause 13.3; and
- (b) any request for personal data; and

13.2.4 ensure that it does not knowingly or negligently do or omit to do anything which places the Customer in breach of the Customer's obligations under the DPA.

13.3 When handling Customer data (whether or not Personal Data), the Supplier shall ensure the security of the data is maintained in line with the security requirements of the Customer as notified to the Supplier from time to time.

### **14 LIABILITY**

14.1 The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Agreement.

14.2 Subject always to clauses 14.3 and 14.4:

14.2.1 the aggregate liability of the Supplier in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement, the supply or failure to supply of the Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed a sum equal to 125% of the Charges paid or payable to the Supplier; and

14.2.2 except in the case of claims arising under clauses 9.4 and 18.3, in no event shall the Supplier be liable to the Customer for any:

- (a) loss of profits;
- (b) loss of business;

- (c) loss of revenue;
- (d) loss of or damage to goodwill;
- (e) loss of savings (whether anticipated or otherwise); and/or
- (f) any indirect, special or consequential loss or damage.

14.3 Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:

- 14.3.1 death or personal injury caused by its negligence or that of its Staff;
- 14.3.2 fraud or fraudulent misrepresentation by it or that of its Staff; or
- 14.3.3 any other matter which, by law, may not be excluded or limited.

14.4 The Supplier's liability under the indemnity in clause 9.4 and 18.3 shall be unlimited.

## **15 FORCE MAJEURE**

Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.

## **16 TERMINATION**

16.1 The Customer may terminate the Agreement at any time by notice in writing to the Supplier to take effect on any date falling at least 1 month (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.

16.2 Without prejudice to any other right or remedy it might have, the Customer may terminate the Agreement by written notice to the Supplier with immediate effect if the Supplier:

- 16.2.1 (without prejudice to clause 16.2.5), is in material breach of any obligation under the Agreement which is not capable of remedy;
- 16.2.2 repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;
- 16.2.3 is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
- 16.2.4 undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988;
- 16.2.5 breaches any of the provisions of clauses 7.2, 11, 12, 13 and 17;
- 16.2.6 becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Supplier (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in respect of the whole or any part of the Supplier's assets or business, or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this clause 16.2.6) in consequence of debt in any jurisdiction; or
- 16.2.7 fails to comply with legal obligations in the fields of environmental, social or labour law.

16.3 The Supplier shall notify the Customer as soon as practicable of any change of control

as referred to in clause 16.2.4 or any potential such change of control.

- 16.4 The Supplier may terminate the Agreement by written notice to the Customer if the Customer has not paid any undisputed amounts within 90 days of them falling due.
- 16.5 Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this clause and clauses 2, 3.2, 6.1, 6.2, 6.6, 6.7, 7, 9, 10.2, 11, 12, 13, 14, 16.6, 17.4, 18.3, 19 and 20.7 or any other provision of the Agreement that either expressly or by implication has effect after termination.
- 16.6 Upon termination or expiry of the Agreement, the Supplier shall:
- 16.6.1 give all reasonable assistance to the Customer and any incoming supplier of the Services; and
  - 16.6.2 return all requested documents, information and data to the Customer as soon as reasonably practicable.

## **17 COMPLIANCE**

- 17.1 The Supplier shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Agreement. The Customer shall promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer's premises and which may affect the Supplier in the performance of its obligations under the Agreement.
- 17.2 The Supplier shall:
- 17.2.1 comply with all the Customer's health and safety measures while on the Customer's premises; and
  - 17.2.2 notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Agreement on the Customer's premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- 17.3 The Supplier shall:
- 17.3.1 perform its obligations under the Agreement in accordance with all applicable equality Law and the Customer's equality and diversity policy as provided to the Supplier from time to time; and
  - 17.3.2 take all reasonable steps to secure the observance of clause 17.3.1 by all Staff.
- 17.4 The Supplier shall supply the Services in accordance with the Customer's environmental policy as provided to the Supplier from time to time.
- 17.5 The Supplier shall comply with, and shall ensure that its Staff shall comply with, the provisions of:
- 17.5.1 the Official Secrets Acts 1911 to 1989; and
  - 17.5.2 section 182 of the Finance Act 1989.

## **18 PREVENTION OF FRAUD AND CORRUPTION**

- 18.1 The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.
- 18.2 The Supplier shall take all reasonable steps, in accordance with good industry practice,

to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

18.3 If the Supplier or the Staff engages in conduct prohibited by clause 18.1 or commits fraud in relation to the Agreement or any other contract with the Crown (including the Customer) the Customer may:

18.3.1 terminate the Agreement and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or

18.3.2 recover in full from the Supplier any other loss sustained by the Customer in consequence of any breach of this clause.

