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- ICF Consulting Services Limited
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Contract Number: CPD/004/109/061

2 March 2015

CONTRACT AWARD LETTER

CONTRACT FOR AN EVALUATION OF THE FAIR CHANCE FUND – A PAYMENT BY RESULTS SCHEME FOR HOMELESS YOUNG PEOPLE

1. The documents listed below form a binding contract (the “Contract”) between ICF Consulting Services Limited with offices at - (the “Contractor”) and the Secretary of State for the Department for Communities and Local Government (“DCLG”):
 - (i) this contract award letter;
 - (ii) the specification set out at Annex A;
 - (iii) the conditions of contract (Parts A & D (read together)) set out at Annex B;
 - (iv) the price schedule set out at Annex C;
 - (v) the travel and subsistence expenses for contracts set out at Annex D; and
 - (vi) the Contractor’s tender set out at Annex E.
2. In the event of conflict between any of the documents forming the Contract, the conflict shall be resolved by giving precedence to the documents in the order set out above.
3. In consideration of the full and proper performance by the Contractor of this Contract and subject to the other terms of this Contract, DCLG shall pay the prices, rates and expenses specified in the price schedule.

Contract Term

4. Subject to any termination provisions within the Contract, the term of the Contract shall commence on **2 March 2015** (the “Effective Date”) and shall terminate on **31 July 2018**.

There will a pause in the contract following the initial scoping stage to consider the options for the remainder of the contract.



Department for
Communities and
Local Government

5. DCLG reserves the right to break the Contract at no additional cost at the following break points by giving the Contractor not less than 1 months written notice:

- Receipt of the first interim report at the end of 2015.

Prices and Invoicing

6. The firm pricing for the term of the Contract is set out in Annex C.
7. All invoices are to be submitted to FSSD CIP Team, -.
8. Invoices must quote DCLG's contract number, purchase order number and an appropriate description. Failure to do so may result in a delay in payment for which DCLG cannot be held responsible.
9. Invoices must also quote DCLG's vendor number. If the Contractor has not received a vendor number, the Contractor should complete a SAP7B form (available on request) and send it to DCLG's Commercial Representative.

Contract Representatives

10. DCLG's representatives for this Contract are:

Commercial Representative:

- London Managed Service
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Contract Manager:

- Neighbourhoods Analysis
Department for Communities and Local Government
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Department for
Communities and
Local Government

11. The Contractor's representatives for this Contract are:

Commercial Representative:

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- ICF International
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Contract Manager:

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- ICF Consulting Services Limited
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12. The Contractor's Key Personnel are as follows:

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Tax

13. DCLG may consult Her Majesty's Revenue and Customs (HMRC) for advice as to whether Schedule D or E tax applies to payments made under this Contract. The decision will be based upon the content of the Contract. Copies of the Contract may be submitted to HMRC. As there may be some delay before the decision is made, it may be necessary for DCLG to deduct tax from early payments under the Contract. Such tax will be refunded if HMRC advise that Schedule D tax applies.



Department for
Communities and
Local Government

Premises

14. The Premises where the Services are to be performed is as follows:

ICF Consulting Services Limited

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Execution

15. The Parties have executed and delivered this Contract as of the Effective Date.

Signed _____

Signed _____

Name _____

Name _____

Position _____

Position _____

Date _____

Date _____

for and on behalf of the
Secretary of State for
Communities and Local Government

for the Contractor

Please confirm acceptance of this Contract as soon as possible by signing and returning this document to:

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London Managed Service
Crown Commercial Service
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**SPECIFICATION OF REQUIREMENTS FOR AN
EVALUATION OF THE FAIR CHANCE FUND;
A PAYMENT BY RESULTS SCHEME FOR
HOMELESS YOUNG PEOPLE**

Department of Communities and Local Government

Revised – January 2015



Introduction

1. The Department for Communities and Local Government, (DCLG) has commissioned an evaluation of the Fair Chance Fund, a payment by results pilot for young homeless people.

Background

2. The Fair Chance Fund¹ ('the Fund') is a £15million payment by results pilot funded by social investment. It was announced by DCLG and the Cabinet Office in February 2014 and will run over a period of three years from January 2015 to December 2017. The Cabinet Office is contributing £5million of funding to the £15million through their Social Outcomes Fund.
3. The Fund aims to improve accommodation, education and employment outcomes for a group of young, NEET,² homeless people who are not in priority need under the homelessness legislation but have a range of support needs and other difficulties which make it hard to successfully accommodate them in supported accommodation or elsewhere. (The eligibility criteria for young people participating in the Fund are included in Appendix B)
4. The Fund is designed to stimulate innovative approaches which can be built on and replicated in the future and address problems that could otherwise lead to long term benefit dependency, health problems and increased crime.
5. The Fund will operate on a payment by results basis with up front service costs wholly or partially funded by social impact bonds. Providers delivering the Fund will only receive a payment for outcomes achieved, (up to a maximum tariff for each young person, and a maximum total payment for each provider). Social investors provide up front funding for interventions, on the basis that they are repaid when outcomes are achieved. It is one of the aims of social impact bonds that smaller organisations are able to deliver interventions on a payment by results basis by transferring the risk of making up front investment from the provider to the investor.
6. Payment by results and social impact bonds are a relatively new approach to delivering services in this policy area, and have never been tested in delivering services for this group of young homeless people. The overarching objective of the evaluation will therefore be to provide evidence of the success or otherwise of this innovative financing model for homeless young people in order to inform future use of this approach.

¹ <https://www.gov.uk/government/publications/fair-chance-fund-full-bid-specification-and-application>

² Not in Education, Employment or Training



7. Seven providers have been selected through a competitive bidding process to deliver the objectives of the Fund. Providers include voluntary sector organisations and housing associations, and are located throughout England. Outcome payments will be made through a grant agreement. Providers will not be tied to a fixed service model, but will have substantial freedom to innovate according to individual needs and based on ongoing learning about what works as the project progresses. However, most of the successful bids include some key elements of service provision including intensive tailored support, continuity of engagement with each individual from a named worker, support to access and maintain accommodation, achieve qualifications and enter and sustain employment and/or volunteering.

Policy objectives

8. The Fair Chance Fund has two key objectives:
- Objective 1 – To deliver support to help young homeless people not in employment, education or training, helping them to achieve positive accommodation, education and employment outcomes. (The scheme is specifically aimed at assisting young people, who would otherwise be likely to fall through the net of service provision due to their complex issues).
 - Objective 2 - Support the development of the social investment market and the capacity of smaller delivery organisations to participate in payment by results schemes
9. Overall, the scheme is projected to support 1,600 young people, with each provider helping between 137 and 340 clients. The estimated outcomes to be achieved by the Fund overall are as below:

Assessment	Accommodation	Education	Volunteering	Employment
Initial assessment: 1590	Moves in: 1429	Entry into: 892	6 weeks: 418	Entry into: 564
Third assessment: 1224	Sustained for 18 months: 1003	NVQ level 2 or apprenticeship: 216	Sustained for 26 weeks: 54	Sustained for 26 weeks: 209



Evaluation aims and objectives for this contract

10. There is currently limited evidence on what works to support this cohort of young homeless people into accommodation, training and employment and on whether a payment by results with social investment model of service delivery can be effective in this context. The evaluation covered in this specification therefore aims to provide a comprehensive assessment of whether this type of Government intervention is effective at improving outcomes for this group of young people.
11. There are a number of key research objectives to be addressed by this evaluation (Appendix A details the research questions under these objectives):
 - a. Assess how, why and under what circumstances the Fair Chance Fund 'works' by assembling robust evidence on the process issues associated with the implementation and operation of the Fund and identify lessons learnt for any future extension of the model.
 - b. Identify the impact of the Fair Chance Fund over and above what would have happened in the absence of the intervention;
 - c. Identify the value for money of the Fair Chance Fund

Scope/Requirement

12. This evaluation will need to provide a comprehensive account of the contextual factors and processes underlying the potential success of the Fair Chance Fund. In particular DCLG requires the evaluation to include the following main elements as a *minimum*:
 - a. A process evaluation of the Fair Chance Fund, drawing on qualitative and quantitative data.
 - b. A scoping report to establish the feasibility of quantifying the impact of the Fund using a quasi-experimental methodology.
 - c. An evaluation of the impact of the Fund using the methodology agreed following the scoping stage.
 - d. A value for money assessment of the Fair Chance Fund.
16. The evaluation will commence in March 2015 and run until July 2018. Although the Fair Chance Fund pilot is due to end in December 2017, the evaluation will run for 6 months after pilot end, to allow for time lag of outcome payments (final payments from the Fund are due to be made in March 2018).



