



**UK Research
and Innovation**

International SOS Assistance UK Limited
Chiswick Park (Building 4), 566 Chiswick High Road, London W4 5YE



Date: 07/08/2024

Your ref: N/A

Our ref: GSS24061

Dear To Whom it May Concern

Award of contract for the supply of Travel Assistance Centre

Following your tender/ proposal for the supply of Travel Assistance Centre to UKRI, we are pleased to award this contract to you.

This letter ("**Award Letter**") and its Schedule(s) set out the terms of the Contract between:

- (1) **UK Research and Innovation**, a statutory corporation whose registered office is at Polaris House, North Star Avenue, Swindon, England, SN2 1FL ("**UKRI**"); and
- (2) **International SOS Assistance UK Limited**, a company incorporated and registered in United Kingdom with company number 01908770 whose registered office is at whose address is at Chiswick Park (Building 4), 566 Chiswick High Road, London W4 5YE (the "**Supplier**").

Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Schedule 1 to this Award Letter (the "**Conditions**"). Please do not attach any Supplier terms and conditions to this Award Letter as they will not be accepted by UKRI and may delay conclusion of the Contract.

For the purposes of the Contract, UKRI and the Supplier agree as follows:

Term

- 1 Commencement Date: 1st August 2024
- 2 Expiry Date: 31st July 2027
- 3 UKRI may extend this Contract for a period of up to 2 years on a 1 + 1 basis by giving not less than 2 months notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of this Contract shall apply throughout any such extended period.

Description of Goods and/or Services

- 4 The Specification of the Goods and/or Services to be delivered is as set out in Schedule 2.

Charges & Payment

- 5 The Charges for the Goods and/or Services shall be as set out in Schedule 3.
- 6 All invoices should be sent, quoting a valid purchase order number (PO Number) provided by UKRI, to: provided by UKRI, to: Polaris House, North Star Avenue, Swindon, England, SN2 1SZ

- 7 To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your UKRI contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email to [REDACTED] or by telephone [REDACTED] between 09:00-17:00 Monday to Friday.

Supplier's Liability

- 8 Pursuant to clause 20.4, the Supplier's Limit of Liability under this Contract shall be: 125% of the total Charges paid and payable in the twelve months prior to the claim, to the Supplier under this Contract.

Insurances

- 9 The Supplier is not required to maintain the following insurance policies referred to in clause 19.1 of the Conditions:

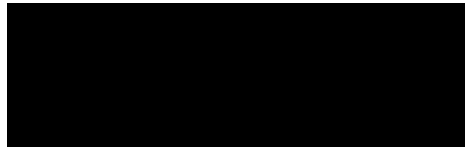
(a) [REDACTED]

Notices

- 10 The address for notices of the Parties are:

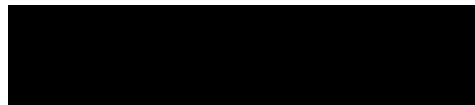
UKRI

Polaris House, North Star Avenue,
Swindon, England, SN2 1FL



Supplier

International SOS Assistance UK Limited
Chiswick Park (Building 4), 566 Chiswick
High Road, London W4 5YE



Liaison & Disputes

- 11 For general liaison your contact will continue to be [REDACTED] or, in their absence, [REDACTED]
- 12 Pursuant to Clause 32.3, Disputes shall be escalated to the following individuals:

(b) Stage 1 escalation:

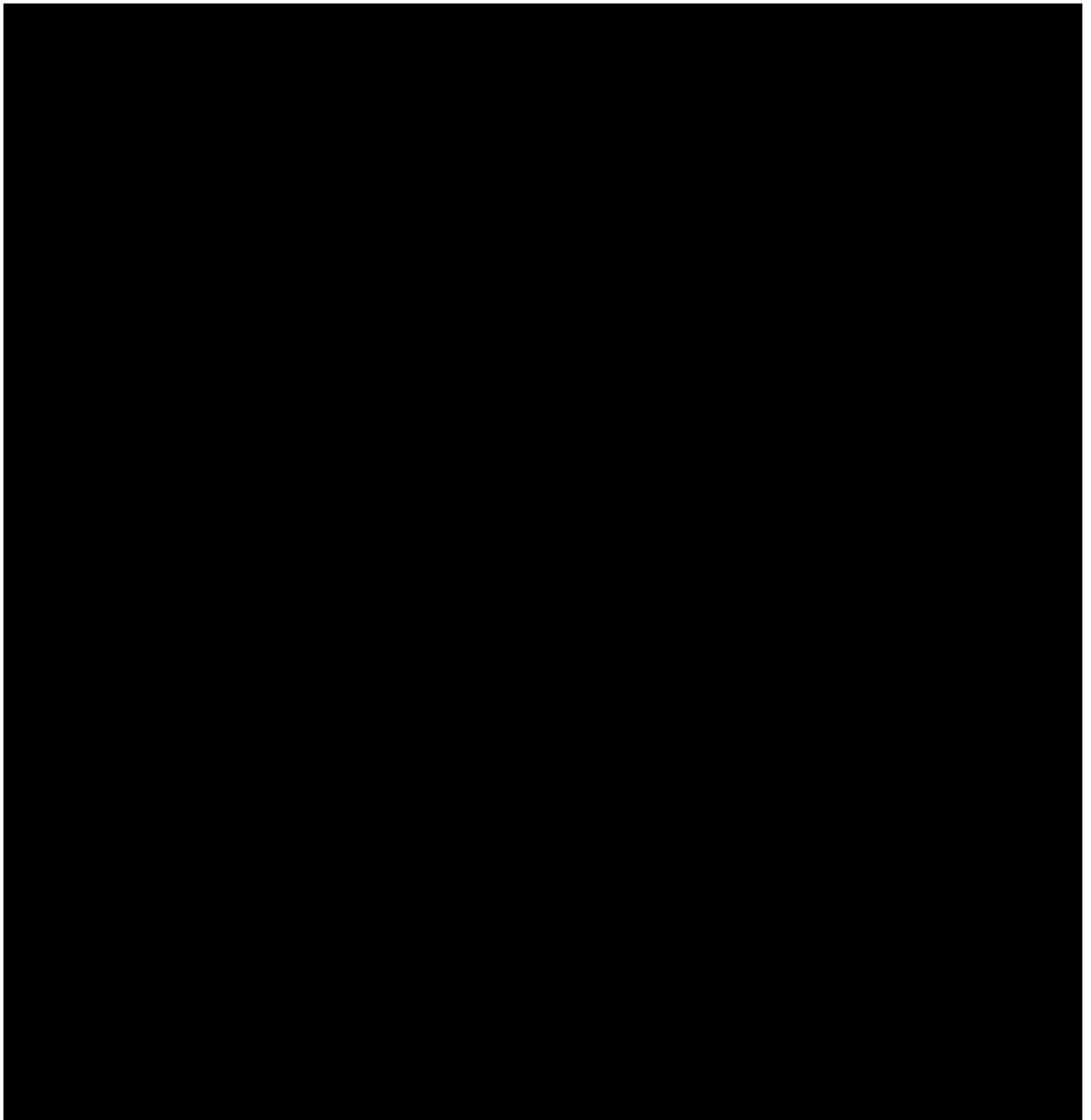


(c) Stage 2 escalation:



We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful supply of the Goods and/or Services. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to Chris Milne at the above address. No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this contract.

Yours faithfully,



Schedule 1 – The Conditions

1 INTERPRETATION

1.1 **Definitions.** In the Contract (as defined below), the following definitions apply:

Award Letter: means the letter from UKRI to the Supplier printed above these terms and conditions;

Catalogue of Services: means the catalogue of services, link to which has been provided in Schedule 9, the relevant sections of which, specified in the Certificate of Subscription as forming part of the Services, will comprise a component part of the Contract.

Certificate of Subscription: means the certificate of subscription which states the exhaustive list of Services provided to UKRI, under this Contract, attached to this Contract as Schedule 3.

Change in Law: any change in Law which impacts on the performance of the Goods and/or Services which comes into force after the Commencement Date;

Charges or Fees: the charges payable by UKRI for the supply of the Goods and/or Services as specified in as specified in Certificate of Subscription. For the avoidance of doubt, Charges or Fees excludes Reimbursements;;

Commencement Date: means the date for the start of the Contract as set out in the Award Letter;

Confidential Information: means:

- (a) all confidential information and data which is acquired from or made available (directly or indirectly) by the Disclosing Party or the Disclosing Party's representatives however conveyed or presented, including but not limited to any information or document relating to the Disclosing Party's business, affairs, operations, budgets, policies, processes, initiatives, plans, product information, pricing information, technical or commercial know-how, trade secrets, specifications, strategies, inventions, designs, software, market opportunities, personnel, customers or suppliers (whether relating to this Contract or otherwise) either orally, in writing, or in whatever form obtained or maintained;
- (b) any information or analysis derived from the Confidential Information;

- (c) anything marked as confidential and any other information notified by or on behalf of the Disclosing Party to the Receiving Party as being confidential;
- (d) the existence and terms of this Contract and of any subsequent agreement entered into in relation to this Contract;
- (e) the fact that discussions and negotiations are taking place concerning this Contract and the status of those discussions and negotiations; and
- (f) any copy of any of the information described in (a), (b), (c), (d), or (e) above, which shall be deemed to become Confidential Information when it is made. For the purposes of this definition, a copy shall include, without limitation, any notes or recordings of the information described in (a), (b), (c), (d), or (e) above (howsoever made);

but not including any information which:

- (i) was in the possession of the Receiving Party without a breach of an obligation of confidentiality prior to its disclosure by the Disclosing Party;
- (ii) the Receiving Party obtained on a non-confidential basis from a third party who is not, to the Receiving Party's knowledge or belief, bound by a confidentiality agreement with the Disclosing Party or otherwise prohibited from disclosing the information to the Receiving Party;
- (iii) was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Contract or breach of a duty of confidentiality;
- (iv) was independently developed without access to the Confidential Information; or
- (v) relates to the Supplier's failure to pay any sub-contractor as required pursuant to clause 10.9;

Contract: means the contract between UKRI and the Supplier constituted by the Supplier's countersignature of the Award Letter and includes the Award Letter and Schedules;

Data Protection Impact Assessment: an assessment by UKRI of the impact of the envisaged Processing on the protection of Personal Data;

Data Protection Legislation: means, for the periods in which they are in force, all laws giving effect or purporting to give effect to the GDPR, the Data Protection Act 2018, or otherwise relating to Data Protection, including the Regulation of Investigatory Powers Act

2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive (2002/58/EC), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003), the GDPR and all applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner, in each case as amended or substituted from time to time;

Data Subject Access Request: a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;

Declaration of Ineffectiveness: a declaration made by a Court under regulation 98 which has any of the consequences described in regulation 101 of the Public Contracts Regulations 2015 (as amended) or which is made under an equivalent provision implementing Directive 2014/23/EU in England, Wales & Northern Ireland and which has consequences which are similar to any of the consequences described in regulation 101 of the Public Contracts Regulations 2015 (as amended);

Deliver: means hand over of the Goods to UKRI at the address(es) specified in the Specification (or otherwise agreed in writing by the Parties) and on the Delivery Date, which shall include unloading and any other specific arrangement agreed in accordance with clause 6. "Delivered", "Delivery" and "Deliveries" shall be construed accordingly;

Deliverables: all Documents, products and materials developed by the Supplier or its agents, contractors and employees as part of, or in relation to, the Services in any form, including computer programs, data, reports and specifications (including drafts);

Delivery Date: the date for delivery of the Goods specified by UKRI in writing and if no such date is specified, within 28 days of the date of UKRI's written request;

Delivery Note: means a note produced by the Supplier accompanying each delivery of the Goods which shows the date of the order, the order number (if any), the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered;

Dependent: means any spouse, life partner and dependent children of an Assignee, International Traveller or Domestic Traveller.

Disclosing Party: means a Party that makes a disclosure of Confidential Information to another Party;

Dispute: means any dispute, conflict or disagreement arising out of or in connection with this Contract;

Document: includes, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

EIR: the Environmental Information Regulations 2004 (or if applicable the Environmental Information Regulations (Scotland) 2004) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;

EU GDPR: Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) as it has effect in EU law;

Employees: means UKRI's employees (including contract workers, temporary workers and applicable vendors), who are declared as an Assignee, International Traveller, Domestic Traveller and Local Employees and any declared eligible Dependents

Expiry Date: means the date for expiry of the Contract as set out in the Award Letter;

FOIA: the Freedom of Information Act 2000 (or if applicable the Freedom of Information (Scotland) Act 2002) and any subordinate legislation made under the Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;

Force Majeure Event: shall include but not be limited to one or more of the following events: hurricanes, tempest, acts of state or public enemy, wars, revolutions, uprisings, hostilities, civil disturbances, riots, civil war, insurrection and invasion. For the avoidance of doubt, strikes, lockouts and shutdowns of a Party (or of any person engaged by any of them) shall not be a force majeure event for that Party;

Good Industry Practice: 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;

General Change in Law: 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 the supply of goods and/or services to another customer of the Supplier that are the same or similar to any of the Goods and/or Services;

Goods: means the goods to be supplied by the Supplier to UKRI, under the Contract as set out in the Specification;

Information: has the meaning given under section 84 of FOIA;

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights (including moral rights), trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world;

Intervention: means an emergency assistance service carried out by Supplier and includes all related and ancillary activities.