## 19 DISPUTE RESOLUTION

19.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and such efforts shall involve the escalation of the dispute to an appropriately senior representative of each Party.

19.2 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in clause 19.1, the dispute may by agreement between the Parties be referred to a neutral adviser or mediator (the "**Mediator**") chosen by agreement between the Parties. All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.

19.3 If the Parties fail to appoint a Mediator within one month, or fail to enter into a written agreement resolving the dispute within one month of the Mediator being appointed, either Party may exercise any remedy it has under applicable law.

## 20 GENERAL

20.1 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.

20.2 A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.

20.3 The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.

20.4 The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.

20.5 Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.

20.6 The Agreement shall not constitute or imply any partnership, joint venture, agency,

fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Agreement. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.

- 20.7 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
- 20.8 If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Agreement and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.

## **21 NOTICES**

- 21.1 Any notice to be given under the Agreement shall be in writing and may be served by personal delivery, first class recorded or, subject to clause 21.3, e-mail to the address of the relevant Party set out in the Award Letter, or such other address as that Party may from time to time notify to the other Party in accordance with this clause:
- 21.2 Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.
- 21.3 Notices under clauses 15 (Force Majeure) and 16 (Termination) may be served by email only if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in clause 21.1.

## **22 GOVERNING LAW AND JURISDICTION**

The validity, construction and performance of the Agreement, and all contractual and non-contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.



## **ANNEX 2 – PRICE SCHEDULE**

**[Redacted]**

## ANNEX 3 – STATEMENT OF REQUIREMENT

### 1. PURPOSE

- 1.1 The Authority want to maximise on the delivery and impact of the Sustainable Transport Transitional Year Revenue fund as well as the Access fund.
- 1.2 The business need is to deliver high quality sustainable transport measures with local authorities that demonstrate a good practice approach, whilst ensuring value for money to the taxpayer. This is achieved by enabling networking, knowledge-sharing and capability building. There will be a specific focus on cycling as promised in the new government’s manifesto.
- 1.3 The Authority want to:
- 1.3.1 Encourage positive outward facing engagement on cycling and walking, with the aim of supporting the delivery of the Cycling and Walking Investment Strategy.
- 1.3.2 Ensure the highest quality sustainable travel infrastructure is delivered on the ground, and that good practice and lessons are shared.
- 1.3.3 To specifically improve cycling safety, cycle proofing and encourage schools to promote cycling and walking to children.
- 1.3.4 To support Local Authorities to improve cycling and walking knowledge and skills amongst practitioners.
- 1.3.5 The services are required for a duration of 3 years with the initial requirement covering the period of 2016/17. The Authority when agreeing future requirements shall not change the requirement outside the scope of Sustainable Travel.

### 2. DEFINITIONS

Expression or Acronym	Definition
DH	Department for Health
The Authority	Department for Transport
LA	Local Authority
STTY	Sustainable Travel Transition Year
SAT	Sustainable and Accessible Travels
DfT	Department for Transport
LEP	Local Enterprise Partnership

### 3. SCOPE OF REQUIREMENT

- 3.1 Four annual workshops are required to cover the broad agenda of sustainable travel, the details of these are to be agreed with the Authority. In 2015 the annual London Cycling show was one of the Authority’s workshops, this event covered

content and invited attendees according to the Authority's needs with around 300 attendees. Some workshops can be on a much smaller scale for example 40 attendees. The workshops for 2016 – 17 are yet to be finalised in detail.

- 3.2 Annual Sustainable Travel Conference – targeting local authorities and transport providers to support knowledge sharing and problem solving with particular focus Cycling and Walking Investment Strategy and LCWIPS. (Local Cycling and Walking Investment Strategy Plans. With some focus on Access Fund and Sustainable Travel Transition Year STTY.
- 3.3 Publications – Articles and Ministerial Forwards to help reach out to Local Authorities. These publications are widely available to the general public, however more specifically targeted to relevant industry stakeholders such as Local Authorities and transport providers.
- 3.4 A stakeholder/communications engagement strategy – a basic outline of the year ahead; upcoming milestones/ events identifying overlaps and how these can be strategically aligned to co-ordinate messaging as well as reaching out to key stakeholders such as Local Authorities and Transport associations, and other organisations who work with the Authority. The Supplier will provide this in a google shared calendar format.