17. The Contractor has set out in their tender document proposals for evaluating the impact of the Fund using a quasi-experimental research design. The technical feasibility of these proposals will be tested during a scoping stage which will form the first deliverable and should comprise of the following components:
 - a. A Rapid Evidence Assessment to set the evaluation in context and identify studies of relevance to determine expected impact of the Fair Chance Fund.
 - b. A refined and finalised work plan for the process evaluation including, detailed research questions, fieldwork timetable, and framework for analysis of management information data collected by providers. If any additional management information is required for the evaluation, this should also be highlighted.
 - c. A map of the inputs of the Fair Chance Fund interventions and the desired outcomes to assess whether a logic model linking the intervention to outcomes can be supported.
 - d. A detailed assessment of the feasibility of quantifying the impact of the Fund using a quasi-experimental methodology, and recommended approach.
 - e. A refined methodology for assessing the value for money of the Fund, informed by the conclusions of the impact feasibility scoping exercise.
18. Following receipt of the scoping report there will be a pause in the Contract to allow DCLG and Cabinet Office to consider the recommended methodological approach to the evaluating the impact of the Fund and any changes to the value for money assessment. In the Pricing Schedule, the Contractor has detailed both the costs of carrying out a quasi-experimental impact evaluation (Option A) and the costs of carrying out an assessment of impact using qualitative methods (Option B). Option B will only be required if the scoping stage concludes that quantification of impact (Option A) is not feasible for methodological reasons, and that a value for money assessment will required as a minimum under both options.
19. A contract break clause will be included to allow DCLG and Cabinet Office to terminate the contract following receipt of the first interim report at the end of 2015. If at this stage there is felt to be limited value for money in proceeding with the remainder of the evaluation then the break clause will be used. For example, if there is significant under delivery by service providers or insufficient through put of young people to justify further evaluation.



Approach/research methods

20. The Contractor has set out their proposed methodological approach to address the aims and objectives of the research taking into account the scope and requirements highlighted above including a full justification of the proposed methods to address the research objectives.
21. DCLG are open to innovative proposals from the Contractor as to how they would proceed with each of the components of the evaluation.

Process evaluation

22. The Contractor has provided a well-developed proposal for the process evaluation element in their bids. The process evaluation should employ a multi-method approach including both quantitative and qualitative data collection methods.
23. Fund service providers will collect management information on clients participating in the Fund, and this will include name, date of birth and national insurance number, as well as basic demographic information. The data will be held by DCLG and anonymised data will be made available to the Contractor selected as the evaluator on a quarterly basis. As the data will include unique identifiers, it is also possible that this management information data could be matched with administrative data sources in order to measure wider outcomes, relating to health, offending and benefits claims.
24. The views and perspectives of all key actors, including (but not restricted to) service providers, investors and local authorities should be gathered by the Contractor over the duration of the Fund. It is also expected that the process evaluation should include a significant, qualitative, longitudinal element with a sample of clients, including some of those who do not sustain their accommodation and do not maintain contact with service providers. This will be challenging and the Contractor has included how they intend to mitigate the risks of attrition in their risk register. The Contractor has also provided details of their sampling strategy for this element of the research.
25. The Contractor has set out their approach to working with vulnerable homeless clients. This includes evidence of previous experience of working with this group or other vulnerable people. Consideration has been given to issues likely to act as a barrier for clients' full participation in the evaluation and reasonable steps taken to address these.



Scoping stage and impact evaluation

26. The Contractor has included within their bid proposals for quantifying the impact of the Fund against a counterfactual scenario of 'treatment as usual'.
27. One possible avenue to explore is the potential for identifying a comparison group at the point at which young people are referred to providers by the local authority. If some young people are eligible but not referred, it may be possible to use this group as a control if outcomes can be tracked using administrative data and selection bias modelled. It should be noted that all client referrals will have to have been made within the first year of the programme (by December 2015).
28. A scoping stage will be required following award of contract to establish the feasibility of proposals detailed in bids, and the Contractor has set out how this will be undertaken. It is expected that the scoping exercise will require detailed discussions with providers and referring local authorities and exploration of administrative data sources. The Contractor has detailed the criteria to be used to determine the feasibility of a quasi-experimental impact evaluation, for example, the size of the cohort, potential effect size and the feasibility of identifying an appropriate control group.
29. The Contractor has included within their bid an outline of how the impact of the Fund would be explored using qualitative methods in the event that a quasi-experimental method is not found to be feasible. This includes methods for exploring the likelihood that client outcomes achieved are additional to those that would have been achieved otherwise. Costs of this alternative approach have been set out under 'Option B' in the Price Schedule (see paragraph 18).

Value for Money

30. The Contractor has also set out their approach to quantifying the costs of the Fair Chance Fund cohort to the public purse and estimating any changes/reductions to those costs as a result of the Fund.

Consent

31. Informed consent from participating young people will be sought by providers of the Fund at the point at which young people are referred to them by the local authority. This will include consent for their management information data to be shared with evaluators and for their unique identifiers to be matched with government administrative data. Evaluators will need to liaise with fund providers to arrange and obtain informed consent for participation in any qualitative research.



Deliverables/Outputs

32. The Contractor will be required to provide the following outputs at stages identified in the project timetable below (these will be set out in more detail during the initial set up meeting with DCLG):
- a. An initial scoping report adhering to the requirements (set out above in paragraph 17) within six weeks of award of contract;
 - b. Samples of all research tools to be used in the study, drafts of which will be approved by DCLG, and where relevant the evaluation Steering Group, prior to use in the field;
 - c. Written progress and emerging finding briefings at relevant intervals in the timetable to be agreed with the Contractor which detail progress against objectives, raise any difficulties and detailed mitigation of these;
 - d. Draft and final interim reports at the end of 2015 and 2016;
 - e. A synthesis report bringing all strands of the research together in a final report six months after the end of the programme (July 2018). The final report will be aimed at a number of different audiences including commissioners and providers of services targeted at vulnerable people and central Government;
 - f. The final report should also include a concise and free-standing summary of the key findings and outcomes of the evaluation.
 - g. All written outputs should be in plain English, be quality assured and proof read by the Contractor before submission to DCLG and adhere to DCLG's style guide/publication template (attached as Appendix D).
 - h. Presentations to the evaluation Steering Group will be expected at key stages throughout the evaluation period.