Key Personnel: means any persons specified as such in Schedule 4 or otherwise notified as such by UKRI to the Supplier in writing;

Law: means any law, statute, 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 and section 4 of the European Union (Withdrawal Act 2018, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body, with which UKRI and the Supplier (as the context requires) is bound to comply;

Limit of Liability: means the Supplier's limit of liability identified in the Award Letter;

Notifiable Breach: has the meaning set out at clause 8.3;

Operations and Billing Procedure: means a mutually agreed set of call handling, case management procedures and billing instructions that is designed according to the requirements of BL.

Party: the Supplier or UKRI (as appropriate) and “Parties” shall mean both of them;

Personal Data: has the meaning given to this term by the Data Protection Legislation;

Personal Data Breach: shall have the same meaning as in the Data Protection Legislation;

PO Number: means UKRI's unique number relating to the supply of the Goods and/or Services;

Protective Measures: technical and organisational measures which must take account of:

- (a) the nature of the data to be protected
- (b) harm that might result from Data Loss Event;
- (c) state of technological development
- (d) the cost of implementing any measures

including pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;

Public Body: any part of the government of the United Kingdom including but not limited to the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales, local authorities, government ministers and government departments and government agencies;

Public Procurement Termination Event: UKRI exercises its right to terminate the Contract in one or more of the circumstances described in either regulation 73(1) of the Public Contracts Regulations 2015 (as amended from time to time), or equivalent provisions implementing Directive 2014/23/EU in England, Wales & Northern Ireland (as amended from time to time);

Receiving Party: means a Party to which a disclosure of Confidential Information is made by another Party;

Reimbursements: means payments due to Supplier including additional fees set out in the Schedule of Fees, and any deposits, advances, cancellation fees or guarantees made on behalf of UKRI or Employees by the Supplier in the course of providing the Services.

Remediation Plan: means a report identifying:

- (a) the nature of the Notifiable Breach described at clause 8.3, its cause and its anticipated duration and impact on the Contract; and
- (b) the procedures and resources the Supplier proposes to apply to overcome and rectify the Notifiable Breach and to ensure the impact of the Notifiable Breach is minimised and future performance of the Contract is not adversely affected;

Request for Information: a request for Information or an apparent request under FOIA or EIR;

Services: the services, including without limitation any Deliverables, to be provided by the Supplier to UKRI under the Contract as set out in the Specification; provided by Supplier to UKRI hereunder, as itemised in the Schedule 3, Certificate of Subscription and detailed in the Catalogue of Services.

Schedule of Fees: means the list of fees, link to which has been provided in Schedule 9.

SME: as defined by EU recommendation 2003/361/EC;

Specification: the description of the Goods and / or Services to be provided under this Contract as set out in Schedule 2;

Specific Change in Law: a Change in Law that relates specifically to the business of UKRI and which would not affect the supply of goods and/or services to another customer of the Supplier that are the same or similar to any of the Goods and/or Services;

Supplier's Associate: any individual or entity associated with the Supplier including, without limitation, the Supplier's subsidiary, affiliated or holding companies and any employees, agents or contractors of the Supplier and / or its subsidiary, affiliated or holding companies or any entity that provides Goods and or Services for or on behalf of the Supplier;

Supplier Dispute: means any disputes, claims, litigation, mediation or arbitration whether threatened or pending in relation to any incident involving the Supplier's, or another party's, provision of the Goods and/or Services;

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 Contract;

Staff Vetting Procedures: means vetting procedures that accord with good industry practice or, where requested by UKRI, UKRI's procedures for the vetting of personnel as provided to the Supplier from time to time;

Term: means the period from the Commencement Date to the Expiry Date as such period may be extended or terminated in accordance with the terms and conditions of the Contract in each case as stated on the Certificate of Subscription attached as Schedule 3;

Third Party Provider: means independent contractors to whom UKRI and/or Employees may be referred to by the Supplier to receive services (i.e. providers of medical, transportation or security services) who are not subcontractors nor are employed by, or subject to the control of, Supplier but are participants in Supplier's network of service providers.

TUPE: the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended or replaced from time to time;

UK GDPR: Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (United Kingdom General Data Protection Regulation), as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019

Working Day: a day (other than a Saturday, Sunday, public holiday or 27, 28, 29, 30 and 31 December) when banks in London are open for business.

1.2 In this Contract, unless the context requires otherwise, the following rules apply:

- (a) A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its personal representatives, successors or permitted assigns.

- (c) A reference to any Law is a reference to Law as amended or re-enacted. A reference to a Law includes any subordinate legislation made under that Law, as amended or re-enacted.
- (d) Any phrase introduced by the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (e) The headings in the Contract are for ease of reference only and do not affect the interpretation or construction of the Contract.
- (f) A reference to writing or written includes e-mails.
- (g) A reference to numbered clauses are references to the relevant clause in this Contract.
- (h) 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.

2 BASIS OF CONTRACT

- 2.1 The Contract comprises of the Award Letter and its Schedules, to the exclusion of all other terms and conditions, including any other terms that the Supplier seeks to impose or incorporate (whether in any quotation, confirmation of order, invoice, in correspondence or in any other context), or which are implied by trade, custom, practice or course of dealing.
- 2.2 If there is any conflict or inconsistency between the Award Letter and its Schedules, the provisions of the Award Letter will prevail followed by the Conditions in this Schedule 1 to the extent necessary to resolve that conflict or inconsistency.
- 2.3 The Parties agree that no Goods will be sold or delivered under this Contract. The Supplier shall only sell and deliver Services under this Contract.

3 TERM

- 3.1 This Contract shall take effect on the Commencement Date and shall expire on the Expiry Date, unless it is otherwise extended or terminated in accordance with the terms and conditions of this Contract.

4 SUPPLY OF SERVICES

- 4.1 In consideration of UKRI's agreement to pay the Charges or Reimbursements, the Supplier shall for the Term provide the Services to UKRI in accordance with the terms of this Contract.
- 4.2 The Supplier shall meet any performance dates for the Services (including the delivery of Deliverables) specified in the Schedule 3, Certificate of Subscription or Specification or notified to the Supplier by UKRI.
- 4.3 In providing the Services, the Supplier shall:
- (a) co-operate with UKRI in all matters relating to the Services, and comply with all instructions of UKRI using reasonable endeavours to promote UKRI's interests;
 - (b) perform the Services with reasonable skill, care and diligence in accordance with Good Industry Practice in the Supplier's industry, profession or trade;
 - (c) 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 this Contract;
 - (d) ensure that the Services and Deliverables will conform with the Specifications and that the Deliverables shall be fit for the purpose expressly stated in the Catalogue of Services
 - (e) provide all equipment, tools and vehicles and such other items as are required to provide the Services;
 - (f) use goods, materials, standards and techniques, and ensure that the Deliverables, and all goods and materials supplied and used in the Services or transferred to UKRI are of a quality in line with Good Industry Practice,
 - (g) obtain and at all times maintain all necessary licences and consents, and comply with all applicable laws and regulations;
 - (h) not do or allow anything to be done that would, or would be likely to, bring UKRI into disrepute or adversely affect its reputation in any way;

- (i) observe all health and safety rules and regulations and any other security requirements that apply at any of UKRI's premises; and
- (j) not do or omit to do anything which may cause UKRI to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business, and the Supplier acknowledges that UKRI may rely or act on the Services.

4.4 UKRI's rights under this Contract are without prejudice to and in addition to the statutory terms implied in favour of UKRI under the Supply of Goods and Services Act 1982 and any other applicable legislation as amended.

5 SUPPLY OF GOODS

5.1 In consideration of UKRI's agreement to pay the Charges, the Supplier shall supply all Goods in accordance with the Contract. In particular, the Supplier warrants that the Goods shall:

- (a) conform with their description in the specifications (including the Specification), drawings, descriptions given in quotations, estimates, brochures, sales, marketing and technical literature or material (in whatever format made available by the Supplier) supplied by, or on behalf of, the Supplier;
- (b) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and fit for any purpose held out by the Supplier or made known to the Supplier by UKRI, expressly or by implication, and in this respect UKRI relies on the Supplier's skill and judgement. The Supplier acknowledges and agrees that the approval by UKRI shall not relieve the Supplier of any of its obligations under this sub-clause;
- (c) where applicable, be free from defects (manifest or latent), in materials and workmanship and remain so for 12 months after Delivery;
- (d) be free from design defects;
- (e) comply with all applicable statutory and regulatory requirements relating to the manufacture, labelling, packaging, storage, handling and delivery of the Goods;
- (f) be supplied in accordance with all applicable legislation in force from time to time; and

(g) be destined for supply into, and fully compliant for use in, the United Kingdom (unless specifically stated otherwise in the Specification).

- 5.2 In supplying the Goods, the Supplier shall co-operate with UKRI in all matters relating to the supply of the Goods and comply with all of UKRI's instructions.
- 5.3 The Supplier shall ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under the Contract.
- 5.4 UKRI and its representatives shall have the right to inspect and test the Goods at any time before Delivery.
- 5.5 If following such inspection or testing UKRI considers that the Goods do not conform or are unlikely to comply with the Supplier's undertakings at clause 5.1, UKRI shall inform the Supplier and the Supplier shall immediately take such remedial action as is necessary to ensure compliance.
- 5.6 Notwithstanding any such inspection or testing, the Supplier shall remain fully responsible for the Goods and any such inspection or testing shall not reduce or otherwise affect the Supplier's obligations under this Contract, and UKRI shall have the right to conduct further inspections and tests after the Supplier has carried out its remedial actions.
- 5.7 UKRI's rights under the Contract are without prejudice to and in addition to the statutory terms implied in favour of UKRI under the Sale of Goods Act 1979, the Supply of Goods and Services Act 1982 and any other applicable legislation as amended.

6 DELIVERY

- 6.1 Unless otherwise agreed in writing by UKRI, the Supplier shall Deliver the Goods to UKRI on the Delivery Date (with the carriage paid) to the address(es) specified in the Specification and in accordance with any other Delivery instructions provided to the Supplier.
- 6.2 Delivery of the Goods shall be completed once the completion of unloading the Goods from the transporting vehicle at the Delivery address has taken place (as well as any other specific arrangement agreed by the Parties has taken place) and UKRI has signed for the Delivery. The Supplier will unload the Goods at its own risk as directed by UKRI. The Goods will remain at the risk of the Supplier until Delivery to UKRI (including unloading) is complete and the Supplier has obtained sign-off of the Delivery Note by or on behalf of UKRI.

- 6.3 Unless otherwise stipulated by UKRI in writing to the Supplier, Deliveries shall only be accepted by UKRI on Working Days and during normal business hours.
- 6.4 The Supplier shall ensure that:
- (a) the Goods are properly packed and secured in such manner as to enable them to reach their destination in good condition:
 - (b) each delivery of the Goods is accompanied by a Delivery Note; and
 - (c) if the Supplier requires UKRI to return any packaging material to the Supplier, that fact is clearly stated on the Delivery Note. Any such packaging material shall be returned to the Supplier at the Supplier's cost.
- 6.5 If the Supplier delivers to UKRI more than the quantity of Goods ordered, UKRI will not be bound to pay for the excess and any excess will remain at the Supplier's risk and will be returnable to the Supplier at the Supplier's expense.
- 6.6 If the Supplier delivers less than the quantity of Goods ordered, and UKRI accepts the delivery, a pro rata adjustment shall be made to the invoice for the Goods.
- 6.7 The Supplier shall not deliver the Goods in instalments without prior written consent from UKRI. Where it is agreed that the Goods are to be delivered in instalments, they may be invoiced and paid for separately.
- 6.8 The Supplier shall:
- (a) obtain, at its risk and expense, any export and import licences or other authorisations necessary for the export and import of the Goods and their transit through any country or territory; and
 - (b) deal with all customs formalities necessary for the export, import and transit of the Goods, and will bear the costs of complying with those formalities and all duties, taxes and other charges payable for export, import and transit.
- 6.9 Without prejudice to UKRI's statutory rights, UKRI will not be deemed to have accepted any Goods until it has had at least 14 Working Days after Delivery to inspect them and UKRI also has the right to reject any Goods as though they had not been accepted for 14 Working Days after any latent defect in the Goods has become apparent.