#### **4. THE REQUIREMENT**

##### **4.1 FOUR ANNUAL WORKSHOPS**

- 4.1.1 The four annual workshops can be described as best practice masterclasses. They can comprise of a one day maximum event or minimum half day event, depending on agreement with the Authority, which are focussed on a topic of relevance to a smaller network of specialist practitioners, to allow more in-depth understanding and skills exchange of the sustainable travel challenges.
- 4.1.2 Workshop topics for 2016/ 17 are yet to be confirmed, initial thinking by the Authority is that they could cover:
- 4.1.3
  - 4.1.3.1 1) Access Fund – Mobilisation of Local Authority teams and lessons learned from LSTF.2) Cycling Propensity Tool half a day.3) Local Cycling and Walking Investment Plans- process support – full day
  - 1. 4) Accessibility – content to be confirmed
  - 4.1.3.2
  - 4.1.3.3 Monitoring and evaluation
- 4.1.4 These four workshops will support the Authority's Cycling and Walking Investment Strategy. There is compelling evidence on the many benefits to cycling and walking - they contribute to a healthier nation, to improved air quality and reduced emissions, and can help broaden employment and training horizons for people seeking work or education opportunities. With all these benefits, this Government is serious about making this country a cycling nation and to increase levels of walking. Those tendering should note the publication of this

Government's Cycling and Walking Investment Strategy link given earlier on page 3.

- 4.1.5 The workshops should also be aligned with the STTY and Access Fund.
- 4.1.6 The topics to be covered in 2016/17 are to be finalised once a service provider is in place and are shaped by policy development. The masterclasses four organised in 15/16 were successful, attracting at least 40-60 people for each event, receiving positive feedback. Local Authority staff and their supporting contractors and volunteers have few facilitated opportunities to learn from one another, given the synergies in DfT-funded programmes across the country, ensuring this learning happens effectively and leads to better value for money in implementation.
- 4.1.7 These events have been held in London as well as Cambridge and Leicester depending on the content and to enable attendance from all regions, not just favouring London locations. The Authority's venues may be used to save on costs, offering local authorities free places

## **4.2 ANNUAL SUSTAINABLE TRANSPORT CONFERENCE**

- 4.2.1 The conference is an annual event, in past years it has been held with a representative attending from each of the Local Sustainable Transport Funded project teams across England, as well as wider sustainable transport practitioners, lobby groups and programme leaders.
- 4.2.2 The 2016/17 event will be a one day event, designed to support project teams responsible for investing the Authority funds to the value of over £80 million on sustainable travel projects.
- 4.2.3 The target audience will be made up of Local Authority staff, supporting contractors, and volunteers. Collectively, they represent a community of over 1000 sustainable transport professionals, many of whom may be relatively new to this growing profession as a result of recent, new Authority funding.
- 4.2.4 The conference organised in February 2015, attracted over 500 attendees and was widely regarded as an excellent opportunity to share best practice and gain new skills and knowledge. Past events have been impressive events on a very small budget for the Authority. Previous locations have included Birmingham, and last year Milton Keynes. These locations were selected to give Local Authorities across the country opportunity to attend. The 2016/17 conference will provide an invaluable opportunity to capture success stories of the past, identify issues for the new STTY and Access Fund participating authorities. The event should join up with wider Authority programmes through the appropriate channels (e.g. through the complementary Local Enterprise Partnership's Transport Delivery Excellence programme).
- 4.2.5 The Authority would like this to run as a one day event.
- 4.2.6 More information can be found about the STTY here:

<https://www.gov.uk/government/publications/sustainable-travel-transition-year-revenue-competition-2016-to-2017>

- 4.2.7 More information can be found about Local Enterprise Partnership's Transport Delivery Excellence programme here:

[https://www.google.co.uk/search?q=Local+Enterprise+Partnership%92s+Transport+Delivery+Excellence+programme&btnG=Search&gws\\_rd=ssl](https://www.google.co.uk/search?q=Local+Enterprise+Partnership%92s+Transport+Delivery+Excellence+programme&btnG=Search&gws_rd=ssl)

- 4.2.8 **Annual Conference** The national Cycling and Walking Investment strategy is new and Local authorities need support to understand this and how the local plans fit in. Objectives for the agenda would be to communicate:

- 4.2.8.1 The Authority's support for walking and cycling;
- 4.2.8.2 The need to invest in active travel;
- 4.2.8.3 Supporting a joint approach to active travel planning;
- 4.2.8.4 A possible announcement of a sustainable travel initiative;
- 4.2.8.5 Showcasing innovative examples of best practice in joint promotion of active travel projects;