Project plan/programme of work

33. The Contractor has provided a project plan with a timetable in support of their programme of work. This is accompanied by a breakdown of the resources in person days allocated to each task, identifying the contribution of key team members (resource profile).
34. The Contractor has submitted a programme of work that meets the aims and objectives of the research. DCLG will make payments following DCLG's acceptance of following key milestones:-

Milestones / Deliverables
Initial Scoping Report (inc. presentation to Steering Group) (Apr 2016)
Progress Report Update Report (July 2015)
Submission of Interim Report for 2015/16 (Dec 2015) (inc. presentation to Steering Group in Jan 2016)
Submission of Progress Report (July 2016)
Submission of Interim Report for 2016/17 (Dec 2016) (inc. presentation to Steering Group in Jan 2017)
Submission of Progress Report (Sept 2017)
Submission of Final Report (June 2018)
Presentations to Steering Group and Ministers (July 2018)

35. The Contractor has provided a clear project plan/programme of work including the following:
- A timeline of activities;
 - Proposed research methods;
 - Clear statements about where and how data will be collected including potential sampling proposals;
 - The type of data that will be collected and outline plans for analysis;
 - Details of how the research will be project managed and quality assured, (including who will be accountable for reviewing outputs before they are submitted to DCLG), and collection and storage of potentially sensitive personal information;
 - A risk register.



36. The table below sets out the key dates involved in the overall project timetable. To note dates following contract award are subject to slight alteration but the Contractor has proposed how they will fulfil the detailed programme of work.

Task	Date
Anticipated contract award and project start date	23 Feb 2015
Anticipated set up meeting with DCLG contract manager and policy lead	27 Feb 2015
Submit scoping/feasibility report	6 weeks after project start
<i>Presentation to Steering Group on scoping/feasibility stage</i>	April 2015
<i>-Contract pause-</i>	
Submit progress update report	July 2015
Submit draft interim report (to be finalised after Steering Group reviewed)	December 2015
<i>Presentation to Steering Group</i>	January 2016
<i>-Contract break clause consideration-</i>	
Submit progress update report	July 2016
Submit draft interim report (to be finalised after Steering Group reviewed)	December 2016
<i>Presentation to Steering Group</i>	January 2017
Submit progress report	September 2017
Submit draft final report (to be finalised after Steering Group reviewed)	June 2018
<i>Presentation to Steering Group</i>	July 2018
<i>Presentation to Ministers</i>	July 2018

Contract management arrangements

37. The Contractor has stated the name of the designated project manager who will be personally responsible and accountable for the overall project as well as the project officer who will have day to day responsibility. It is expected that the project officer will attend and take a leading role in any tender clarification interview.
38. The Contractor has made arrangements with appropriate sub-contractors or partners if their own team does not include staff with the full range of skills, experience and knowledge required to undertake the study. Full details of any proposed partners or sub-contractors are provided.



39. Day to day liaison with the Contractor will be with the DCLG contract manager, a professionally trained government social researcher who will work collaboratively with the Contractor to design, develop and deliver the work, and act as a conduit between the Contractor and policy colleagues. The DCLG contract manager will be closely involved in all stages of the research and will expect regular and accessible contact and consultation with the Contractor's project officer.
40. The evaluation will be overseen by a steering group made up of key representatives from relevant government departments and voluntary and community sector organisations. The Contractor should expect to attend up to five meetings with the steering group during the course of the evaluation.

Data security and storage

41. The Contractor has set out how personal data will be transferred and stored securely, noting the requirements set out in Appendix C.

Standards and Ethics

42. The responsibility for the ethical conduct of the research lies solely with the Contractor. The Contractor has set out any potential ethical issues presented by this evaluation and what appropriate arrangements for ethical scrutiny will be in place to ensure the day-to-day management of these risks. This includes putting in place adequate data protection procedures in relation to data security, transfer and sharing and confidentiality procedures.
43. The commissioning and management of the research should be carried out in accordance with the Government Social Research ethics. The checklist can be found at: http://www.civilservice.gov.uk/wp-content/uploads/2011/09/gsr_ethics_checklist_tcm6-7326.pdf



Appendix A – Key research questions

Process evaluation: This strand should assess how, why and under what circumstances the Fair Chance Fund ‘works’ by assembling robust evidence on the process issues associated with implementation and operation. Research questions should include but are not restricted to:

1. How has the mechanism for referring young people to providers delivering the fund worked in practice, and has the number, and profile, of referrals been as anticipated? Were there challenges in identifying the cohort?
2. What is the socio-demographic profile of young people referred? Are there any groups/types of young people local authorities have chosen not to refer?
3. What are local authority’s views of what services would have been available for this group of homeless young people in the absence of the Fund? Was there any overlap with, or displacement of, existing public services?
4. To what extent have accommodation, education and employment outcomes achieved met with initial expectations/targets? Which outcomes have been more challenging to deliver, and why?
5. To what extent have clients experienced other positive outcomes, such as improved mental or physical health, and reduced offending and/or substance abuse?
6. What are provider’s views of which types of interventions have been more or less effective?
7. Was the design of interventions based on evidence of what works? Were providers responsive to emerging evidence from the evaluation and learning from other providers? Did their delivery model change during the life of the Fund?
8. What have been young people’s experiences of the interventions delivered? What were their circumstances before they were referred to providers delivering the fund? What are their expectations of the future?
9. If clients did not engage, or dropped out, why was this, and what other services/support are they accessing (if any)?
10. How has the payment by results model worked in practice? Have there been any perverse incentives? Has the approach led to innovation?



11. Did the achievement of the outcomes in the rate card best achieve the long term objectives of the fund (to help people into sustainable housing and work)?
12. What are investor's views of the way in which the Fund is operating? What were their motivations for investing in the Fund? Have they seen the returns they expected?
13. What sort of performance management levers did the investor hold? Did the investor provide all the required capital or did the provider (or a third party) also provide some?
14. Was a project manager outside of the provider employed by the investor/Special Purpose Vehicle? How did this work?
15. Which elements of the Fair Chance Fund appear to be the most successful and how could resources be best targeted in any future roll out?
16. What are the lessons learnt for future payment by results and social impact bond approaches in the context of homelessness and employment, education and training interventions?
17. Would local authorities be interested in paying for these services in the future?

Impact evaluation: This strand should seek to establish the impact of the Fund over above what would have happened in the absence of the Fund. Research questions should include but are not restricted to the following listed below (to note if the following cannot be assessed quantitatively then the Contractor will need to provide a qualitative assessment of the below):

1. What has been the impact of the Fund overall on clients' accommodation, education and employment outcomes?
2. What has been the impact of the Fund overall on clients' wider outcomes (such as health, offending)?
3. To what extent were the outcomes achieved attributable to Fair Chance Fund interventions?
4. Which interventions have been most effective, and for which types of young people?



Value for Money assessment: Is the Fair Chance Fund value for money?

This strand should seek to compare the costs of the Fund against any cost benefits to the Exchequer and society resulting from the Fund. Research questions should include, but are not restricted to:

1. What have been the costs of implementing and delivering the Fair Chance Fund and how do they compare to the outcomes generated?
2. Have tariffs been set at an optimal level?
3. Has the Fair Chance Fund led to any net additional cost savings to the exchequer and society (e.g. reduced out of work benefit claims, improved health/reduced substance abuse)
4. What is the benefit cost ratio of the Fund?



Appendix B – Eligibility criteria for young people participating in the Fund

Fair Chance Fund providers can only claim outcome payments for young people who meet **all** of the following criteria:

- Aged 18-24 (21 and over if they are care leavers)
- Not in employment, education or training
- Homeless as defined in the homelessness legislation but not in priority need under that legislation*.
- A priority for local authority support but unable to be accommodated in a supported housing scheme due to e.g.
 - Previous difficulties in, or eviction from, supported accommodation indicating that available supported housing provision is unlikely to succeed;
 - Security issues e.g. for young people involved in gangs or those who have committed serious offences;
 - Their needs are deemed too high/complex to manage within a supported housing scheme because of e.g. substance misuse, significant mental health issues, low/medium learning disability or personality disorders but not reaching the threshold for Adult Social Care services;
 - Lack of specialist supported accommodation

* Young people who are in priority need under the homelessness legislation but found to be intentionally homeless can be assisted through the Fair Chance Fund at the discretion of the local authority.