- 6.10 Without prejudice to clause 13.1, any access to UKRI's premises and any labour and equipment that may be provided by UKRI in connection with Delivery of the Goods shall be provided without acceptance by UKRI of any liability in respect of any actions, claims, costs and expenses incurred by third parties for any loss or damages to the extent that such loss or damage is not attributable to the negligence or other wrongful act of UKRI, its servant or agent. The Supplier shall indemnify UKRI in respect of any actions, suits, claims, demands, losses, charges, costs and expenses, which UKRI may suffer or incur as a result of or in connection with any damage or injury (whether fatal or otherwise) occurring in the course of Delivery or installation to the extent that any such damage or injury is attributable to any act or omission of the Supplier or the Staff.

7 TITLE, RISK AND USE

- 7.1 Without prejudice to any other rights of UKRI, title and risk in the Goods shall pass to UKRI on completion of Delivery.
- 7.2 The Supplier warrants that:
- (a) it has full clear and unencumbered title to the Goods;
 - (b) at the Delivery Date of any of the Goods it shall have full have unrestricted right, power and authority to sell, transfer and deliver all of the Goods to UKRI; and
 - (c) on Delivery, UKRI shall acquire a valid and unencumbered title to the Goods.

8 REMEDIES

- 8.1 UKRI's rights and remedies under the Contract are in addition to its rights and remedies implied by statute and common law.
- 8.2 Where (i) the Supplier fails to Deliver the Goods or part of the Goods including any instalment(s) or (ii) the Goods or part of the Goods do not comply with the provisions of clause 5 then without limiting any of its other rights or remedies in this Contract or implied by statute or common law, UKRI shall be entitled to:
- (a) terminate the Contract in whole or in part without liability to the Supplier;
 - (b) accept late delivery of the Goods;
 - (c) require the Supplier, free of charge, to deliver substitute Goods within the timescales specified by UKRI;

- (d) require the Supplier, free of charge, to repair or replace the rejected Goods, or to provide a full refund of the price of the rejected Goods (if paid);
- (e) reject the Goods (in whole or part) and return them to the Supplier at the Supplier's own risk and expense and UKRI shall be entitled to a full refund on those Goods or part of Goods duly returned;
- (f) buy the same or similar goods from another supplier; and
- (g) recover any expenses incurred in respect of buying the Goods from another supplier which shall include but not be limited to administration costs, chargeable staff time and extra delivery costs.

8.3 Without prejudice to any of its other rights or remedies in this Contract or implied by statute or common law, in the event that:

- (a) UKRI considers the Supplier is in breach of, or is likely to breach, clause 4.2 and the breach is capable of remedy; or
- (b) the Supplier commits a breach of clause 4.3 which is capable of remedy,

(each a “**Notifiable Breach**”), the Supplier must as soon as practicable but in any event within 15 Working Days (or as otherwise agreed by UKRI) of being notified by UKRI of the Notifiable Breach, submit a draft Remediation Plan to UKRI for approval. UKRI may, acting reasonably, consider the draft Remediation Plan as inadequate to rectify the Notifiable Breach and reject the draft, in which case the Supplier shall submit a revised Remediation Plan to UKRI for review within 5 Working Days (or as otherwise agreed by UKRI) of UKRI's notice rejecting the draft. Once the Remediation Plan is approved, the Supplier shall immediately start work on the actions set out in the approved Remediation Plan.

8.4 Where the Supplier fails to provide a Remediation Plan in accordance with the timescales specified in clause 8.3 or fails to comply with any approved Rectification Plan, UKRI shall be entitled to:

- (a) terminate the Contract with immediate effect by giving written notice to the Supplier;
- (b) recover from the Supplier any costs incurred by UKRI in performing the Services itself as a direct result of Supplier's breach;
- (c) a pro-rated refund of the Charges paid in advance for Services that have not been provided by the Supplier; and

- (d) claim damages for any additional costs, loss or expenses incurred by UKRI which are in directly attributable to the Notifiable Breach and the Supplier's failure as described in this clause 8.4.

8.5 This Contract shall apply to any repaired or replacement Goods and any substituted or remedial Services provided by the Supplier.

9 UKRI OBLIGATIONS

9.1 UKRI shall:

- (a) provide the Supplier with reasonable access at reasonable times to UKRI's premises for the purpose of providing the Goods and/or Services; and
- (b) provide such information to the Supplier as the Supplier may reasonably request and UKRI considers reasonably necessary for the purpose of providing the Goods and/or Services.

10 CHARGES AND PAYMENT

10.1 The Charges for the Goods and/or Services are set out in Schedule 3, and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Goods and/or Services. Unless otherwise agreed in writing by UKRI, the Charges shall include the annual subscription fee incurred in connection with the provision of the Goods and/or performance of the Services. Charges shall remain firm during each term and thereafter, shall increase at the beginning of each renewal by an amount notified to UKRI not less than sixty (60) days prior to the expiry of the current Term.

10.2 All amounts stated are exclusive of VAT, withholding tax, customs, levies, excise taxes and sales taxes which shall be charged at the prevailing rate where applicable. UKRI shall, where applicable and following the receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Goods and/or Services.

10.3 The Supplier shall invoice UKRI at the times specified in Schedule 3 and in accordance with this clause 10. Prices of the Services are set in the Certificate of Subscription and unless otherwise specified therein, all Charges shall be payable on a yearly basis, each year in advance. All payments are non-refundable regardless of the UKRI's actual use of the Services or termination of the Contract howsoever occurring. If an invoicing schedule is not specified in Schedule 3, the Supplier shall invoice UKRI on or after the Delivery of the Goods or completion of the Services.

- 10.4 Each invoice shall include such supporting information required by UKRI to verify the accuracy of the invoice, including the relevant PO Number and a breakdown of the Goods and/or Services supplied in the invoice period as well as appropriate details in order to allow for payment via BACS transfer (sort code and bank account details).
- 10.5 In consideration of the supply of the Goods and/or Services by the Supplier, UKRI shall pay the invoiced amounts for charges within 30 days of the date of a correctly rendered invoice after verifying that the invoice is valid and undisputed. Payment shall be made to the bank account nominated in writing by the Supplier unless UKRI agrees in writing to another payment method. Reimbursements are payable in accordance with the Schedule of Fees.
- 10.6 If UKRI fails to consider and verify an invoice in a timely fashion the invoice shall be regarded as valid and undisputed for the purpose of clause 10.5 after a reasonable time has passed (which shall be no less than 14 calendar days).
- 10.7 If there is a dispute between the Parties as to the amount invoiced, UKRI may reject the invoice in its entirety. The Supplier shall not suspend the supply of the Goods and/or Services unless the Supplier is entitled to terminate this Contract for a failure to pay undisputed invoice in accordance with clause 21.5. Any disputed invoices shall be resolved through the dispute resolution procedure detailed in Clause 32.
- 10.8 If a payment of an undisputed invoice is not made by UKRI by the due date, then UKRI shall pay the Supplier interest at the interest rate specified in 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.
- 10.9 Where the Supplier enters into a sub-contract, the Supplier shall include in that sub-contract:
- (a) provisions having the same effects as clauses 10.3 to 10.8 of this Contract; and
 - (b) a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 10.3 to 10.9 of this Contract.
 - (c) In this clause 10.9, "sub-contract" means a contract between two or more suppliers, but excluding Third Party Providers, at any stage of remoteness from UKRI 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 Contract.

- 10.10 The Supplier shall not be entitled to assert any credit, set-off or counterclaim against UKRI in order to justify withholding payment of any such amount in whole or in part. If any sum of money is recoverable from or payable by the Supplier under the Contract (including any sum which the Supplier is liable to pay to UKRI in respect of any breach of the Contract), that sum may be deducted unilaterally by UKRI from any sum then due, or which may come due, to the Supplier under the Contract or under any other agreement or contract with UKRI.
- 10.11 Supplier may authorise an affiliate of Supplier to issue invoices to UKRI and collect the amounts invoiced from UKRI on Supplier's behalf. Supplier shall notify UKRI of the identity of the affiliate. Supplier confirms that the affiliate identified by Supplier shall have the authority to issue a valid receipt to UKRI.

11 TAXATION OBLIGATIONS OF THE SUPPLIER

- 11.1 The Supplier shall be fully responsible for all its own tax including any national insurance contributions arising from supplying the Goods and/or Services.
- 11.2 The Supplier shall indemnify, and shall keep indemnified, UKRI in full against all costs, claims, expenses, damages and losses, including any interest, penalties, fines, legal and other professional fees and expenses awarded against or incurred or paid by UKRI as a result of the Supplier's failure to account for or pay any taxes including any national insurance contributions.

12 UKRI PROPERTY

- 12.1 The Supplier acknowledges that all information (including UKRI's Confidential Information), equipment and tools, drawings, specifications, data, software and any other materials supplied by UKRI (or its agents on behalf of UKRI) to the Supplier ("UKRI's Materials") and all rights in UKRI's Materials are and shall remain at all times the exclusive property of UKRI. The Supplier shall keep UKRI's Materials in safe custody at its own risk, maintain them in good condition until returned to UKRI, and not dispose or use the same other than for the sole purpose of performing the Supplier's obligations under the Contract and in accordance with written instructions or authorisation from UKRI.
- 12.2 UKRI's Materials shall be returned promptly to UKRI on expiry or termination of the Contract.
- 12.3 The Supplier shall reimburse UKRI for any direct loss or damage to UKRI's Materials (other than deterioration resulting from normal and proper use) caused by the Supplier or any Staff. UKRI's Materials supplied by UKRI (or its agents on behalf of UKRI) shall be deemed to be in a good condition when received by the Supplier or relevant Staff .

13 PREMISES

- 13.1 If, in connection with the supply of the Goods and/or Services, UKRI permits any Staff to have access to any of UKRI's premises, the Supplier will ensure that, whilst on UKRI's premises, the Staff comply with:
- (a) all applicable health and safety, security, environmental and other legislation which may be in force from time to time; and
 - (b) any UKRI policy, regulation, code of practice or instruction relating to health and safety, security, the environment or access to and use of any UKRI laboratory, facility or equipment which is brought to their attention or given to them whilst they are on UKRI's premises by any employee or representative of UKRI.
- 13.2 All equipment, tools and vehicles brought onto UKRI's premises by the Supplier or the Staff shall be at the Supplier's risk.
- 13.3 If the Supplier supplies all or any of the Goods and/or Services at or from UKRI's premises, on completion of the Goods and/or Services or termination or expiry of the Contract (whichever is the earlier) the Supplier shall vacate UKRI's premises, remove the Supplier's plant, equipment and unused materials and all rubbish arising out of the provision of the Goods and/or Services and leave UKRI's premises in a clean, safe and tidy condition. The Supplier shall be solely responsible for making good any damage to UKRI's premises or any objects contained on UKRI's premises which is caused by the Supplier or any Staff, other than fair wear and tear.
- 13.4 If the Supplier supplies all or any of the Goods and/or Services at or from its premises or the premises of a third party, UKRI may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Goods and/or Services are supplied at or from the relevant premises.

14 STAFF AND KEY PERSONNEL

- 14.1 If UKRI believes that any of the Staff are unsuitable to undertake work in respect of the Contract, it may, by giving written notice to the Supplier:
- (a) refuse admission to the relevant person(s) to UKRI's premises;
 - (b) direct the Supplier to end the involvement in the provision of the Goods and/or Services of the relevant person(s); and/or

- (c) require that the Supplier replace any person removed under this clause with another suitably qualified person and procure that any security pass issued by UKRI to the person removed is surrendered,

and the Supplier shall comply with any such notice.

14.2 The Supplier shall:

- (a) ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;
- (b) ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of UKRI, or is of a type otherwise advised by UKRI (each such conviction a “**Relevant Conviction**”), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, the Staff Vetting Procedures or otherwise) is employed or engaged in the provision of any part of the supply of the Goods and/or Services;
- (c) if requested, provide UKRI with a list of names and addresses (and any other relevant information) of all persons who may require admission to UKRI's premises in connection with the Contract; and
- (d) procure that all Staff comply with any rules, regulations and requirements reasonably specified by UKRI.

14.3 Any Key Personnel shall not be released from supplying the Goods and/or Services without the agreement of UKRI, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.

14.4 Any replacement to the Key Personnel shall be subject to the prior written agreement of UKRI (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 Goods and/or Services.

15 TUPE

15.1 The Supplier warrants that the provision of the Goods and/or Services shall not give rise to a transfer of any employees of the Supplier or any third party to UKRI pursuant to TUPE.

16 ASSIGNMENT AND SUB-CONTRACTING

- 16.1 The Supplier shall not without the written consent of UKRI assign, novate or in any way dispose of the benefit and/or the burden of the Contract or any part of the Contract. UKRI 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.
- 16.2 Not used
- 16.3 UKRI may (without any cost to or liability of UKRI) require the Supplier to replace any subcontractor where in the reasonable opinion of UKRI any mandatory or discretionary grounds for exclusion referred to in Regulation 57 of the Public Contracts Regulations 2015 (as amended) apply to the subcontractors.
- 16.4 UKRI may assign, novate, or otherwise dispose of its rights and obligations under the Contract 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 Contract.