#### 4.3 Sharing of good Local Cycling and Walking Investment Strategies. **PUBLICATIONS**

- 4.3.1 The Sustainable Travel Magazine has been used to produce a supporting printed publication that is distributed to all annual conference participants. This magazine brought together expertise and insights on good practice delivery in print, enabling conference delegates to have a reference source for key lessons from one another. The magazine also provided a profile for this emerging new sector in transport planning and delivery, ensuring visibility for the Authority's funding that has been invested in local projects. There is still a strong desire from practitioners to receive an annual printed publication, which complements the e-Bulletin and the virtual Knowledge Hub, communications resources that the Authority already delivers to enable better communications across this sector. The Authority requires some form of publication to support the annual conference.
- 4.3.2 For all of the above events workshops and annual conferences etc.; the Supplier will draw up a draft agenda for each event based on an initial Authority steer (this will be agreed at the inception meeting) where headings and type of content will be agreed. The Supplier will draw up an agenda; propose exact dates; find a venue; make arrangements for all logistics such as lunch, mikes etc.
- 4.3.3 The Authority can lead with getting attendees via Local Authority contacts to attend, the Supplier will draft advertisement emails/ posters etc. ready for the Authority to issue.

### 5. **STAKEHOLDER COMMUNICATIONS STRATEGY**

- 5.1 The Sustainable and Accessible Travels (SAT) team would benefit from a stakeholder / communications engagement strategy – a basic outline of the year ahead; upcoming milestones / events / identifying overlaps and how these can be strategically aligned to co-ordinate messaging as well as reaching out to key stakeholders.

- 5.2 This is expected to be a basic and very simple outline of milestones focusing on overlaps and how SAT policy's will and should interact.

## 6. PROJECT MANGEMENT

- 6.1 Monthly meetings will be held with the Authority to discuss progress, more frequent conversation is welcome and can be done so on a casual basis via email or telephone. A formal write up is required post each event, looking at what went well; lessons learned; analysis of feedback from attendees; numbers attending for each event; a summary of the service provided and what it is felt to have delivered.

## 7. KEY MILESTONES

- 7.1 Potential suppliers should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Inception meeting	20th October 2016
2	Draft outline for potential workshops for year ahead (to include dates and content)	January 2017
3	DfT on health and physical activity - draft content agreed	February 2017
4	12 month strategy agreed for contract delivery	January 2017
5	By late summer delivery of annual conference and at least two workshops.	August 2017

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority is responsible for leading on contacting Local Authority's to participate in workshops and events.
- 8.2 The Authority is responsible for clearing any publications or advertisement content related to the workshops and annual conference.
- 8.3 End of year report will be required, a summary evaluation of how the events delivered against objectives, feedback from attendees and lessons learned. The Authority will be responsible for signing this off.
- 8.4 Monthly updates on progress should be maintained with Rabina Nawaz, DfT Contract Manager. This should be through email and telephone calls, with face to face meetings when required.

Milestone	Deliverables  (bulleted list showing all Deliverables (and associated tasks) required for each Milestone)	Duration  (Working Days)	Milestone Date	Customer Responsibilities  (if applicable)
Workshop content is subject to change and business need, the suggested list is intended to reflect the Authority's needs as far as possible, these will need to be reconsidered early this summer as policy is developing rapidly.				
1. Access Fund	<ul style="list-style-type: none"> <li>• Support practitioner early mobilisation of teams</li> <li>• Support LA partnerships – so identify similar projects and share good practise.</li> <li>• Ensure early consideration of evaluation and reporting.</li> </ul>	<p>All maximum of one day events / with a minimum of a half-day session.</p> <p>One day event</p>	<p>Agreed at inception meeting 20<sup>th</sup> October 2017</p>	<p>The Authority will feed into: co-design content and suggest target audience for all workshops.</p> <p>Winners of Access Fund Money</p>
<p>2. Local Cycling and Walking Investment Strategy</p> <p>3. Cycling propensity tool</p> <p>4. Accessibility</p>	<p>Supporting Local plans</p> <p>Sharing best practise</p>		<p>Feb 2017 tbc</p> <p>2016 Dec tbc</p> <p>April 2017 tbc</p>	