Appendix C – Personal data security requirements

The evaluation will require the acquisition, transfer and analysis of sensitive personal data on young people. This data must be kept in accordance with the Data Protection Act and tenderers should provide evidence that they have the appropriate processes in place to ensure compliance with the Act. The Contractor has included the necessary assurances that all such data can and will be securely processed and stored and included a clear technical explanation of how its organisation's systems meet the necessary security standards.

The Contractor has stated whether they have ISO2701 certification, or plan to achieve it, and if so provided evidence or specified the date by which certification will be achieved.

The Contractor has stated whether they have Cyber Essentials certification, or plan to achieve it, and if so provided evidence or specified the date by which certification will be achieved. For further information on Cyber Essentials certification, please see: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

The data required for the evaluation are classified as OFFICIAL but will contain sensitive personal data. Please refer to the Cabinet Office Security Policy Framework for more information on the classification: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf

All costs must include the processing and storage of data to the required security level.



Appendix D - DCLG Publication Template/Style Guide

Text layout

Chapter 1 (Arial 28pt) (Chapter number)

2 spaces

(Chapter title)

Introduction (Arial 24pt bold)

2 spaces

The policy context (Arial 18pt) (level 1 header)

1 space

- 1.1 Local authorities' obligation to prevent as well as respond to homelessness is longstanding, both in law and in good practice. Ever since the Housing (Homeless Persons) Act 1977, authorities have been legally required to assist people threatened with homelessness (and classed as 'in priority need') by taking reasonable steps to prevent them from losing: (Arial 12pt – this must be the minimum font size used for all body text)

- existing accommodation
- existing accommodation
- existing accommodation

(level 2 header)

The effectiveness of homelessness prevention (13pt bld)

1 space

- 1.1 Local authorities' obligation to prevent as well as respond to homelessness is longstanding, both in law and in good practice. Ever since the Housing (Homeless Persons) Act 1977, authorities have been legally required to assist people threatened with homelessness (and classed as 'in priority need') by taking reasonable steps to prevent them from losing:

HOMELESSNESS (11pt bld) (level 3 header)

Local authorities' obligation to prevent as well as respond to homelessness is longstanding, both in law and in good practice. Ever since the Housing (Homeless Persons) Act 1977, authorities have been legally required to assist people threatened with homelessness (and classed as 'in priority need') by taking reasonable steps to prevent them from losing:

Homeless (12pt italic) (level 4 header)



PART A - GENERAL CONDITIONS OF CONTRACT

- A1. Definitions
- A2. Interpretations
- A3. Warranties and Representations
- A4. Status of Contract
- A5. Amendments and Variations
- A6. Contract Prices
- A7. Recovery of Sums Due
- A8. Indemnities
- A9. Intellectual Property Rights Indemnity
- A10. Insurance
- A11. Force Majeure
- A12. Corrupt Gifts and Payments
- A13. Discrimination
- A14. Third Party Rights
- A15. Environmental Requirements
- A16. Notices
- A17. Confidentiality
- A18. Official Secrets Act
- A19. Data Protection
- A20. Production and Retention of Documentation
- A21. Freedom of Information
- A22. Right to Publish and Publicity
- A23. Termination on Change of Control and Insolvency
- A24. Termination on Default
- A25. Consequences of Termination and Expiry
- A26. Dispute Resolution
- A27. Continuation of Contract in Event of Disputes
- A28. Transfer and Sub-Contracting
- A29. Severability
- A30. Waiver
- A31. Conflicts of Interest
- A32. Additional Claims
- A33. Governing Law
- A34. Entire Contract

A1. DEFINITIONS

In the Contract the following words shall have the following meanings unless the context requires otherwise:

“DCLG” means the Secretary of State for the Department for Communities and Local Government;

“Commercial Representative(s)” means the representative(s) of each Party for all commercial matters as named in the Contract;



"Confidential Information" means all information which has been designated as confidential by either Party in writing or that ought reasonably to be considered as confidential (howsoever it is conveyed and stored), including commercially sensitive information, information which relates to the business, affairs, properties, assets, trading practices, developments, trade secrets, Intellectual Property Rights, know-how, personnel, customers and suppliers of either Party and all personal data and sensitive personal data within the meaning of the DPA, together with all information derived from the above;

"Contract" means the contract between DCLG and the Contractor consisting of these Conditions of Contract and any other terms and conditions, schedules or documents (or parts thereof) specified by DCLG;

"Contract Manager(s)" means the representative(s) of each Party who manages the Contract, whose appointment and contact details shall be notified to the other Party in writing;

"Contractor" means the individual, firm or company with whom DCLG enters into the Contract;

"Contractor's Personnel" means all persons employed by the Contractor to perform the Contract together with the Contractor's servants, agents and sub-contractors used in the performance of the Contract;

"Day" means calendar day unless otherwise defined;

"DPA" means the Data Protection Act 1998 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;

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

"FOIA" means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;

"Force Majeure" means any event or occurrence, beyond the Party's reasonable control, which is not attributable to any act or failure to take preventative action by the Party concerned including governmental regulations, fire, flood, acts of terrorism, war, pandemic or any other disaster. It does not include any industrial action occurring within the Contractor's organisation or within any sub-contractor's organisation;

"Information" has the meaning given under Section 84 of the FOIA;



“Intellectual Property Rights” means patents, inventions, trade marks, service marks, logos, design rights (whether registrable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights and other similar rights or obligations whether registrable or not in any country and the right to sue for passing off;

“Material Breach” means any fundamental breach of a term of this Contract or breach of a fundamental term of the Contract;

“Party” means a party to the Contract and “Parties” shall be construed accordingly;

“Persistent Breach” means any breach of the Contract continuously for 30 Days or more or a breach of the Contract that occurs on more than one occasion and for the avoidance of doubt includes inadequate performance;

"Requests for Information" shall have the meaning set out in FOIA or any apparent request for information under the FOIA or the Environmental Information Regulations.

A2. INTERPRETATIONS

- A2.1 The Conditions of Contract shall take precedence over the other documents forming the Contract unless such documents include an express statement to the contrary.
- A2.2 Unless the context requires otherwise, the masculine includes the feminine and the neuter and vice versa.
- A2.3 Unless the context requires otherwise, the singular includes the plural and vice versa.
- A2.4 The words “include”, “includes” and “including” are to be construed as if they were immediately followed by the words “without limitation”.
- A2.5 Reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent statute, enactment, order, regulation or instrument or as contained in any subsequent re-enactment thereof. In the case of a statute or statutory provision, the reference shall also be construed as a reference to all subordinate legislation made under such statute or statutory provision.
- A2.6 Reference to any person shall include all legal persons of whatever kind and however constituted.
- A2.7 Reference to a Condition is a reference to the whole of that Condition unless stated otherwise.



- A2.8 Reference to a Clause or Sub-Clause is a reference to a paragraph within a Condition unless stated otherwise.
- A2.9 The headings to the Conditions are included for ease of reference and shall not affect their interpretation.

A3. WARRANTIES AND REPRESENTATIONS

- A3.1 Without prejudice to any other warranties expressed in the Contract or implied by law the Contractor warrants and represents that:

A3.1.1 it has full capacity and authority and all necessary consents, including where required the consent of its parent company, to enter into and to perform the Contract and that the Contract is executed by a duly authorised representative of the Contractor;

A3.1.2 the Contract shall be performed in compliance with all applicable laws, enactments, orders, regulations and other similar instruments;

A3.1.3 it shall discharge its obligations hereunder with all due skill, care and diligence and in accordance with good industry practice;

A3.1.4 it owns, has obtained or shall obtain all the consents, licences, permits and approvals necessary for the Contractor to perform its duties under the Contract and shall comply with the terms of any such consents, licences, permits and approvals at all times. The cost of such consents, licences, permits and approvals shall be borne solely by the Contractor;

A3.1.5 the Contractor is not in default in the payment of any due and payable taxes or in the filing, registration or recording of any document or under any legal or statutory obligation or requirement which might have a material adverse effect on its business, assets or financial condition or its ability to observe or perform its obligations under this Contract.