17 INTELLECTUAL PROPERTY RIGHTS

- 17.1 All Intellectual Property Rights in any materials created or developed by the Supplier pursuant to this Contract or arising as a result of the supply of the Goods and/or Services, including the Deliverables, shall vest in Supplier.
- 17.2 Not used
- 17.3 Not used
- 17.4 All Intellectual Property Rights in any materials provided by UKRI to the Supplier shall remain the property of UKRI. UKRI hereby grants the Supplier a royalty-free, non-exclusive and non-transferable licence to use:
- (a) any Intellectual Property Rights in the materials provided by UKRI to the Supplier;
- as required until termination or expiry of this Contract for the sole purpose of enabling the Supplier to perform its obligations under the Contract.
- 17.5 The Supplier hereby grants UKRI and its Employees a royalty-free, revocable, non-transferable and non-exclusive licence to use:
- (a) any Intellectual Property Rights vested in or licensed to the Supplier on the date of this Contract; and

- (b) any Intellectual Property Rights created during the Term pursuant to this Contract, including any modifications to or derivative versions of any such Intellectual Property Rights, which UKRI reasonably requires in order to exercise its rights and take the benefit of the Contract including the Goods and/or Services provided and
- (c) display the Services on a computer screen or mobile device; and printout reports of data available in the Services for the Employees' internal business use.

18 INDEMNITY

18.1 The Supplier shall indemnify, and shall keep indemnified, UKRI in full against all costs, claims, expenses, direct damages and losses, including any interest, reasonable legal and other professional fees and expenses awarded against or incurred or paid by UKRI as a direct result of:

- (a) the Supplier's breach or negligent performance of this Contract;
- (b) any claim brought against UKRI for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the manufacture, receipt, use or supply of the Goods and/or Services, to the extent that the claim is directly attributable to a breach committed by the Supplier or any Staff;
- (c) any claim made against UKRI by a third party for death or personal injury directly arising out of, defects in Goods and/or Services, to the extent that the defect in the Goods and/or Services is directly attributable to the negligent breach committed by the Supplier and the Staff; and
- (d) any claim whether in tort, contract, statutory or otherwise, demands, actions, proceedings and any awards directly arising from a breach by the Supplier of clause 15 of the Contract.

18.2 This clause 18 shall survive termination or expiry of the Contract.

18.3 Where an indemnity claim is invoked under this Contract, it will be subject to limitations of liability set in this Contract. The Party seeking the indemnity shall notify the indemnifying Party of the indemnity claim as soon as possible and shall have a duty to act reasonably to mitigate its loss for which it intends to seek indemnification. The indemnifying Party shall have the right (at its sole option) to control the defence, appeal or settlement of the claim and the indemnified Party shall cooperate fully with the indemnifying Party in such process.). Any liabilities, costs, expenses, damages, losses (including reasonable legal and

professional fees and expenses) ("Losses") to be indemnified must be proven (after all appeals) to be directly arising from the indemnifying Party's breach or negligence. Contributory negligence or improper use by the indemnified Party will reduce the losses paid by the percentage of contribution or fault on the part of the indemnified Party.

19 INSURANCE

19.1 Unless otherwise specified in the Award Letter, during the Term of the Contract and for a period of 6 years thereafter, the Supplier shall maintain in force the following insurance policies with reputable insurance companies to insure the Supplier against all manner of risks that might arise out of the acts or omissions of the Supplier or otherwise in connection with the Supplier's performance of its obligations under this Contract.

- (a) Professional indemnity insurance for not less than £2 million per claim;
- (b) Not used
- (c) public liability insurance for not less than £5 million per claim;
- (d) employer liability insurance for not less than £5 million per claim; and
- (e) product liability insurance for not less than £5 million for claims arising from any single event.

19.2 On request from UKRI, the Supplier shall provide UKRI with copies of the insurance policy certificates and details of the cover provided.

19.3 From the Commencement Date, the Supplier shall notify UKRI in writing of any employer's liability or public liability incident arising out of or in connection with this Contract which:

- (a) has the potential to exceed £25,000 (twenty-five thousand pounds sterling) (excluding costs); and/or
- (b) irrespective of the claim's value, which may reasonably be considered to have the potential to adversely affect the reputation of UKRI,

within five (5) days of such an incident occurring.

19.4 The Supplier shall keep UKRI informed and up-to-date on the progress of any incident referred to in clause 19.3 and related claims, decisions taken in respect of liability and any movement of reserves with respect thereto.

- 19.5 The Supplier shall ensure that any subcontractors also maintain adequate insurance having regard to the obligations under the Contract which they are contracted to fulfil.
- 19.6 The Supplier shall:
- (a) do nothing to invalidate any insurance policy or to prejudice UKRI's entitlement under it; and
 - (b) notify UKRI if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change.
- 19.7 The Supplier's liabilities under the Contract shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in clause 19.1.
- 19.8 If the Supplier fails or is unable to maintain insurance in accordance with clause 19.1, UKRI may, so far as it is able, purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Supplier.

20 LIABILITY

- 20.1 UKRI shall not be responsible for any injury, loss, damage, cost or expense suffered by the Supplier if and to the extent that it is caused by the negligence or wilful misconduct of the Supplier or the Staff or breach by the Supplier of its obligations under the Contract. The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by UKRI if and to the extent that it is caused by the negligence or wilful misconduct of UKRI or by breach by UKRI of its obligations under the Contract.
- 20.2 Subject to clause 20.6, neither Party shall have any liability for:
- (a) any indirect or consequential loss or damage;
 - (b) any loss of business, opportunity, rent, profit or anticipated savings;
 - (c) any damage to goodwill or reputation;
 - (d) loss, theft, damage or destruction to any equipment, tools, machinery, vehicles or other equipment brought onto one Party's premises by or on behalf of the other Party; or

- (e) any loss, damage, costs or expenses suffered or incurred by any third party.
- 20.3 Subject to clause 20.6, the aggregate liability of UKRI in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed 100% of the Charges paid or payable to the Supplier.
- 20.4 Subject always to clause 20.2 and 20.6, the Supplier's aggregate liability in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Contract, the supply or failure to supply of the Goods and/or Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty, indemnity or otherwise shall in no event exceed the Limit of Liability.
- 20.5 Not used
- 20.6 Nothing in the Contract restricts either Party's liability for:
- (a) death or personal injury resulting from its negligence or that of its Staff; or
 - (b) its fraud (including fraudulent misrepresentation) by it or that of its Staff; or
 - (c) any other matter which, by law, may not be excluded or limited.
- 20.7 Supplier makes no representations or warranties whatsoever regarding these Services being error free or uninterrupted, and hereby expressly disclaims all warranties, express or implied, of any kind, regarding these Services including any implied warranties as to fitness for a particular purpose, merchantability, title, non-infringement, results, accuracy, completeness, accessibility, compatibility, suitability, reliability, availability, timeliness or quality. UKRI acknowledges and agrees that the Services are provided, to the fullest extent permissible by law, "as is," "as available," and are used at the UKRI's own risk.
- 20.8 To the extent permitted by applicable law, UKRI waives all claims against Supplier for any loss to the extent arising from any advice given, services provided, acts or omissions of any Third Party Provider referred to an Employee by Supplier.
- 20.9 Supplier shall employ reasonable efforts to render the Services hereunder on a worldwide basis. However, the Parties acknowledge that Supplier's ability to deliver any Service is dependent upon and subject to: local and/or international resource availability; national and international law and regulations; and acquisition of any necessary authorisations issued by the various authorities concerned; all of which are outside of the control of Supplier.) UKRI

acknowledges and agrees that Supplier may not be able to provide the Services to Employees who, in the reasonable opinion of Supplier, are located in areas that represent conditions in which providing the Services is impossible or unsafe, including without limitation: geographical remoteness; war (whether declared or undeclared); civil or other hostilities; or political unrest.

21 TERMINATION

21.1 In accordance with clause 21.8, UKRI may terminate the Contract in whole or in part at any time before the Goods and/or Services excluding Interventions that have already been activated, are provided with immediate effect by giving the Supplier written notice, whereupon the Supplier shall discontinue the provision of the Goods and/or Services (in whole or in part as applicable). UKRI shall pay to the Supplier:

- (a) such Charges or that part of the Charges for Goods which have been Delivered to UKRI or, on the deemed date of service of the notice of cancellation, are already in transit and the costs of materials which the Supplier has purchased to fulfil the order for the Goods and which cannot be used for other orders or be returned to the supplier of those materials for a refund; and/or
- (b) such Charges or that part of the Charges for Services provided and a fair and reasonable portion of the Charges for work-in-progress in performing the Services at the time of termination,

but UKRI shall not be liable for any loss of anticipated profits or any consequential loss and the Supplier shall have a duty to mitigate its costs and shall on request provide proof of work-in-progress claimed.

21.2 This Contract cannot be terminated for convenience unless mutually agreed between the Parties in writing. At the end of each Term, the Contract may be terminated through written notice of termination given by either Party at least 60 days prior to the end of the Term.

21.3 UKRI may terminate the Contract with immediate effect by giving written notice to the Supplier if:

- (a) the circumstances set out in clauses 8.2, 8.4 or 29.1 apply; or
- (b) the Supplier is in material breach of any obligation under the Contract which is not capable of remedy; or

- (c) the Supplier breaches any term of the Contract and (if such breach is remediable) fails to remedy that breach within 30 days of being notified in writing of the breach; or
- (d) the Supplier repeatedly breaches any of the terms and conditions of this Contract 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 this Contract; or
- (e) the Supplier suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply; or
- (f) the Supplier commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors; or
- (g) (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Supplier; or
- (h) (being an individual) the Supplier is the subject of a bankruptcy petition or order; or
- (i) a creditor or encumbrancer of the Supplier attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days; or
- (j) (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Supplier; or
- (k) a person becomes entitled to appoint a receiver over the Supplier's assets or a receiver is appointed over the Supplier's assets; or

- (l) any event occurs, or proceeding is taken, with respect to the Supplier in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 21.3(e) to clause 21.3(k) inclusive; or
 - (m) there is a change of control of the Supplier (within the meaning of section 1124 of the Corporation Tax Act 2010); or
 - (n) the Supplier suspends, or threatens to suspend, or ceases or threatens to cease to carry on, all or substantially the whole of its business; or
 - (o) the Supplier's financial position deteriorates to such an extent that in UKRI's opinion the Supplier's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or
 - (p) (being an individual) the Supplier dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
- 21.4 The Supplier shall notify UKRI as soon as practicable of any change of control as referred to in clause 21.3(m) or any potential such change of control.
- 21.5 The Supplier may terminate the Contract by written notice to UKRI if UKRI has not paid any undisputed invoice within 90 days of it falling due.
- 21.6 Termination or expiry of the Contract 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 4, 5, 6, 7, 11, 12, 15, 17, 18, 19, 20, 24, 25, 26, 27, 28, 29, 34, 36, 37 or any other provision of the Contract that either expressly or by implication has effect after termination.
- 21.7 Upon termination or expiry of the Contract, the Supplier shall immediately:
- (a) cease all work on the Contract;
 - (b) deliver to UKRI all Deliverables and all work-in-progress whether or not then complete. If the Supplier fails to do so, UKRI and/or its representatives shall have the right to enter the Supplier's premises (which the Supplier shall not refuse) in order to take possession of all Deliverables and all work-in-progress. The Supplier shall allow UKRI and its representatives such access and assistance as required by UKRI and its representatives to take possession of the Deliverables and the work-in-progress. Until the Deliverables and the work-in-progress have been

returned to UKRI, the Supplier shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Contract;

- (c) cease use of and return (or, at UKRI's election, destroy) all of UKRI's Materials in the Supplier's possession or control; and
- (d) give all reasonable assistance to UKRI and any incoming supplier of the Goods and/or Services (as applicable); and
- (e) return or destroy UKRI's Confidential Information in accordance with clause 24.3.

21.8 If any Intervention is being carried out at the termination date, the Agreement shall remain in force for the purpose of completing such Intervention and UKRI will pay the applicable Reimbursements and Fees for such Intervention accordingly.