One national conference				
Annual Sustainable Travel conference	<p>To maximise on the delivery and impact of the Sustainable Transport Transitional Year Revenue fund as well as the Access fund.</p> <p>Lessons learned and shared across Local Authorities.</p>	1 day	Early March 2017	<ul style="list-style-type: none"> <li>To steer content of event and objectives</li> <li>Suggest target audience</li> <li>Assist with advertising via the Authority's channels</li> </ul>
Focus on Cycling and Walking	<p>DfT support for walking and cycling</p> <p>The need to invest in active travel</p> <p>Supporting a joint approach to active travel planning</p> <p>Showcasing innovative examples of best practice in joint promotion of active travel projects</p>	1 day event (combined with the above)	Early March 2017	<ul style="list-style-type: none"> <li>To steer content of event and objectives</li> <li>Suggest target audience</li> <li>Assist with advertising via the Authority's channels</li> </ul>

Publications				
Production of magazine articles on sustainable transport programmes to all LEPs and every Local Authority Transport team.	Article content should promote: <ul style="list-style-type: none"> <li>• Accessibility Action Plan</li> <li>• CWIS publication</li> <li>• LCWIP Strategies Publication</li> </ul>	Ad hoc a maximum 4 publications are anticipated – promote and champion the Authority's work. (these can be digital or hard copy)	Dec 2016 tbc  Sep 2016  as above	The Authority will assist in drafting content and support distribution to stakeholders.
Strategy Document				
Stakeholder / communications engagement strategy – two pager	a basic outline of the year ahead; upcoming milestones / events / identifying overlaps and how these can be strategically aligned to co-ordinate messaging as well as reaching out to key stakeholders	-2 – 3 pages	January 2017	The Authority to provide milestones, policy background and the current communications strategy
Reporting				
The potential provider will produce a written report after each event	A summary evaluation of how the event delivered against objectives, feedback from attendees and lessons learned.		Agreed at inception meeting	
The potential provider will produce an end of year report	A summary evaluation of how the events throughout the year delivered against objectives, feedback from attendees and lessons learned.		Agreed at inception meeting	The Authority will be responsible for signing this report off.
The potential provider will produce feedback forms for event attendees	Feedback forms from all workshop attendees will be recorded and annual conferences; reported back to the Authority.		Agreed at inception meeting	

## 9. CONTINUOUS IMPROVEMENT

- 9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the contract duration.
- 9.2 The Supplier should present new ways of working to the Authority during meetings.
- 9.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 10. PRICE

- 10.1 The maximum contract value will be £78,800.00 including all extensions.

10.2 The Authority reserves the right not to spend this budget.

## 11. STAFF AND CUSTOMER SERVICE

11.1 The Supplier will provide a sufficient level of resource throughout the duration of the SAT Stakeholder Engagement Contract in order to consistently deliver a quality service to all Parties.

11.2 The Supplier's staff assigned to the SAT Stakeholder Engagement Contract shall have the relevant qualifications and experience to deliver the Contract.

11.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 12. SERVICE LEVELS AND PERFORMANCE

12.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	Telephone conference between the provider and the Authority to discuss updates and any other matters	Weekly/AdHoc
3	Service Delivery	Meetings will be held updating the Authority on progress at the Authority premises.	Monthly
4	Service Delivery	End of year; short analysis on what worked and what could be done better should be submitted end of June 2017	100%
5	Customer Services	The Supplier will provide a written report on each event within a given timescale (agreed at Inception) after each event	100%
6	Customer Service	The Supplier will respond to emails and telephone calls with 24hrs	100%
7	Customer Service	The Supplier will acknowledge complaints within 24 hrs and resolve complaints within 1 week	100%
8	Customer Service	The Supplier's compliance to ensure that Invoices contain a full breakdown of costs and include the Purchase Order number.	100%
9	Customer Service	Feedback forms from all workshop attendees will be recorded and	100%

		annual conferences; reported back to The Authority.	
10	Customer Service	Feedback from attendees should be positive	Target of 85% good / needs met response.
11	Account Manager	The Supplier with provide MI including a breakdown of expenditure against the rate cards in Appendix E – Price Schedule monthly within 10 working days of the last day of the previous month, unless otherwise agreed by the Authority	100%

12.2 The Authority will provide the Supplier one months' notice to improve on failings and a further one months' notice should the service be unsatisfactory.

### 13. SECURITY REQUIREMENTS

13.1 The content for workshops etc. should be handled sensitively, the Authority's policy development, plans and knowledge should be treated as sensitive.

### 14. INTELLECTUAL PROPERTY RIGHTS (IPR)

14.1 Any Intellectual Property arising from the contract shall be treated in line with the Terms & Conditions of the contracts as outlined in Appendix C – Terms & Conditions.