A4. STATUS OF CONTRACT

- A4.1 Nothing in the Contract shall be construed as or have the effect of creating a partnership, a contract of employment or a relationship of principal and agent between the Contractor or the Contractor's Personnel and DCLG.
- A4.2 The Contractor shall not (and shall procure that the Contractor's Personnel do not) say or do anything that might lead any other person to believe that the Contractor or the Contractor's Personnel are acting as the partner, employee or agent of DCLG.



- A4.3 The Contractor shall not (and shall procure that the Contractor's Personnel do not) hold themselves out as having authority to bind DCLG unless specifically permitted in writing by DCLG's Commercial Representative.

A5. AMENDMENTS AND VARIATIONS

- A5.1 No amendment or variation to the Contract involving a change in rates or prices shall be valid unless it has first been agreed in writing or via email by both Commercial Representatives of the Parties in accordance with any change control procedures set out in the Contract. Any other amendment or variation to the Contract shall be valid once agreed in writing by both Contract Managers of the Parties. Anything undertaken by the Contractor which is not authorised by the Contract, or any agreed amendment thereto, shall be undertaken at the sole risk of the Contractor. In the event of an amendment or variation being agreed the Contract rates and prices shall be subject to a fair and reasonable adjustment to be agreed between the Parties and recorded in writing.

A6. CONTRACT PRICES

- A6.1 In consideration of and subject to the full and proper performance by the Contractor of its obligations under the Contract DCLG shall pay to the Contractor the rates, prices and any expenses specified in the Contract.
- A6.2 All rates and prices are exclusive of Value Added Tax (VAT). If appropriate, VAT will be added at the relevant rate and will be shown as a separate net item on each invoice submitted.
- A6.3 Except where otherwise provided in the Contract, the amount payable to the Contractor for the performance of the Contract shall be inclusive of all costs, including but not limited to staff, facilities, equipment, materials and all other expenses incurred by the Contractor in discharging its obligations under the Contract.
- A6.4 Invoices shall be submitted to the invoice address specified in the Contract.
- A6.5 All pricing on all documentation including but not limited to any invoices shall be quoted in Sterling.
- A6.6 DCLG will make payment by BACS within 30 Days of receipt of a valid invoice or the date the invoice was due whichever is the later save where the invoice is disputed or where the Contractor fails to submit information in accordance with Clause A6.7 below. Payments arising under the Contract shall be made in Sterling. Late payment shall not constitute a fundamental breach of the Contract.
- A6.7 The Contractor will submit to DCLG such records as DCLG may reasonably require to enable DCLG to verify the information and the amounts referred to in that invoice.



- A6.8 Where the Contractor enters into a sub-contract for the purpose of performing its obligations under the Contract, it shall cause a term to be included in such sub-contract which requires payment to be made by the Contractor to the sub-contractor within a specified period not exceeding 30 Days from receipt of a valid invoice as defined by the sub-contract.
- A6.9 In the event that the United Kingdom joins the Economic and Monetary Union (and provided always that the exchange rate for conversion between Sterling and the Euro has been fixed), DCLG shall at any time thereafter upon one month's notice to the Contractor, be entitled to require the Contractor at no additional charge to convert the rates, prices and expenses from Sterling into Euros (in accordance with EC Regulation number 1103/97). The Contractor shall thereafter submit valid invoices denominated in Euros.
- A6.10 Any statute, enactment, order, regulation or other similar instrument not existing or any statute, enactment, order, regulation or other similar instrument modified which the Contractor would not have the opportunity to consider at the time of formulating its rates and prices and which is not reasonably foreseeable, may, at the discretion of DCLG cause the rates and price(s) to change.
- A6.11 In performing its obligations under the Contract, the Contractor is prohibited from taking or seeking to take advantage of any particular taxation regime (including the use of any offshore tax haven) which will or may enable the Contractor to avoid liability for any taxation in the United Kingdom. In the event that the Contractor or the Contractor's Personnel or anyone acting on the Contractor's behalf (with or without its knowledge) breaches this Clause DCLG reserves the right to terminate the Contract by notice in writing with immediate effect and recover from the Contractor any loss resulting from such termination including the administrative costs of re-tendering the requirement and any difference in the rates or prices which DCLG may have to pay to a new contractor where such rates or prices are higher than the rates or prices payable under the Contract.

A7. RECOVERY OF SUMS DUE

- A7.1 Without prejudice to DCLG's other rights and remedies wherever any sum of money is recoverable from or payable by the Contractor, that sum may be deducted from any sum then due, or which at any later time may become due, to the Contractor under the Contract or under any other agreement or contract with DCLG or with any other government department, office or agency.

A8. INDEMNITIES

- A8.1 Subject to Clause A8.2 and without prejudice to any rights or remedies of DCLG the Contractor shall indemnify and keep indemnified DCLG, its servants and agents fully against all actions, claims, proceedings, damages, legal costs, expenses and any other liabilities whatsoever incurred by or made against DCLG, its servants or agents in respect of any loss or damage or personal injury (including death) arising out of, in respect of or in connection with the Contract.



A8.2 If:

- (a) all other contractors, sub-contractors or advisers engaged in connection with the performance of the Contract have provided contractual undertakings on terms no less onerous than those set out in these Conditions to DCLG in respect of the carrying out of their obligations; and
- (b) all such other contractors, sub-contractors or advisers have paid to DCLG such sum as it would be just and equitable for them to pay having regard to the extent of their responsibility for the loss and damage

the liability of the Contractor under Clause A8.1 shall be limited to £5,000,000 per annum.

A8.3 The indemnity contained in Clause A8.1 shall not apply to the extent that the loss, damage or personnel injury (including death) is caused by the negligent or wilful act of DCLG, its servants or agents.

A8.4 The Contractor shall indemnify and keep indemnified DCLG, its servants and agents fully against any tax, national insurance contributions or similar impost in respect of the Contractor's Personnel.

A8.5 DCLG undertakes not to make any claims against the Contractor's Personnel. The Contractor is vicariously liable for the actions of the Contractor's Personnel.

A9. INTELLECTUAL PROPERTY RIGHTS INDEMNITY

A9.1 Without prejudice to any rights or remedies of DCLG the Contractor shall indemnify and keep indemnified DCLG, its servants and agents fully against all actions, claims, proceedings, damages, legal costs, expenses and any other liabilities whatsoever arising from or incurred by reason of any infringement or alleged infringement of any Intellectual Property Rights arising out of, in respect of or in connection with the Contract except to the extent that the infringement or alleged infringement is due to material furnished or made available to the Contractor by DCLG. This indemnity covers claims concerning an actual or alleged infringement by DCLG if the infringement arises as a consequence of any actual or alleged infringement of an Intellectual Property Right by or on behalf of the Contractor.

A9.2 The Contractor shall immediately notify DCLG if any claim or demand is made or action brought against the Contractor for infringement or alleged infringement of any Intellectual Property Rights which may affect the performance of the Contract.



- A9.3 DCLG shall immediately notify the Contractor if any claim or demand is made or action brought against DCLG for infringement or alleged infringement of any Intellectual Property Rights in connection to the Contract.
- A9.4 Subject to the limitation on the indemnity in Clause A9.1 in respect of material furnished or made available to the Contractor by DCLG the Contractor shall at its own expense conduct any litigation arising therefrom and all negotiations in connection therewith and DCLG hereby agrees to grant to the Contractor exclusive control of any such litigation and negotiations.
- A9.5 DCLG shall at the request and cost of the Contractor afford to the Contractor all reasonable assistance for the purpose of contesting any claim or demand made or action brought against DCLG or the Contractor for infringement or alleged infringement of any Intellectual Property Rights in connection with the performance of the Contract.
- A9.6 DCLG shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by DCLG or the Contractor in connection with the performance of the Contract.