22 DECLARATION OF INEFFECTIVENESS AND PUBLIC PROCUREMENT TERMINATION EVENT

- 22.1 In the event that a Court makes a Declaration of Ineffectiveness, UKRI will promptly notify the Supplier in writing. The Parties agree that the provisions of clause 21.7 and this clause 22 will continue to apply as from the time when the Declaration of Ineffectiveness is made.
- 22.2 The Declaration of Ineffectiveness will not prejudice or affect any right, liability or remedy which has accrued or will accrue to either Party prior to or after such Declaration of Ineffectiveness in respect of the period prior to the Declaration of Ineffectiveness.
- 22.3 Consistent with UKRI's rights of termination implied into the Contract by Public Contracts Regulations 2015 (as amended), in the event of a Public Procurement Termination Event, UKRI shall promptly notify the Supplier and the provisions of clause 21.7 and this clause 22 shall apply as from the date of receipt by the Supplier of the notification of the Public Procurement Termination Event.
- 22.4 The Public Procurement Termination Event shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such Public Procurement Termination Event in respect of the period prior to the Public Procurement Termination Event.
- 22.5 During any Court proceedings seeking a Declaration of Ineffectiveness or following notification of a Public Procurement Termination Event, UKRI may require the Supplier to prepare a contingency plan with the effect of achieving:

- (a) An orderly and efficient cessation of the Contract or a transition of the provisions of the Goods and/or Services to UKRI or such other entity as UKRI may specify; and
- (b) Minimal disruption or inconvenience to UKRI or to UKRI's supported organisations or clients,

and the Parties agree that this shall have effect in the event a Declaration of Ineffectiveness is made or a Public Procurement Termination Event occurs.

22.6 Where there is any conflict between the provisions of clause 21.7 and this clause 22 and the contingency plan then the clauses of this Contract shall take precedence.

22.7 The Parties will comply with their respective obligations under any contingency plan (as agreed by the Parties, or where agreement cannot be reached, as reasonably determined by UKRI) in the event that a Declaration of Ineffectiveness is made or a Public Procurement Termination Event occurs.

23 GOVERNANCE AND RECORDS

23.1 The Supplier shall:

- (a) attend progress meetings with UKRI at the frequency and times specified by UKRI and shall ensure that its representatives are suitably qualified to attend such meetings; and
- (b) submit progress reports to UKRI at the times and in the format specified by UKRI .

23.2 The Supplier shall keep and maintain until 6 years after the expiry or termination of the Contract, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Goods and/or Services supplied under it and all payments made by UKRI. The Supplier shall on request afford UKRI and its representatives such access to those records as may be reasonably requested by UKRI in connection with the Contract.

23.3 **Not used**

23.4 The Supplier shall keep and maintain records of sub-contractors it uses to supply the Goods and/or Services, including whether the sub-contractor is an SME and the payments it has made to the sub-contractor as a result of the sub-contractor's work under this Contract. The Supplier shall provide such records to UKRI within 10 Working Days of a request from UKRI.

23.5 Where the estimated annual Charges are above £5 million, the Supplier shall:

- (a) advertise on the UK Government's Contracts Finder website all sub-contractor opportunities above £10,000 arising from and in connection with this Contract. Each advert shall provide a full and detailed description of the sub-contract opportunity with each of the mandatory fields on Contracts Finder being completed.
- (b) within 90 days of awarding a sub-contract, update the notice on Contracts Finder with details of the successful sub-contractor;
- (c) monitor the number, type and value of the sub-contract opportunities placed on Contracts Finder in its supply chain during the Term;
- (d) provide reports on the information at clause 23.5(c) to UKRI in the format and frequency reasonably requested by UKRI; and
- (e) promote Contracts Finder to its suppliers and encourage those organisations to register on Contracts Finder.

23.6 Clause 23.5 shall only apply to sub-contractor opportunities arising after the Commencement Date and UKRI may by giving its prior written approval decide to waive the obligations under Clause 23.5 in respect of any sub-contractor opportunity.

24 CONFIDENTIAL INFORMATION

24.1 Subject to clause 24.2, each Party shall:

- (a) 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
- (b) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under the Contract.

24.2 Notwithstanding clause 24.1, a Receiving Party may disclose Confidential Information:

- (a) where disclosure is required by applicable law or by a court of competent jurisdiction;
- (b) to its auditors or for the purposes of regulatory requirements;
- (c) on a confidential basis, to its professional advisers;
- (d) to the Serious Fraud Office where the Receiving Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;

- (e) 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 Contract provided that the Supplier shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause (e) shall observe the Supplier's confidentiality obligations under the Contract; and
- (f) where the Receiving Party is UKRI:
 - (i) on a confidential basis to the employees, agents, consultants and contractors of UKRI;
 - (ii) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which UKRI transfers or proposes to transfer all or any part of its business;
 - (iii) to the extent that UKRI (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
 - (iv) in accordance with clause 28;
 - (v) 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 UKRI under this clause 24.

24.3 All documents and other records (in whatever form) containing Confidential Information supplied to or acquired by the Receiving Party from the Disclosing Party or its representatives shall be returned promptly to the Disclosing Party (or, at the election of the Disclosing Party, destroyed promptly) on expiry or termination of the Contract, and no copies shall be kept.

25 TRANSPARENCY

25.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA or EIR, the content of the Contract is not Confidential Information except for Schedule of Fees, Catalogue of Services and the Certificate of Subscription and the Supplier hereby gives its consent for UKRI to publish this Contract in its entirety to the general public except for Schedule of Fees, Catalogue of Services and the Certificate of Subscription (but with any information that is exempt from disclosure in accordance with the FOIA or EIR (as applicable) redacted) including any changes to the Contract agreed from time to time. UKRI shall consult with the Supplier to inform its decision regarding

any redactions and shall not have the final decision in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA or EIR.

26 PUBLICITY

- 26.1 The Supplier shall not make any press announcements or publicise this Contract in any way without prior written consent from UKRI.
- 26.2 UKRI shall be entitled to publicise this Contract in accordance with any legal obligation upon UKRI, including any examination of this Contract by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.
- 26.3 The Supplier shall not do anything or cause anything to be done, which may damage the reputation of UKRI.

27 DATA PROTECTION

- 27.1 In this clause 27, the terms, “processing”, “data controller” and “data processor”, “data protection officer” “data subject” “personal data” “personal data breach” shall have the same meanings given to them under UK GDPR or the EU GDPR as the context requires.
- 27.2 The Supplier acknowledges the only Processing that it is authorised to do is listed in Schedule 7 (*Processing Personal Data*) by UKRI.
- 27.3 The Supplier shall notify UKRI promptly if it considers that any of UKRI’s instructions infringe the Data Protection Legislation.
- 27.4 The Supplier shall provide all reasonable assistance to UKRI in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of UKRI, include:
 - 27.4.1 a systematic description of the envisaged Processing and the purpose of the Processing;
 - 27.4.2 an assessment of the necessity and proportionality of the Processing in relation to the Goods and/or Services;
 - 27.4.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 27.4.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

27.5 The Supplier shall, in relation to any Personal Data Processed in connection with its obligations under this Contract:

27.5.1 Process that Personal Data only in accordance with Schedule 7 (*Processing Personal Data*), unless the Supplier is required to do otherwise by Law. If it is so required the Supplier shall notify UKRI before Processing the Personal Data unless prohibited by Law;

27.5.2 ensure that it has in place Protective Measures, (if the Supplier is holding UKRI Data, including back-up data, that it is held by a secure system) which UKRI may reasonably reject (but failure to reject shall not amount to approval by UKRI of the adequacy of the Protective Measures) having taken account of the:

- a) nature of the data to be protected;
- b) harm that might result from a Personal Data Breach;
- c) state of technological development; and
- d) cost of implementing any measures;

27.5.3 ensure that:

- a) the Supplier Staff do not Process Personal Data except in accordance with the Contract (and in particular Schedule 7 (*Processing Personal Data*));
- b) it uses all reasonable endeavours to ensure the reliability and integrity of any Supplier Staff who have access to the Personal Data and ensure that they:
 - (i) are aware of and comply with the Supplier's duties under this Clauses 28 and 25;
 - (ii) are subject to appropriate confidentiality undertakings with the Supplier or any sub-processor;
 - (iii) 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 UKRI or as otherwise permitted by this Contract; and
 - (iv) have undergone adequate training in the use, care, protection and handling of Personal Data;

27.5.4 not transfer Personal Data outside of the UK unless the following conditions are fulfilled:

- a) the transfer is in accordance with Article 45 of the UK GDPR (or section 73 of DPA 2018); or
- b) UKRI or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 of the DPA 2018) as determined by UKRI which could include relevant parties entering into the International Data Transfer Agreement (the "**IDTA**"), or International Data Transfer Agreement Addendum to the European Commission's SCCs (the "**Addendum**"),

as published by the Information Commissioner's Office from time to time, as well as any additional measures determined by UKRI;

- c) the Data Subject (as defined by the Data Protection Act 2018) has enforceable rights and effective legal remedies;
- d) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist UKRI in meeting its obligations); and
- e) the Supplier complies with any reasonable instructions notified to it in advance by UKRI with respect to the Processing of the Personal Data;

27.5.5 where the Personal Data is subject to EU GDPR, not transfer Personal Data outside of the EU unless the following conditions are fulfilled:

- a) the transfer is in accordance with Article 45 of the EU GDPR; or
- b) the transferring Party has provided appropriate safeguards in relation to the transfer in accordance with Article 46 of the EU GDPR as determined by the non-transferring Party which could include relevant parties entering into Standard Contractual Clauses in the European Commission's decision 2021/914/EU or such updated version of such Standard Contractual Clauses as are published by the European Commission from time to time as well as any additional measures determined by the non-transferring Party;
- c) the Data Subject has enforceable rights and effective legal remedies;
- d) the transferring Party complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the non-transferring Party in meeting its obligations); and
- e) the transferring Party complies with any reasonable instructions notified to it in advance by the non-transferring Party with respect to the processing of the Personal Data; and

27.5.6 at the written direction of UKRI, delete or return Personal Data (and any copies of it) to UKRI on termination of this Contract unless the Supplier is required by Law to retain the Personal Data.

- 27.6 Subject to Clause 28.7, the Supplier shall notify UKRI promptly if in relation to it Processing Personal Data under or in connection with this Contract it:
- 27.6.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
 - 27.6.2 receives a request to rectify, block or erase any Personal Data;
 - 27.6.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 27.6.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
 - 27.6.5 receives 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; or
 - 27.6.6 becomes aware of a Personal Data Breach.
- 27.7 The Supplier's obligation to notify under Clause 27.6 shall include the provision of further information to UKRI, as details become available.
- 27.8 Taking into account the nature of the Processing, the Supplier shall provide UKRI with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 27.6 (and insofar as possible within the timescales reasonably required by UKRI) including by immediately providing:
- 27.8.1 UKRI with full details and copies of the complaint, communication or request;
 - 27.8.2 such assistance as is reasonably requested by UKRI to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 27.8.3 UKRI, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 27.8.4 assistance as requested by UKRI following any Personal Data Breach; and/or
 - 27.8.5 assistance as requested by UKRI with respect to any request from the Information Commissioner's Office or any other regulatory authority, or any consultation by UKRI with the Information Commissioner's Office or any other regulatory authority.
- 27.9 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with Clause 27. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
- 27.9.1 UKRI determines that the Processing is not occasional;

27.9.2 UKRI determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or

27.9.3 UKRI determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.

27.10 The Supplier shall allow for audits of its Data Processing activity by UKRI or UKRI's designated auditor. Any audit pursuant to this Contract shall be subject to the following conditions:

- (i) UKRI must provide not less than thirty (30) day prior written notice.
- (ii) In order to reduce audit efforts, UKRI agrees to review the ISO/IEC 27001 Certificate, SOC 2 Type II Attestation Report, and VAPT (Vulnerability Assessment and Penetration Testing) Reports and perform audit against the security controls not covered in ISO/IEC 27001, SOC 2 Type II and VAPT (Vulnerability Assessment and Penetration Testing).
- (iii) UKRI shall perform not more than one audit per calendar year, unless UKRI has reasonable cause to believe Supplier is in breach of its obligations under the Contract.
- (iv) Audit should be limited to two working days.
- (v) Audit scope must be mutually agreed between the Parties and shall be limited to the applicable Services and examine only those records that pertain to the performance of this Contract and solely for the purpose of verifying compliance with this Contract and applicable regulations, but shall exclude the Supplier's pricing methodology, formulas, mark-ups and other commercially confidential information.
- (vi) Supplier's sub-processors are excluded from the audit scope however UKRI may review the on-boarding and on-going due diligence performed on sub-processors by the Supplier; and
- (vii) Due to the Supplier using a shared infrastructure, the audit will not include any internal or external penetration test or internal or external vulnerability scan or system configuration checks or firewall rule-base checks as providing these details may lead to compromise of the security and/or privacy of Supplier's other clients.

27.11 The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.

27.12 Not used

27.13 To the extent that UKRI provides its general consent through this Contract, the Supplier shall flow down the contractual obligations contained in this clause 27 or

substantially similar principles to sub-processors. For the avoidance of doubt, the Supplier shall remain fully liable for all acts or omissions of any of its sub-processor.

27.14 UKRI may, at any time on not less than 30 Working Days' notice, revise this Clause 27 by replacing it with any applicable controller to Supplier standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).