### 15. PAYMENT

15.1 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

15.2 The Supplier will facilitate electronic invoicing.

15.3 A Purchase Order (PO) Number for this requirement will be provided to the successful supplier. In order to ensure prompt payment, the PO number, a statement of the work covered by the invoice together with invoice amount should be provided to the Authority's project officer before the invoice is submitted.

#### 15.4 Invoicing Process

15.4.1 Invoices must be sent to the Authority's Shared Service Centre at the address below:

[Redacted]

### 16. LOCATION

The location of the Services to be carried out will be at the Supplier's premises, the event locations, the Supplier will also be expected to visit the Authority's premises at [Redacted]





**ANNEX 4 – SUPPLIERS RESPONSE**

**[Redacted]**

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**ANNEX 5 – CLARIFICATIONS**

Ref	Appendix B Question Number	Clarification Question	Response	Date Issued
1	15 - Scenario example	Are the events to have a registration fee or be 'free to attend'? There are several mentions in the Scenario examples on page 12 and 13 of Appendix B of 'offering free places to local authority attendees' which suggests there will be a fee for others]	Yes, there can be a charge which would help cover expenses, with at least an offering of some free places to encourage attendance for LA's who are strapped for cash. Where relevant local businesses may be invited to attend and they should pay for attendance, for them it is an opportunity to network and understand LA challenges.	24.08.2016
2	15 - Scenario example	Will there be a requirement to provide on-line event registration portals?	Registration can be online/ or via email or via phone as long as the service provider manages this and can inform DfT of who is attending, i.e. names, their job tittle etc. before the event.	24.08.2016
3	14	Do we, as suppliers, include venue hire (where appropriate) in our budget?	Some of the workshops may be held for free at DfT buildings. The annual smarter travel and health conference will need a bigger venue. It would be good to offer at least one of the workshops outside of London.	24.08.2016
4	5.4 & 5.5	With regard to the Requirements on page 4 of Appendix B - where elements are 'Desirable' (5.4 and 5.5) does this mean that a bid excluding these would still be considered?	Yes.	24.08.2016

5	6	Has a Birmingham venue been selected yet for the March Conference?	The supplier will need to source a suitable venue	24.08.2016
6	6.4.1	Are you able to be more specific about the 'some form of publication' on page 7 - 6.4.1 or are you open to options and suggestions?	The Authority are open to options and suggestions on the form of the publication	24.08.2016
7	7	Am I correct in thinking that the Stakeholder Communications Strategy pg8 item 7 does not include a main Marketing and PR Communications strategies but will work in parallel with this	There would be an expectation that the stakeholder communications strategy would demonstrate alignment of the agreed plan of events to be delivered with forthcoming DfT policy and communications milestones.	24.08.2016
8	General	Please confirm that the anticipated total potential number of events to be delivered within this contract is 17 – that's 3 day conferences (2017, 18' & 19') and 14 half day workshops spread between Sept 2016 to Sept 2019 (2 in 2016 and 4 each 2017, 2018 and 2019)?	The estimated total number of events to be delivered is up to 17. However, the final total of events to be delivered will be confirmed between the Authority and the Supplier following contract award (see section 9)	24.08.2016
10	General	Can you confirm this is 10 attachments in total? There are 11 questions that require attachments, so if 10 is the total limit we would be unable to attach one for the last question.	The permitted word count is 4000 per question, however you are able to embed pictures, tables etc. and these don't effect the word count. The permitted number of attachments is 10. The font does have to be Arial 11	01/09/2016

11	Pricing, request by CCS	<p>Dear Supplier, Grateful if you could help with some clarification questions regarding your pricing. In order to evaluate the rate cards on a like for like basis we need you to provide a price for each of the following roles:</p> <p>Account Director Event Director Event Manager Event Planner Logistical &amp; Operations Manager Designer Technical Specialist Riggers Production/Event Coordinator Front of House Manager</p> <p>We are not concerned if you do not plan to use the roles you haven't priced for we just need a price so that the total basket cost can be compared fairly. Can you also confirm why you have not provided any costs for Venue Hire?</p>	<p>Thank you for the message. Would you prefer us to resupply the Price Schedule document with these costs or to clarify in plain text? Furthermore, when is the deadline for these clarifications? I should be able to respond by tomorrow morning.</p> <p>Please find two supporting attachments in relation to your clarification questions.</p> <ol style="list-style-type: none"> <li>1. Price Schedule</li> <li>2. Venue Costs</li> </ol> <p>Please let me know if you require anything else.</p>	07/09/2016
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12	Pricing, request by CCS	<p>We understand that you have provided the services in the past and that you are able to recover costs which enables you to provide the venue hire, AV and Catering at your own expense.</p> <p>However, we have asked that you provide all of the costs for the contract which should include your estimates of the above costs.</p>	Please find breakdowns as requested.	19/09/2016
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**[ANNEX 6 – ADDITIONAL TERMS & CONDITIONS]**