A10. INSURANCE

- A10.1 The Contractor shall effect and maintain with an insurance company or companies acceptable to DCLG a policy or policies of insurance to provide a level of cover sufficient for all the matters which are the subject of the indemnities and undertakings on the part of the Contractor contained in the Contract and in accordance with any legal requirements for the time being in force.
- A10.2 Where the Contractor sub-contracts part of this Contract, the Contractor shall procure that any sub-contractor effects and maintains insurance to cover its liabilities under that sub-contract, but this shall not relieve the Contractor of any of his obligation and liabilities under the Contract.
- A10.3 Where, in compliance with Clause A10.1, the Contractor effects professional indemnity insurance, the insurance policy and any renewal shall cover liabilities under this Contract during the term of the Contract and for 6 years after the expiry or earlier termination of the Contract.
- A10.4 If requested, the Contractor shall provide a certificate evidencing the existence of such policies to DCLG, together with receipts or other evidence of payment of the latest premiums due under such policies.
- A10.5 If the Contractor fails to comply with this Condition A10 DCLG may make alternative arrangements necessary to protect its interest and may recover the costs of such arrangements from the Contractor.



A10.6 The terms of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under this Contract.

A11. FORCE MAJEURE

A11.1 If either Party becomes aware of circumstances of Force Majeure which give rise or which are likely to give rise to any delay in or failure to perform its obligations under the Contract it shall immediately notify the other Party by the most expeditious method available and shall inform the Party of the period which it is estimated that such delay or failure shall continue.

A11.2 Neither Party shall be liable to the other Party if such delay or failure is due to Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform, or resume performance of, its obligations under the Contract for the duration of the Force Majeure. However, if any such event prevents the Contractor from performing all of its obligations under the Contract for a period in excess of 3 months, DCLG may terminate the Contract in writing with immediate effect.

A11.3 The Contractor shall not be entitled to any payment for that part of the Contract which the Contractor was unable to perform as a result of Force Majeure.

A11.4 The Contractor shall and shall procure that its sub-contractors maintain at all times a disaster recovery and business continuity plan, in accordance with good industry practice, in respect of a Force Majeure event or any other event which may affect the Contractor's ability to meet its obligations under the Contract (including loss of computer and business systems, loss or failure of equipment, loss of utilities or premises, industrial relations problems, failures in the supply chain and loss of Contractor's Personnel). Such plans shall be delivered to DCLG on request. DCLG shall be entitled to make suggested changes to the plans which the Contractor, acting reasonably, shall consider and, after consultation and agreement with DCLG, put in place.

A12. CORRUPT GIFTS AND PAYMENTS

A12.1 The Contractor shall not receive or agree to receive from any person, or offer or give, or agree to give, to any employee, agent, servant or representative of DCLG any gift or consideration of any kind as an inducement or reward for doing or refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of this or any other contract with DCLG or for showing or refraining from showing favour or disfavour to any person in relation to this or any such contract.

A12.2 The Contractor shall not conspire with any person to do any of the acts mentioned in Clauses A12.1.



- A12.3 The Contractor shall not enter into the Contract if in connection with it commission has been paid or is agreed to be paid to any employee, agent, servant or representative of DCLG by the Contractor or on the Contractor's behalf, unless before the Contract is made particulars of any such commission and the terms of any agreement for the payment thereof have been disclosed in writing to DCLG's Commercial Representative.
- A12.4 In the event that the Contractor or the Contractor's Personnel or anyone acting on the Contractor's behalf (with or without its knowledge) breaches Clauses A12.1-A12.3 or commits an offence under the Prevention of Corruption Acts 1889 to 1916 DCLG reserves the right to terminate the Contract by notice in writing with immediate effect and recover from the Contractor any loss resulting from such termination including the administrative costs of re-tendering the requirement and any difference in the rates or prices which DCLG may have to pay to a new contractor where such rates or prices are higher than the rates or prices payable under the Contract and/or the amount or value of the gift, consideration or commission.
- A12.5 Any decision of DCLG in relation to this Condition A12 shall be final and conclusive.

A13. DISCRIMINATION

- A13.1 The Contractor shall not unlawfully discriminate directly or indirectly or by way of victimisation or harassment within the meaning and scope of any applicable law, enactment, order or regulation or other similar instrument relating to discrimination (whether in race, gender, religion, disability, sexual orientation, age or otherwise) in employment including, but not limited to, the Race Relations Act 1976, the Sex Discrimination Acts 1975 and 1986, the Disability Discrimination Acts 1995 and 2005, the Employment Equality Regulations and the Equal Pay Act 1970.
- A13.2 The Contractor shall take all reasonable steps to ensure the observance of Clause A13.1 by the Contractor's Personnel.
- A13.3 Where the Contractor's Personnel are required to carry out activity alongside DCLG's employees or servants the Contractor shall ensure that the Contractor's Personnel comply with DCLG's employment policies and codes of practice relating to discrimination and equal opportunities.
- A13.4 The Contractor shall notify DCLG's Contract Manager in writing as soon as it becomes aware of any investigation or proceedings brought against the Contractor in relation to unlawful discrimination in connection with the Contractor's performance of the Contract. The Contractor shall promptly provide DCLG access to any documents or information relevant to the investigation or proceedings and shall permit a representative from DCLG to attend any associated meetings. The Contractor shall impose on its sub-contractors obligations in substantially similar terms to those set out in this Clause A13.4.



A14. THIRD PARTY RIGHTS

- A14.1 A person who is not a Party to the Contract shall have no right to enforce any of its provisions which expressly or by implication confer a benefit on him or her without prior written agreement of both Parties. This Condition does not affect any right or remedy of a third party which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999 and the provisions of this Condition do not apply to the Crown.

A15. ENVIRONMENTAL REQUIREMENTS

- A15.1 The Contractor shall comply in all material respects with all applicable environmental laws and regulations in force from time to time in relation to the Contract. In addition the Contractor shall comply with DCLG's environmental policies made available to the Contractor from time to time.
- A15.2 In performing its obligations under the Contract the Contractor shall (to the extent applicable to the Contract):
- A15.2.1 demonstrate low carbon resource efficiency, including minimising the use of energy, water, wood, paper and other resources;
 - A15.2.2 reduce waste;
 - A15.2.3 phase out the use of ozone depleting substances; and
 - A15.2.4 minimise the release of greenhouse gases (including carbon dioxide emissions), volatile organic compounds and other substances damaging to health and the environment.
- A15.3 All written work, including reports, in connection with the Contract shall (unless otherwise specified) be produced on recycled paper containing at least 80% post consumer water and used on both sides where appropriate.
- A15.4 Without prejudice to the generality of the foregoing, the Contractor shall promptly provide all such information regarding the environmental impact of the Contract as may reasonably be requested by DCLG.
- A15.5 The Contractor shall meet all reasonable requests by DCLG for information evidencing compliance with the provisions of this Condition A15 by the Contractor.

A16. NOTICES

- A16.1 Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party concerned.



A16.2 Any notice or other communication pursuant to the Contract must be given in English by letter (sent by hand, first class post, registered post or by recorded delivery) or transmitted by facsimile or electronic mail (confirmed by letter in either case) to the address of the other Party set out in the Contract or as notified to the other Party from time to time. Provided the relevant notice or communication is not returned as undelivered, the notice or communication shall be deemed to have been given two working days after the day on which the letter is posted or four hours, in the case of letters handed over, facsimile transmission and electronic mail or sooner where the other Party acknowledges receipt of such notice or communication.