27.15 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. UKRI may on not less than 30 Working Days' notice to the Supplier amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

27.2 Notwithstanding any other remedies available to UKRI, subject to section 18 Indemnity, fully indemnify UKRI as a result of any such breach of the GDPR, by the Supplier or its sub-processors in its performance of the Contract that directly results in UKRI suffering, loss or damages.

28 FREEDOM OF INFORMATION

28.1 The Supplier acknowledges that UKRI is subject to the requirements of FOIA and EIR and shall to the extent legally permissible:

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

28.2 UKRI shall be responsible for determining (in its absolute discretion) whether any Information:

- (a) is exempt from disclosure in accordance with the provisions of FOIA or EIR;

(b) is to be disclosed in response to a Request for Information,

28.3 The Supplier acknowledges that UKRI may be obliged under the FOIA or EIR to disclose Information, in some cases where it is legally necessary even where that Information is commercially sensitive:

(a) following consultation with the Supplier and having taken its views into account.

28.4 Where clause **Error! Reference source not found.** applies UKRI shall, in accordance with any recommendations issued under any code of practice issued under section 45 of FOIA, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention as soon as practicable after any such disclosure.

28.5 Where the Supplier is subject to the requirements of the FOIA and EIR, UKRI shall assist and co-operate with the Supplier to enable the Supplier to comply with its obligations under the FOIA and EIR in relation to any Requests for Information received by the Supplier relating to this Contract.

29 CORRUPTION

29.1 Without prejudice to any other rights or remedies available to UKRI, UKRI shall be entitled to terminate the Contract immediately and to recover from the Supplier the amount of loss resulting from such termination if the Supplier or the Supplier's Associate:

(a) offers or agrees to give any person working for or engaged by UKRI, UKRI's staff and agents, or any Public Body any favour, gift or other consideration, which could act as an inducement or a reward for any act or failure to act connected to the Contract, or any other agreement with UKRI or any Public Body;

(b) has entered into the Contract if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by UKRI, or any Public Body by or for the Supplier, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to UKRI before the Contract is entered into;

(c) breaches the provisions of the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010; or

- (d) gives any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972.

29.2 The Supplier shall take all reasonable steps, in accordance with Good Industry Practice, to prevent fraud by the Supplier and the Supplier's Associates in connection with the Contract and shall notify UKRI immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

29.3 For the purposes of clause 29.1, "loss" shall include, but shall not be limited to:

- (a) UKRI's reasonable costs in finding a replacement supplier;
- (b) Direct losses; and
- (c) loss suffered by UKRI as a result of a delay in the performance of the Services or its receipt of the Goods (as applicable).

30 MODERN SLAVERY ACT 2015

30.1 In performing its obligations under this Contract, the Supplier shall and shall ensure that any permitted sub-contractors shall comply with:

- (a) all applicable laws, statutes and regulations from time to time in force, including but not limited to the Modern Slavery Act 2015; and
- (b) Any anti-slavery policy adopted by UKRI from time to time.

30.2 UKRI may from time to time require the Supplier to provide information and evidence to demonstrate its and its sub-contractors' compliance with clause 30.1. The Supplier shall provide such information with 10 Working Days of a request from UKRI for the same. A breach of this clause 30.1 shall be deemed a material breach for the purpose of clause 21.3(b).

31 FORCE MAJEURE

31.1 Neither Party to this Contract shall in any circumstances be liable to the other for any delay or non-performance of its obligations under this Contract to the extent that such delay or non-performance is due to a Force Majeure Event. Subject to Clause 31.3, the date for performance of any affected obligations will be suspended for a period equal to the delay caused by the Force Majeure Event.

- 31.2 If a Party is delayed in or prevented from performing its obligations under this Contract by a Force Majeure Event, such Party shall:
- (a) give notice in writing of such delay or prevention to the other Party specifying the nature and extent of the Force Majeure Event immediately on becoming aware of it; and
 - (b) use all reasonable endeavours to mitigate the effects of the Force Majeure Event on the performance of its obligations.
- 31.3 If the Force Majeure Event continues for a period of 30 (thirty) days or more following notification, then either Party may terminate this Contract by giving not less than 10 (ten) days' prior written notice to the other Party.
- 31.4 UKRI shall not be liable to pay the Charges in relation to any Goods and/or Services that are not provided by the Supplier due to a Force Majeure Event.

32 DISPUTE RESOLUTION

- 32.1 The Parties agree to co-operate with each other in an amicable manner with a view to achieving the successful implementation of this Contract.
- 32.2 If a Dispute arises between UKRI and the Supplier during the Term in relation to any matter which cannot be resolved by local operational management either Party may refer the matter for determination in accordance with the procedure set out in Clause 32.3.
- 32.3 A Dispute referred for determination under clause 32.2 shall be resolved as follows:
- (a) by referral in the first instance to the decision of the individuals for each Party referred to in the Award Letter for stage 1 escalations; and
 - (b) if a Dispute is not resolved within 21 days of its referral pursuant to Clause 32.3(a) such Dispute shall be referred to the individuals for each Party referred to in the Award Letter for stage 2 escalations.
- 32.4 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in Clause 32.3(b), 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.

- 32.5 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.
- 32.6 Neither Party shall be prevented from, or delayed in, seeking orders for specific performance or interlocutory or final injunctive relief on an ex parte basis or otherwise as a result of the terms of this Clause 32, such clause not applying in respect of any circumstances where such remedies are sought.

33 CHANGE CONTROL PROCEDURE

- 33.1 In the event that either party desires to change the terms of this Contract, the following procedures will apply:
- (a) the Party requesting the change will deliver a “Change Request” (in the form (or substantially in the same form) contained in Schedule 5 to this Contract) which describes:
 - (i) the nature of the change;
 - (ii) the reason for the change;
 - (iii) the effect that the requested change will have on the scope or Specification for the Services; and
 - (iv) any change to the Charges and the Term.
 - (b) Upon receipt of a Change Request, the receiving Party’s authorised representative will contact his/ her counterpart within 5 working days to discuss and agree the Change Request. The parties will negotiate the proposed changes to the Contract in good faith and agree a timeline in which to finalise the Change Notice.
 - (c) Neither party is obliged to agree to a Change Request, but if the parties do agree to implement such a Change Request, the appropriate authorised representatives of both parties will sign the Change Request which will be effective from the date set out in the Change Request. If there is no Change Request signed by both parties, the content of that Change Notice shall not be deemed as agreed.

- (d) If there is any conflict between the terms and conditions set out in the Contract and the Change Request, then the terms and conditions set out in the most recent fully executed Change Request will apply.
- (e) The Supplier shall not be relieved of its obligations to supply the Goods and/or Services in accordance with the terms and conditions of this Contract as the result of:
 - (i) a General Change in Law; or
 - (ii) 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 Commencement Date.

34 ENTIRE AGREEMENT

- 34.1 The Contract constitutes the entire agreement between UKRI and the Supplier in relation to the supply of the Services and/or Goods and the Contract supersedes and replaces any prior written or oral agreements, representations or understandings between them relating to that subject matter. The Parties confirm that they have not entered into the Contract on the basis of any representation that is not expressly incorporated into the Contract. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.

35 NOTICES

- 35.1 Any notice to be given under the Contract shall be in writing and may be served by personal delivery, first class or recorded post or, subject to clause 35.3, 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 writing.
- 35.2 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.
- 35.3 Notices under clauses 21, 22 and 31 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 35.1.

36 GENERAL

- 36.1 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.
- 36.2 If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 36.3 A waiver of any right or remedy under the Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- 36.4 The Contract 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 Contract. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.
- 36.5 A person who is not a Party to this Contract shall have no right to enforce any of its provisions, which expressly or by implication, confer a benefit on him or her, without the prior written agreement of the Parties.
- 36.6 The Contract cannot be varied except in writing signed by a duly authorised representative of both the Parties.

37 GOVERNING LAW AND JURISDICTION.

- 37.1 The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

Schedule 2 - Specification

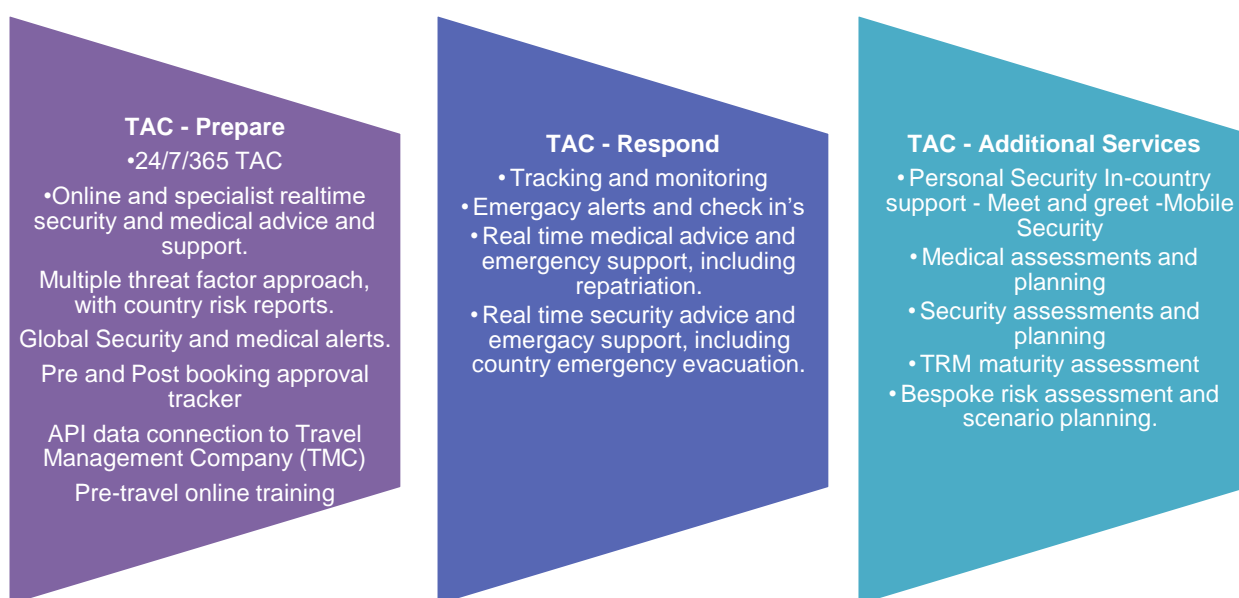
- 1 The Suppliers shall provide the Goods and/or Services in accordance with this Schedule 2.

2 OBJECTIVE

- 2.1 UKRI requires a Travel Assistance Centre (TAC) to support UKRI travellers assess and achieve preparedness requirements prior to travel and provides security and medical advice and assistance to travellers when undertaking travel globally.

3 OVERVIEW

- 3.1 The TAC service provides a resource and support platform for all UKRI travel risk management requirements. The service will have the ability to provide:



4 SCOPE

- 4.1 Provision of TAC support globally on the following basis:
- Full TAC support for all international travellers as per the technical specification, other than those travelling past the gateway points into Antarctica or Arctic regions.
 - Support for UK travellers with limited provision of travel advice, alerting of threats and use of the track service for check-ins following a national critical incident.
 - Provision of in-country personnel security support and consultancy service as described in the TAC additional service section.

5 Background

- 5.1 UK Research and Innovation (UKRI) has a global footprint, with business travel worldwide. UKRI has offices abroad located in India, China, United States, Belgium, and Antarctica – some of which sit on Foreign,

Commonwealth & Development Office (FCDO) platforms. UKRI undertakes not only office and city-based travel, but also field work that often-involves visits to remote or underdeveloped locations, representing a significant area of risk to be managed.

- 5.2 During the latest 12-month period, from an overall workforce of ~8000 personnel over 2500 individuals travelled internationally spending a total of over 22,000 days working in 85 countries, across 7 continents. In addition, within the UK, some 4500 staff travelled for work, including road travel and over 30,000 rail journeys.
- 5.3 Travellers are broadly split into people attending international conferences, usually in well-developed countries and cities, and those that undertake practical fieldwork in often remote locations in low- or middle-income countries. We do, on occasion, work in areas which can be considered to be higher risk and may carry travel advisories from the UK FDCO.
- 5.4 UKRI has a Travel policy that seeks to pull together all booking and travel requirement at a high level, this includes the need to book travel via UKRI Travel Management Company (TMC – currently Clarity). UKRI has a developing travel risk management policy and supporting procedure to support a baseline for all business areas to achieve, whilst recognising some business areas may be required to put in place additional controls due to the hazardous environment that work in on a daily basis. This includes the need to undertake travel risk assessment prior to travel and agree additional controls if required.
- 5.5 As mentioned in the scope, UKRI has a research centre in Antarctica and works in Arctic regions. This travel is managed by the British Antarctic Survey (BAS) <https://www.bas.ac.uk/>. Travelling to and from Antarctic gateway locations such as South Africa, Falklands and South America would be in-scope for this tender; BAS will manage onward travel support from the gateways to the Antarctic/Arctic stations.