Not Applicable

**ANNEX 7 – CHANGE CONTROL FORMS**

**Contract Management Guidance – Template #10  
CHANGE CONTROL FORM- General – v. 4**

**Contract Name:**

**Contract Ref. No.**

*[This is a template format for a Change Control Form, to be used for initiation and management of contract changes from change initiation to sign off. The change details and progress should be also captured in the central Change Control Register (#9). The form headings correlate to key stages in the change approval process. Not all the information listed under each stage will necessarily be needed for every contract and the content may need to be supplemented with contract-specific provisions. However all the stages need to be filled in and signed off before the change is regarded as complete.]*

***Before progressing the change from stage to stage always make sure that representatives signing the change on behalf of the customer, supplier and CCS have the authority to approve the scope and cost of the relevant change. Refer to CM Standards Change Control stage for further guidance]***

*[Guidance on how to fill in specific stages or the wording to be added in relation to each specific contract is put in square brackets and in Italics throughout the document]*



Change

Change Control Process map: 

**CUSTOMER CHANGE NOTICE (CCN)**

*[insert summary of contractual provision/ process agreed with the supplier for contractual change control]*

Initiated by:

*[name/ job title/ organisation]*

CCN Reference:

*[unique ref. No., as recorded in Change Control Register]*

Source of change:

*[Customer/ CCS/ Supplier]*

Date CCN  
Raised by  
relevant  
party:

**STAGE 1 - CUSTOMER**

Summary of proposals/  
requirements

This is a variation to the contract between the *[insert authority]* and *[insert supplier]*.  
The Terms and Conditions of the Contract apply but with the following amendments:  
Reason for change: *[change in customer requirements; savings initiative; change in law/ regulations etc]*

Proposed payment:

*[lump sum/ ongoing payments]*

Required delivery date, with rationale:

*[specify if there is a critical deadline by which the change needs to be complete (e.g. specific event such as a scheduled date for opening of a new office or government committee date)]*

Change authorised to proceed to Stage 2  
(Customer organisation representative)

Signature

Print Name & Position

Date

Change authorised to proceed to Stage 2  
(CCS representative):

Signature

Print Name & Position

Date

**STAGE 2 – SUPPLIER**

Comments/ Caveats on requested change

*[e.g. proposed implementation route; conditions of delivery]*

**CAPITAL / IMPLEMENTATION COST**

Labour	
Materials	
Other Costs	
<b>TOTAL:</b>	

**REVENUE COSTS (per annum)**

	Contract Base Rate	Current Contract Rate
Breakdown		
<b>TOTAL</b>		

**ABORTIVE COSTS:**

*[Cost incurred if CCN is withdrawn. Delete this row if no abortive costs can be expected (e.g. supplier is unlikely to incur professional fees in costing and submitting a costed proposal )*

*NB: Any abortive costs to be discussed with the customer before being incurred*

Anticipated period from CCN being authorised by customer to start of related provision

Anticipated implementation period, if any

Signed (**Supplier Representative**):

Print Name & Position:

Date:

Change authorised to proceed to Stage 4 (CCS):

Signature

Print Name & Position

Date

**STAGE 3 - CLARIFICATIONS**

*[this stage is to be used if CCS/ customer organisation are not clear on or don't agree with the supplier's proposals for CCN implementation.]*

Clarifications/ queries to supplier regarding their proposals:

Date:

Supplier Response

Date:

**STAGE 4 - CUSTOMER CCN SIGN-OFF TO PROCEED TO IMPLEMENTATION**

CCN Withdrawn:

By signing below, unless CCN is withdrawn, *the [Customer / Authority, as defined in the contract]* agrees to pay the *[Supplier/ Contractor, as defined in the contract]* the costs detailed in Stage 2, by deadlines agreed with the supplier, or as defined in the contract.

Signed  
(Customer  
Representative

Print Name & Position

Date:

Change  
authorised to  
proceed to  
implementation  
(CCS):

Signature

Print Name & Position

Date:

**STAGE 5 - CCN COMPLETION SIGN-OFF**

I confirm that the *[works have been completed/ provision required under the CCN commenced]* in accordance with the customer requirements and supplier proposals in this CCN.