A17. CONFIDENTIALITY

A17.1 Each Party:

A17.1.1 shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and

A17.1.2 shall not disclose any Confidential Information belonging to the other Party to any other persons without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Contract or where disclosure is otherwise expressly permitted by the provisions of the Contract.

A17.2 The Contractor shall take all necessary precautions to ensure that all Confidential Information obtained from DCLG under or in connection with the Contract:

A17.2.1 is given only to such of the Contractor's Personnel engaged to advise it in connection with the Contract as is strictly necessary for the performance of the Contract and only to the extent necessary for performance of the Contract;

A17.2.2 is treated as confidential and not disclosed (without prior approval) or used by the Contractor or any of the Contractor's Personnel otherwise than for the purposes of the Contract.

A17.3 Where it is considered necessary in the opinion of DCLG, the Contractor shall ensure that the Contractor's Personnel sign a confidentiality undertaking prior to any involvement in the Contract.

A17.4 The provisions of Clauses A17.1 to A17.3 shall not apply to any Confidential Information received by one Party from the other:

A17.4.1 which is or becomes public knowledge (otherwise than by a breach of this Condition A17);



- A17.4.2 which was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;
 - A17.4.3 which is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;
 - A17.4.4 which has been independently developed by the receiving Party without access to the Confidential Information;
 - A17.4.5 which must be disclosed pursuant to a legal obligation placed upon the Party making the disclosure including, but not limited to, obligations under FOIA and Environmental Information Regulations.
- A17.5 Nothing in this Condition 17 shall prevent DCLG:
- A17.5.1 disclosing any Confidential Information for the purposes of the examination and certification of DCLG's accounts or any examination pursuant to the National Audit Act 1983;
 - A17.5.2 disclosing any Confidential Information to any government department, office or agency or to any person engaged in providing any services to DCLG for any purpose relating to or ancillary to the Contract providing that in disclosing the Confidential Information DCLG discloses only the information which is necessary for the purpose concerned and requires that the information is treated in confidence and that a confidentiality undertaking is given where appropriate;
 - A17.5.3 disclosing any Confidential Information relating to the Contract, including payments made under the Contract, to the Office of Government Commerce or in accordance with the provisions of Condition A20.1.
- A17.6 Nothing in this Condition A17 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business, to the extent that this does not result in the disclosure of Confidential Information or an infringement of Intellectual Property Rights.
- A17.7 In the event that the Contractor fails to comply with this Condition A17, DCLG reserves the right to terminate the Contract by notice in writing with immediate effect and recover from the Contractor any loss resulting from such termination.
- A17.8 The provisions of this Condition A17 are without prejudice to the provisions of the Official Secrets Act 1911 to 1989 and Section 182 of the Finance Act 1989.



A17.9 Upon termination (for whatever reason) or expiry of the Contract, the Parties shall each return to the other any Confidential Information that it possesses at the time of termination or expiry, and dispose of any such Confidential Information as the other Party may reasonably direct.

A18. OFFICIAL SECRETS ACT

A18.1 The Contractor shall take all reasonable steps to ensure that the Contractor's Personnel are aware of the provisions of the Official Secrets Acts 1911 to 1989 and Section 182 of the Finance Act 1989, and understand that these provisions apply during and after the Contract.

A19. DATA PROTECTION

A19.1 For the purposes of this Condition A19, the terms "Personal Data", "Data Processor", "Data Subject" and "Data Controller" shall have the meaning prescribed under the DPA.

A19.2 The Contractor undertakes to abide and procure that the Contractor's Personnel abide by the provisions of the DPA and the Contractor shall co-operate with DCLG to enable DCLG to discharge its obligations under the DPA and shall not perform its obligations under the Contract in such a way as to cause DCLG to breach any of its applicable obligations under the DPA.

A19.3 The Contractor shall:

A19.3.1 process the Personal Data only in accordance with instructions from DCLG (which may be specific instructions or instructions of a general nature as set out in the Contract or as otherwise notified by DCLG to the Contractor during the term);

A19.3.2 process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services or as is required by law or any regulatory body and under no circumstances may such data be processed by the Contractor for any other purpose;

A19.3.3 implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;

A19.3.4 take reasonable steps to ensure the reliability of any Contractor's Personnel who have access to the Personal Data;



- A19.3.5 obtain prior written consent from DCLG in order to transfer the Personal Data to any sub-contractors for the provision of the Services;
- A19.3.6 ensure that all Contractor's Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this Condition A19;
- A19.3.7 ensure that none of Contractor's Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by DCLG;
- A19.3.8 notify DCLG (within seven Days) if it receives:
 - A19.3.8.1 a request from a Data Subject to have access to that person's Personal Data; or
 - A19.3.8.2 a complaint or request relating to DCLG's obligations under the DPA.
- A19.3.9 provide DCLG with full cooperation and assistance in relation to any complaint or request made, including by:
 - A19.3.9.1 providing DCLG with full details of the complaint or request;
 - A19.3.9.2 complying with a data access request within the relevant timescales set out in the DPA and in accordance with DCLG's instructions;
 - A19.3.9.3 providing DCLG with any Personal Data it holds in relation to a Data Subject (within the timescales required by DCLG); and
 - A19.3.9.4 providing any information requested by DCLG.
- A19.3.10 permit DCLG (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit the Contractor's data processing activities (and/or those of its agents, subsidiaries and sub-contractors) and comply with all reasonable requests or directions by DCLG to enable it to verify and/or procure that the Contractor is in full compliance with its obligations under this Contract;
- A19.3.11 provide a written description of the technical and organisational methods employed by the Contractor for processing Personal Data (within the timescales required by DCLG); and



A19.3.12 not process Personal Data outside the European Economic Area without the prior written consent of DCLG and, where DCLG consents to a transfer, to comply with:

A19.3.12.1 the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the DPA by providing an adequate level of protection to any Personal Data that is transferred; and

A19.3.12.2 any reasonable instructions notified to it by DCLG.

A19.3.13 notify DCLG, as soon as the Contractor becomes aware, of any accidental disclosure of Personal Data in breach of this Condition 19.

A19.4 Without prejudice to Clauses A19.1, A19.2 and A19.3, the Contractor shall:

A19.4.1 only accept instructions in respect of data processing from DCLG;

A19.4.2 adopt all technical and organisational measures necessary to protect all Personal Data processed by the Contractor on behalf of DCLG against unauthorised or unlawful processing, accidental loss, damage or destruction;

A19.4.3 ensure that all Contractor Personnel involved in data processing are suitable for the task and are informed of the confidential nature of the Personal Data and comply with the obligations set out in this Condition A19.

A19.5 With respect to the Parties' rights and obligations under the Contract, the Parties agree that the Secretary of State is the Data Controller and that the Contractor is the Data Processor. The Data Controller's nominated representative for the purposes of the DPA is DCLG's Data Protection Officer.

A19.6 Where Personal Data is held or acquired by DCLG in relation to this Contract DCLG shall use such Personal Data only for purposes relating directly to:

A19.6.1 the management and performance of this Contract by the Contractor;

A19.6.2 the provision by DCLG of references within DCLG and to other government departments, offices or agencies; and

A19.6.3 any other purpose required by law.

A19.7 The Contractor hereby agrees and shall procure from any Contractor Personnel agreement to the publication by DCLG in any format of the following Personal Data: name and contact details. The Contractor shall provide a copy of any relevant consent to DCLG on request.



A19.8 If, having regard to the circumstances in which DCLG processes such Personal Data, DCLG requires the Contractor or any Contractor Personnel to provide additional information to enable DCLG to process that Personal Data fairly it shall notify the Contractor in writing and the Contractor shall provide or procure the additional information within 7 days of receipt of the request.