6 TAC TECHNICAL SPECIFICATION

- 6.1 Overview of TAC requirements:
 - (a) Be available 24/7/365, and capable of supporting emergency security and medical requirements, with an analytical ability to monitor global threats and events.
 - (b) Be staffed with security and medical subject matter experts capable of supplying timely security and medical advice.
 - (c) Have a country security and medical risk rating methodology, and rate countries and cities considering multiple threat factors.
 - (d) Provide pre-travel country information and reports.
 - (e) Produce and send timely security and medical alerts of global events that may threaten life or be disruptive to travellers.
 - (f) Have a downloadable application (for IOS and Android) to allow easy interaction with country profiles and alerts.
 - (g) Have a secure website to access country profiles, travel risk information, training, and monitor travellers and their information.
 - (h) Have a research and analytical team that can be tasked to undertake specific research requirements.

- (i) Have a mechanism, and provide access, to support non-medical emergency country evacuations and medical emergency repatriation.
- (j) Be able to quickly arrange air transport from all geographical locations where they provide a TAC response service.
- (k) Be able to pull and push Application Programming Interface (API).
- (l) Have the capacity to provide hotel risk assessments and security rating.
- (m) Have the capacity to provide hospital and medical centre assessments and ratings.
- (n) The provider should demonstrate a structured approach to assessing and accrediting third-party providers.
- (o) Support must be based on travellers per day, not being the same person. Not the total number of staff who may travel in a calendar year.

6.2 **TAC Technical elements.**

- (a) Shall be able to absorb Travel Management Company (currently Clarity) booking data via an application programming interface (API).
- (b) Shall be able to upload travel manually by travellers, including air, rail, ship, ground transport and hotels, as well as travel segments which are not booked through approved channels.
- (c) Can identify travellers by other parameters such as flight number, hotel, event, risk ratings.
- (d) House system servers hosted in GDPR compliant locations.
- (e) Should be able to have an approval chain connection between TMC and TAC.
- (f) Have backup/contingency/disaster recovery plans for operations centres to ensure effective business continuity and maintained service delivery notwithstanding local or regional disruption, being well placed to provide uninterrupted service during global instability.
- (g) Secure all data to a high level of encryption, meeting ISO/IEC 18033 standards.
- (h) Demonstrate a structured, externally audited quality management framework.

6.3 **Insurance**

- (a) Shall be able to connect with UKRI travel insurance provider, currently Chubb, to provide seamless support without the need for UKRI approvals.
- (b) Be able to set up billing arrangements with other partners such as travel insurance providers.
- (c) All emergency support provision shall be covered by the connected insurance coverage with the TAC arranging any pre-agreed payments requirements.

6.4 **Prepare personnel for travel**

- (a) Shall have an automated ability to issue a pre-travel advice and instructions upon receiving an API notification from the TMC.

- (b) Shall provide an online portal with medical and security advice and guidance that UKRI travellers can access. The bid should provide in detail what advice and support are covered.
- (c) Shall provide 24/7/365 staffed TAC with security and medical subject matter experts capable of supplying timely pre-travel security and medical advice.
- (d) Shall have an integrated pre and post booking approval tracker/risk assessment tool that can connect traveller booking details with the approval tracker/risk assessment tool. This tool will also have the ability to upload journey management plans and itinerary,
- (e) Shall have capability for bespoke or specialist risk assessment support for high-risk travel.

6.5 Training and learning support

- (a) Shall have an accredited-on demand online training and learning portal that covers multiple training opportunities covering medical, health, safety, security, resilience, and cultural considerations at a minimum.
- (b) Shall offer live online webinar learning and experiences opportunities around multiple travel risk management topics and trending geopolitical situations.
- (c) Should have the ability to deliver bespoke training events, workshops or scenario exercises.

6.6 Travel Assistance Application

- (a) Shall have a travel assistance application that provides security and medical alerts, 2-way communication/ push notifications, geofencing and tracking ability link to a secure browser portal for management oversight. Have an emergency alarm notification option, and general check in ability.
- (b) Shall have searchable interface with all travellers' data (including flights and hotels), and security alerts geocoded, searchable and visualised on an interactive map. Offer reporting capabilities, e.g. production of Excel spreadsheet on demand.
- (c) Shall be able to identify travellers affected by a specific threat alert and communicate with them and their line managers, for example by email, SMS or through a mobile app.
- (d) Shall have a integrate Travel Tracking with 24/7/365 security (and medical) assistance and emergency response services.
- (e) Shall be able to work on major operating platforms including iOS and Android.
- (f) Should have the ability to work over SMS, GPRS.
- (g) Should have the ability to be remotely activate tracking mode in an emergency.

6.7 TAC response

- 6.8 Shall have regional TAC that are contactable 24/7/365 that can provide the following assistance to UKRI travellers, at a minimum it will offer:

- (a) Professional medical advice and triage, with the ability to provide immediate consultancy over the phone and via video link.
- (b) Professional security advice and triage, with the ability to provide immediate advice over the phone and via video link.
- (c) Ability to provide immediate and ongoing support to a traveller in the event of a security, logistical or medical incident or crisis affecting a traveller.
- (d) Emergency access to pre-approved professional in-country medical advice and support following online consultation, including having access to pre-approved hospitals, doctors and logistics providers.
- (e) Have a global network of ground security service providers capable of supporting UKRI travellers with in-country requirements and post incident support and investigation.
- (f) Communication and liaison with both traveller and UKRI key point of contact (management) throughout resolution of a incident, including prompt communication of proposed plan and timescale.
- (g) Has a structured escalation protocol for case management.
- (h) Ability to advise on, and if necessary, manage kidnap/hostage and ransom situations.

6.9 The country emergency evacuation services shall:

- (a) Be able to provide ground services transportation with complete end to end service if required.
- (b) Provision of all equipment required to extract personnel in a non-permissive location.
- (c) Provision of staff to support the evacuation.
- (d) Shall control, manage or have access to air transport on the covered geographical areas capable of handling emergency extraction. In addition, it is desirable that they can support both overland and maritime evacuations.

6.10 The service of emergency medical repatriation shall include.

- (a) Access to medical ground vehicles e.g. ambulance for a complete end to end service (from hospital to hospital) if required.
- (b) Provision of all necessary medical equipment for medically-assisted transportation.
- (c) Medical staff to support the repatriation of ill or injured individuals including intensive care if required.
- (d) Control and access to medically equipped aircraft
- (e) Be able to monitor quality of medical treatment delivered to employees.

6.11 Organisational capability and contract management

- (a) Provision of regular management information on travel patterns and service use.
- (b) A company infrastructure that would be available to us 24/7/365 worldwide in terms of offices, clinics, alarm centres, etc.
- (c) Sufficient expertise and skill levels of employees to support our account and technical teams in place to provide these services.

- (d) Provide 24/7 access to intelligence analysts/subject matter experts for Travel Managers/Security Managers
- (e) A dedicated account manager who will be our single point of contact and can provide quarterly account review meetings together with a support team that can be contacted by both telephone and email in normal working hours i.e. Monday to Friday 09:00 – 17:00 excluding public holidays.
- (f) Provision of support and training on the use of any travel management tools to UKRI travel co-ordinators and staff involved in travel risk management.

7 TAC Additional Services

- 7.1 Under an individual task order and at additional cost based on the services to be provided, the TAC provider should have the ability to source the following services:

7.2 Personal Security In-country Support

(a) Airport Meet and Greet Service:

- (i) Collection of personnel arriving airside.
- (ii) Facilitate the personnel through immigration.
- (iii) Be able to collect and arrange delivery of luggage to the traveller's accommodation, including customs clearance as required.
- (iv) Be able to hand over personnel to any other supporting element.
- (v) Collect travellers from the departures drop zone and facilitate their passage through the airport until the departure lounge.
- (vi) Be able to arrange airport side access.

(b) Provision of Mobile security.

- (i) Provide an assessment of what mobile security is required based on the country risk rating and planned journey/activity.
- (ii) Source local accredited mobile security providers based on agreed task order requirement. Mobile security could be in the form of a driver and vehicle to armed guards and vehicles, and associated medical support. The provider will ensure the following:
 - (A) The sub-contracted company and its employees have undergone security screening.
 - (B) The Sub-contracted company holds the required permits and licenses (including weapon license) to support the provided services and meet international and local legal requirements.
 - (C) Supporting staff have a proficiency in English to allow clear communication.
 - (D) Sub-contracted staff are suitability qualified/licensed for the role/task they are supporting and remain free of alcohol and drugs when delivering services.
 - (E) All equipment and vehicles are serviceable, meeting associated safety requirements.

- (F) Vehicles carry medical equipment scaled for remoteness of travel and a full running kit and spare tire.
- (G) Understand protocol requirements and hold the confidentiality of any overheard conversation.
- (H) Provide a journey management plan that covers in-country movement, security provision and emergency actions and mechanisms.
- (I) Provide a security brief prior to each move, covering route, medical support and actions on.
- (J) Additional service / restrictions as outlined in the agreed Task Order.

(c) **Risk Consultancy**

- (A) UKRI needs to have the options to gain bespoke specialist support. This can be achieved on a daily consultancy rate or within the annual subscription. The following options are desired:
 - (B) Medical assessments and planning
 - (C) Security assessments and planning
 - (D) TRM maturity assessment
 - (E) Bespoke risk assessment and scenario planning.

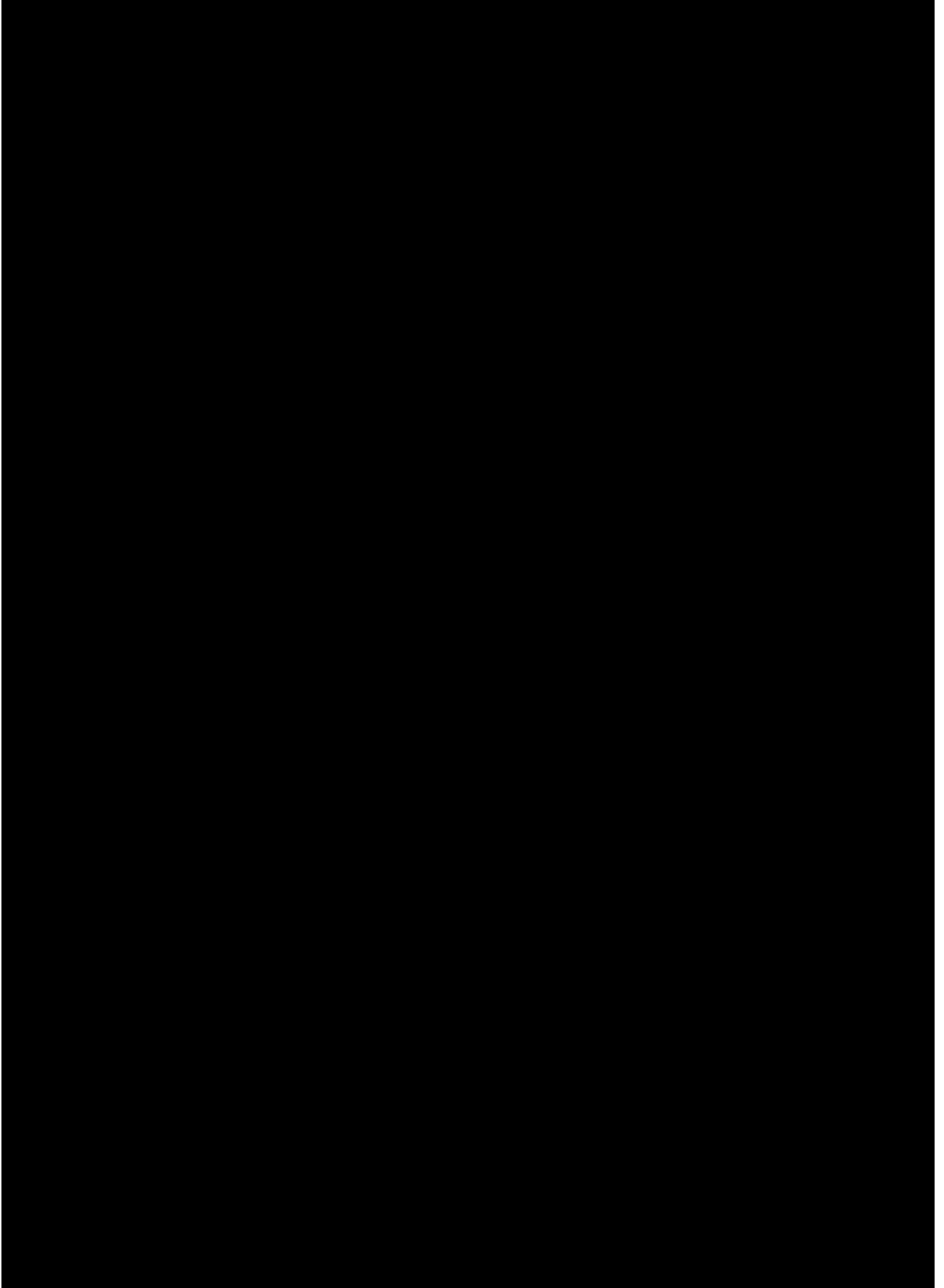
The contract duration shall be for an initial 3 years with optional extensions of 2 years in 1-year increments (3+1+1) from commencement of the Contract.