Date works have been  
completed/ provision  
required under the CCN  
commenced:

Date Signed  
by Customer:

Signed  
(Customer  
representative)

Print Name &  
Position

**Contract Management Guidance – Template #10**  
**CHANGE CONTROL FORM- Extensions – v. 5**

<b>Contract Name:</b>	XXXX	<b>Contract Ref. No.</b>	XXXX [Insert CCN Change Number]
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*[This is a template format for a Change Control Form, to be used for initiation and management of contract changes from change initiation to sign off. The change details and progress should be also captured in the central Change Control Register (#9). The form headings correlate to key stages in the change approval process. Not all the information listed under each stage will necessarily be needed for every contract and the content may need to be supplemented with contract-specific provisions. However all the stages need to be filled in and signed off before the change is regarded as complete.*

*Before progressing the change from stage to stage always make sure that representatives signing the change on behalf of the customer, supplier and CCS have the authority to approve the scope and cost of the relevant change. Refer to CM Standards Change Control stage for further guidance*

*[Guidance on how to fill in specific stages or the wording to be added in relation to each specific contract is put in square brackets and in Italics throughout the document]*

  
**Change Management Process**

**Change Control Process map:**

**CLIENT CHANGE NOTICE (CCN)**

*[insert summary of contractual provision/ process agreed with the supplier for contractual change control]*

Initiated by:	<i>[name/ job title/ organisation]</i>	CCN Reference:	<i>[unique ref. No., as recorded in Change Control Register]</i>
Source of change:	<i>[Customer/ CCS/ Supplier]</i>	Date CCN Raised by relevant party:	

**STAGE 1 - CLIENT**

Summary of proposals/ requirements :	<p>Further to the current contract expiry date of <i>[insert date]</i> the <i>[insert contracting authority name]</i> wishes to take up the option of a <i>[insert extensions duration]</i> extension to <i>[insert new expiry date]</i> as per the <i>[Contract/ Agreement/ Call off]</i>.</p> <p>The contract extension will be in line with the current contract terms and conditions and based upon the initial pricing schedule.</p>
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Proposed payment:	<b>In line with the Terms and Conditions of Contract</b>		
Required delivery date, with rationale:	<i>[Contract current expiry date]</i>		
Change authorised to proceed to Stage 2 <b>(Customer organisation representative):</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Signature	Print Name & Position	Date
Change authorised to proceed to Stage 2 <b>(CCS representative)</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Signature	Print Name & Position	Date
<b><u>STAGE 2 – SUPPLIER</u></b>			
Comments/ caveats on requested change:	<i>[e.g. proposed implementation route; conditions of delivery]</i>		
<b>ABORTIVE COSTS :</b>	<i>[Cost incurred if CCN is withdrawn. Delete this row if no abortive costs can be expected (e.g. supplier is unlikely to incur professional fees in costing and submitting a costed proposal )</i>		
<i>NB: Any abortive costs to be discussed with the client before being incurred</i>			
Anticipated period from CCN being authorised by client to start of related provision	<input type="text"/>		
<b>[Supplier name, as appears in the contract]</b> confirms that the costs identified above are the agreed figures that will be payable on CCN implementation			

Signed (**Supplier Representative**):

Print Name & Position:

Date:

**STAGE 3 – CLARIFICATIONS**

*[this stage is to be used if CCS/ customer organisation are not clear on- or don't agree with the supplier's proposals for CCN implementation.]*

Clarification/ queries to  
to supplier regarding  
their proposals:

Date:

Supplier response

Date:

**STAGE 4 - CUSTOMER CCN SIGN-OFF TO PROCEED TO IMPLEMENTATION**

Variation Withdrawn

By signing below, unless CCN is withdrawn, *the [Client / Authority, as defined in the contract]* agrees to pay the *[Supplier/ Contractor, as defined in the contract]* the costs detailed in Stage 2, by deadlines agreed with the supplier.

Signed  
(**Customer  
Representative**)

Signature

Print Name & Position

Date

Change  
authorised to  
proceed to  
implementation  
(**CCS**):

Signature	Print Name & Position	Date

**STAGE 5 - CCN COMPLETION SIGN-OFF**

*[This section doesn't need to be filled in, if the extension is granted on the same terms and based on same rates as the original contract]*

I confirm that the **[works have been completed/ provision required under the CCN commenced]** in accordance with the customer requirements and supplier proposals in this CCN.

Date works have been completed/ provision required under the CCN commenced:

Date Signed by Customer:

Signed  
**(Customer representative):**

Print Name & Position