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Schedule 3 – Charges

- 1 The Charges for the Goods and/or Services shall be as set out in this Schedule 3.



Schedule 4 - Key Personnel

Key Personnel (name and title)	Role in the performance of this Contract

Schedule 5 - Change Control Notice

Contract Reference:					
1. Change Request Number:					
2. Requested amendments to Contract (including reasons):					
2.1 Effective date:					
<p>This change is effective from: _____</p>					
2.2 The Contract Term is amended as follows:					
<p>Original Expiry Date: _____</p> <p>New Expiry Date: _____</p>					
3. Cost impact					
3.1 The Charges are amended as follows:					
	Quantity	Unit cost (£)	Net cost (£)	VAT (£)	Gross cost (£)
Original Contract Value					
New contract Value					
3.2 New Contract terms:					

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Both UKRI and the Supplier agree that they are bound by the terms and conditions set out in this Change Request and, except as set out in this Change Request, all terms and conditions of the Contract remain in full force and effect.

Signed on behalf of

Signed on behalf of

UK Research and Innovation

[insert Supplier's name]

by:

by:

Signature of authorised officer

Signature of authorised person

Name of authorised officer (please print)

Name of authorised person (please print)

Date

Date

Schedule 6 – TUPE

Not used

Schedule 7 – Processing Personal Data

Annex A - GDPR

1. This Schedule shall be completed by UKRI, who may take account of the view of the Supplier, however the final decision as to the content of this Schedule shall be with UKRI at its absolute discretion.
 - 1.1 The contact details of the UKRI's Data Protection Officer are: [REDACTED]
 - 1.2 The contact details of the Supplier's Data Protection Officer are [REDACTED]
 - 1.3 The Supplier shall comply with any further written instructions with respect to Processing by UKRI.
 - 1.4 Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Parties are Independent Controllers of Personal Data</p> <p><i>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <p>(A) UKRI will be Data Controller and the Supplier will be Data Processor for travel passenger and itinerary information provided to the Supplier from UKRI travel management systems.</p> <p>(B) The Supplier will be Data Controller for personal medical and security data provided by individuals directly to the assistance service.</p>
Duration of the Processing	<p>(A) The processing would be for the duration of the contract, currently proposed to be up to five years from date of contract issue.</p> <p>(B) Individual data may be held on a rolling basis according to supplier data archiving and retention policy.</p>
Nature and purposes of the Processing	<p>(A) The processing would include collecting and storing employee data, retrieving the data when they travelled overseas as necessary. The data would be obtained from UKRI direct or through any UKRI travel booking system, held and processed in a software system that manages travel itineraries and has the ability to communicate with employees overseas by email or SMS. The information on this software would be available to the employee and their line manager and the supplier.</p> <p>(B) The processing would involve collecting and use of medical or security information provided to the Supplier directly by an individuals or other third-parties after an individual has contacted the Supplier in need of assistance or advice. Data is provided following explicit consent which may be verbal or written depending on circumstances. Data may be shared with other third parties for the purposes of assisting the individual.</p>
Type of Personal Data	<p>(A) Names, date of birth, passport details, contact numbers and email address. Travel details including dates, flight numbers, and accommodation details.</p> <p>(B) Special Category Personal Data including medical information.</p>

Categories of Data Subject	Employees, students or collaborating researchers from other university or research organisations.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	Some data would be held for the length of the contract. Other data would be held temporarily and deleted on a rolling bass according to agreement with supplier. All data would be deleted following termination of contract, according to supplier data archiving and retention policy.

Schedule 8 – Cyber Security and Security Definitions

The parties shall comply with their obligations at Schedule 8 in relation to the application Cyber Security.

The following definitions shall apply in this Schedule 8

"Cyber Essentials Scheme"	the Cyber Essentials Scheme developed by the British Government which provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats (as may be amended from time to time). Details of the Cyber Essentials Scheme can be found at: https://www.gov.uk/government/publications/cyber-essentials-scheme-overview
"Cyber Essentials Basic Certificate"	the certificate awarded on the basis of self-assessment, verified by an independent certification body, under the Cyber Essentials Scheme and is the basic level of assurance;
"Cyber Essentials Certificate"	Cyber Essentials Basic Certificate or the Cyber Essentials Plus Certificate to be provided by the Supplier as set out in the Award Form
"Cyber Essential Scheme Data"	sensitive and personal information and other relevant information as referred to in the Cyber Essentials Scheme
"Cyber Essentials Plus Certificate"	the certification awarded on the basis of external testing by an independent certification body of the Supplier's cyber security approach under the Cyber Essentials Scheme and is a more advanced level of assurance.
"Breach of Security"	<p>the occurrence of:</p> <p>any unauthorised access to or use of the Goods and/or Services, UKRI sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the UKRI Data) used by UKRI and/or the Supplier in connection with this Contract; and/or</p> <p>the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the UKRI Data), including any copies of such information or data, used by UKRI and/or the Supplier in connection with this Contract,</p> <p>in either case as more particularly set out in the Security Policy where UKRI has required compliance there with in accordance with clause 46.7.</p>
"UKRI Data"	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of UKRI's Confidential Information, and which:

	<p>(a) are supplied to the Supplier by or on behalf of UKRI; or</p> <p>(b) the Supplier is required to generate, process, store or transmit pursuant to the Contract;</p>
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- 46.1 Where UKRI requires that the Supplier provide a Cyber Essentials Certificate and/or be certified as compliant with ISO/IEC 27001 (at least ISO/IEC 27001:2013) by a UK accredited service approved certification body (or is included within the scope of an existing certification of compliance with ISO/IEC 27001 (at least ISO/IEC 27001:2013)) prior to the Commencement Date the Supplier shall provide a valid copy of each such certificate of compliance to UKRI. Where the Supplier fails to comply with this clause 1.1 it shall be prohibited from commencing the provision of Goods and/or Services under the Contract until such time as the Supplier has evidenced to UKRI its compliance with this clause 46.1.
- 46.2 Where the Supplier continues to Process Cyber Essentials Scheme Data during the Term of the Contract the Supplier shall deliver to UKRI evidence of renewal of certification on each anniversary of the first applicable certificate obtained by the Supplier under clause 46.1.
- 46.3 Upon written request by UKRI, the Supplier shall deliver to UKRI evidence of:
- 46.3.1 a valid and current Cyber Essentials Certificate or ISO/IEC 27001 (at least ISO/IEC 27001:2013) certificate before the Supplier Processes any such Cyber Essentials Scheme Data; and
 - 46.3.2 renewal of the valid Cyber Essentials Certificate on each anniversary of the first Cyber Essentials Scheme certificate or ISO/IEC 27001 (at least ISO/IEC 27001:2013) certificate obtained by the Supplier under clause 46.3.
- 46.4 In the event that the Supplier fails to comply with clauses 46.2 or 46.3 (as applicable), UKRI reserves the right to terminate this Contract for material breach pursuant to clause 22.3 (b).
- 46.5 The Supplier shall ensure that each sub-processor and/or Suppliers Associate who Process UKRI Data is certified as compliant with Cyber Essentials Plus or be certified as compliant with ISO/IEC 27001 (at least ISO/IEC 27001:2013) by a UK accredited service approved certification body (or is included within the scope of an existing certification of compliance with ISO/IEC 27001 (at least ISO/IEC 27001:2013)) and provide UKRI with a copy of each such certificate before the same Process UKRI Data.
- 47.1 The Supplier shall (and further ensure any sub-processor) install and maintain Anti-Malicious Software or procure that Anti-Malicious Software is installed and maintained on any part of a system which may process UKRI Data and shall ensure that such Anti-Malicious Software is configured to perform automatic software and definition updates as well as regular scans of the system to check for, prevent the introduction of Malicious Software or where Malicious Software has been introduced into any such system, to identify, contain the spread of and minimise the impact of Malicious Software. If Malicious Software is found, the parties shall cooperate to reduce the effect of the Malicious Software and particularly if Malicious Software causes loss of operational efficiency or loss or corruption of UKRI Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- 47.5 The Supplier acknowledges that UKRI places great emphasis on the reliability of the performance of the Goods and/or Services, confidentiality, integrity and availability of information and consequently on security.
- 47.6 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
- 47.6.1 is in accordance with applicable law and this Contract;
 - 47.6.2 as a minimum demonstrates Good Industry Practice;

- 47.6.3 meets any specific security threats of immediate relevance to the Goods and/or Services and/or UKRI data; and
 - 47.6.4 where specified by UKRI in accordance with clause 47.2 complies with the Security Policy and the ICT Policy.
- 47.7 The references to standards, guidance and policies contained or set out in clause 47.6 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 47.8 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify UKRI of such inconsistency immediately upon becoming aware of the same, and UKRI shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.
- 47.10 The Security Management Plan shall:
- 47.10.1 comply with the principles of security set out in clauses 47.2-47.8 inclusive and any other provisions of this Contract relevant to security;
 - 47.10.2 identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
 - 47.10.3 detail the process for managing any security risks from subcontractors and third parties authorised by UKRI with access to the Goods and/or Services, processes associated with the provision of the Goods and/or Services, UKRI premises and sites and any ICT, Information and data (including UKRI's Confidential Information and the UKRI Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Goods and/or Services;
 - 47.10.4 be developed to protect all aspects of the Goods and/or Services and all processes associated with the provision of the Goods and/or Services, including UKRI premises, sites and any ICT, Information and data (including UKRI's Confidential Information and the UKRI Data) to the extent used by UKRI or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Goods and/or Services;
 - 47.10.5 set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Goods and/or Services and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Goods and/or Services comply with the provisions of this Contract;
 - 47.10.5 set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with the Security Policy as set out in clause 47.2; and
 - 47.10.6 be written in plain English in language which is readily comprehensible to the staff of the Supplier and UKRI engaged in the provision of the Goods and/or Services and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this clause 47.
- 47.11 Within twenty (20) Working Days after the Start Date and in accordance with clause 47.15, the Supplier shall prepare and deliver to UKRI for approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
- 47.12 If the Security Management Plan submitted to UKRI in accordance with clause 47.11, or any subsequent revision to it in accordance with clause 47.15, is approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this clause 47. If the

Security Management Plan is not approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from UKRI and re-submit to UKRI for approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to UKRI. If UKRI does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the clause 33 (Dispute Resolution).

- 47.13 UKRI shall not unreasonably withhold or delay its decision to approve or not the Security Management Plan pursuant to clause 47.11. However, a refusal by UKRI to approve the Security Management Plan on the grounds that it does not comply with the requirements set out in clause 47.10 shall be deemed to be reasonable.
- 47.14 Approval by UKRI of the Security Management Plan or any change to the Security Management Plan shall not relieve the Supplier of its obligations under this clause 47.
- 47.15 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:
 - 47.15.1 emerging changes in Good Industry Practice;
 - 47.15.2 any change or proposed change to the Goods and/or Services and/or associated processes;
 - 47.15.3 where necessary in accordance with clause 47.8, any change to the Security Policy;
 - 47.15.4 any new perceived or changed security threats; and
 - 47.15.5 any reasonable change in requirements requested by UKRI.
- 47.16 Upon written request by UKRI, the Supplier shall provide UKRI with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to UKRI. The results of the review shall include:
 - 47.16.1 suggested improvements to the effectiveness of the Security Management Plan;
 - 47.16.2 updates to the risk assessments; and
 - 47.16.3 suggested improvements in measuring the effectiveness of controls.
- 47.17 Any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with clause 47.15, a request by UKRI or otherwise) shall be subject to clause 37.6.
- 47.18 Any Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- 47.19 Any prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in clause 47.18, the Supplier shall:
 - 47.19.1 immediately use all reasonable endeavours (which shall include any action or changes reasonably required by UKRI) necessary to:
 - 47.19.1.1 minimise the extent of actual or potential harm caused by any Breach of Security;
 - 47.19.1.2 remedy such Breach of Security to the extent possible and protect the integrity of UKRI and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
 - 47.19.1.3 prevent an equivalent breach in the future exploiting the same cause failure; and
 - 47.19.1.4 as soon as reasonably practicable provide to UKRI, where UKRI so requests, full details (using the reporting mechanism defined by the

Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by UKRI.

47.20 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with clause 47.2) or the requirements of this clause 47, then any required change to the Security Management Plan shall be at no cost to UKRI.

47.20 Clauses 46.1, 46.2, 46.3, 46.4, 46.5 and 47.1 shall survive termination or expiry of this Contract.

Schedule 9 – Catalogue of services