A20. PRODUCTION AND RETENTION OF DOCUMENTATION

A20.1 The Contractor shall produce such accounts, documents (including working documents), records and management information relating to this Contract as DCLG may reasonably request at any time during this Contract. Where requested by DCLG, the Contractor shall provide management information to the Office of Government Commerce and the Contractor hereby consents to the Office of Government Commerce:

A20.1.1 storing and analysing such management information and producing statistics; and

A20.1.2 sharing the management information or any statistics produced with any government department, office or agency.

A20.2 The Contractor shall be responsible for the accuracy of all such accounts, documents (including working documents) and records supplied to DCLG by the Contractor and shall pay DCLG any extra costs occasioned by any discrepancies, errors or omissions therein.

A20.3 The Contractor shall keep and maintain until six years after the Contract has been completed and/or terminated, or as long a period as may be agreed between the Parties, accounts, documents and records to the satisfaction of DCLG of the Contract and all expenditures which are reimbursable by DCLG.

A20.4 The Contractor shall on request by DCLG and at no extra cost afford DCLG or any representative of DCLG such access to those accounts, documents and records as may be required by DCLG and shall provide reasonable assistance during the term of the Contract for the purpose of carrying out any audit of the Contractor's compliance with the Contract.

A20.5 If any audit reveals an error or incorrect charge in any invoice relating to the Contract, an appropriate correcting payment or credit shall be promptly made either by DCLG or the Contractor respectively.

A20.6 The right to these accounts, documents and records shall not apply to the extent that an examination would cause the Contractor to breach confidentiality obligations to other clients.



A20.7 For the purpose of the examination and certification of DCLG's accounts, or any examination pursuant to the National Audit Act 1983, of the economy, efficiency and effectiveness with which DCLG has used its resources, the Contractor shall allow the Comptroller and Auditor General to examine such documents as he may reasonably require which are owned, held or otherwise within the control of the Contractor and may require the Contractor to provide such oral and/or written explanations as the Comptroller or Auditor General considers necessary. This Clause A20.7 does not constitute a requirement or contract for the examination, certification or inspection of the accounts of the Contractor under the National Audit Act 1983.

A21. FREEDOM OF INFORMATION

A21.1 The Contractor acknowledges that DCLG is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with DCLG (at the Contractor's expense) to enable DCLG to comply with its Information disclosure requirements.

A21.2 The Contractor shall and shall procure that its sub-contractors shall:

A21.2.1 transfer to DCLG any Request for Information that it receives as soon as practicable and in any event within two working days of receiving a Request for Information;

A21.2.2 provide DCLG with a copy of all Information in its possession or power in the form that DCLG requires within five working days (or such other period as DCLG may specify) of DCLG requesting the Information; and

A21.2.3 provide all necessary assistance as reasonably requested by DCLG to enable DCLG to respond to a Request for Information within the time for compliance set out in Section 10 of the FOIA or Regulation 5 of the Environmental Information Regulations.

A21.3 DCLG shall be responsible for determining at its absolute discretion whether any Information is exempt from disclosure under the FOIA or the Environmental Information Regulations.

A21.4 In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by DCLG.

A21.5 The Contractor acknowledges that DCLG may under the FOIA or the Environmental Information Regulations be obliged to disclose Information:

A21.5.1 without consulting with the Contractor; or

A21.5.2 following consultation with the Contractor and having taken its views into account.



A21.5 The Contractor shall ensure that all Information produced in the course of the Contract or relating to the Contract is retained for disclosure and shall permit DCLG to inspect such records as requested from time to time.

A22. RIGHT TO PUBLISH AND PUBLICITY

A22.1 The Parties agree that, except for any information in the Contract which would be exempt from disclosure under the provisions of the Freedom of Information Act 2005 (FOIA) or under the Environmental Information Regulations 2004 (EIR), the content of the Contract is not Confidential Information. DCLG shall, in its absolute discretion, determine whether any of the content of the Contract would be exempt from disclosure in accordance with the provisions of the FOIA or the EIR. The Contractor hereby agrees that, notwithstanding any other term of the Contract, DCLG may publish the Contract in its entirety to the general public including any agreed changes to the Contract, having first redacted any information which would be exempt from disclosure under the provisions of the FOIA or EIR, before such publication.

A22.2 DCLG may discuss with the Contractor its proposed decision with regard to whether any information should be redacted in accordance with these provisions before publication of the Contract and will consider any representations made by the Contractor with regard to the extent of the redaction, if any, but the final decision as to both redaction and publication will be for DCLG alone to make.

A22.3 The Contractor shall assist and cooperate with DCLG (at the Contractor's expense) to enable DCLG to publish this Contract in a timely manner.

A22.4 Neither the Contractor nor the Contractor's Personnel shall make any press announcements or publicise the Contract or any part thereof in any way, without the prior consent in writing of DCLG upon such terms as may be agreed.

A23. TERMINATION ON CHANGE OF CONTROL AND INSOLVENCY

A23.1 DCLG may terminate the Contract with immediate effect by notice in writing to the Contractor (or the Contractor's representative in the event of A23.1.7) where:

A23.1.1 the Contractor or its parent company or ultimate parent company undergoes a change of control, within the meaning of Section 416 of the Income and Corporation Taxes Act 1988; or

A23.1.2 the Contractor is an individual and a petition is presented for the Contractor's bankruptcy or a criminal bankruptcy order is made against the Contractor, or the Contractor makes any composition or arrangement with or for the benefit of creditors, or makes any conveyance or assignment for the benefit of creditors, or if a trustee in bankruptcy or a supervisor under an individual voluntary arrangement is appointed to manage the Contractor's affairs; or



- A23.1.3 the Contractor is a company and the company passes a resolution for winding up or dissolution (otherwise than exclusively for the purposes of and followed by an amalgamation or reconstruction) or an application is made for an administration order in relation to it, or any party gives or files notice of an intention to appoint an administrator of it or such an administrator is appointed, or the court makes an administration order or a winding-up order, or the company makes a composition or arrangement with its creditors, or an administrative receiver, receiver or manager or supervisor or provisional liquidator is appointed by a creditor or by the court, or possession is taken of any of its property under the terms of a floating charge; or
- A23.1.4 the Contractor is a firm, or a number of persons acting together in any capacity and any event in Sub-Clauses A23.1.2 or A23.1.3 occurs in respect of any partner in the firm or any of those persons or a petition is presented for the Contractor to be wound up as an unregistered company; or
- A23.1.5 the Contractor is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986; or
- A23.1.6 any similar event occurs within the United Kingdom under the law of any other jurisdiction; or
- A23.1.7 the Contractor is an individual and he shall die or be adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983; or
- A23.1.8 the Contractor is an individual and he suspends or ceases or threatens to suspend or cease to carry on all or a substantial part of his business.
- A23.2 The Contractor (or the Contractor's representative in the event of A23.1.7) shall notify DCLG in writing immediately upon the occurrence of any of the events mentioned in Clause A23.1.
- A23.3 In relation to Sub-Clause A23.1.1 DCLG may only exercise its right to terminate under Clause A23.1 where there are reasonable grounds for DCLG to do so within six months of a change of control and shall not be permitted to do so where it has agreed in advance to the particular change of control that occurs.



A24. TERMINATION ON DEFAULT

A24.1 DCLG may at any time by notice in writing terminate the Contract with immediate effect if the Contractor or the Contractor's Personnel is deemed to have committed a Material Breach of the Contract and:

A24.1.1 the Material Breach is capable of remedy and the Contractor or the Contractor's Personnel shall have failed to remedy the Material Breach within 30 Days of being required by DCLG in writing to do so; or

A24.1.2 the Material Breach is not capable of remedy.

A24.2 Without prejudice to the provisions of Clause A24.1, where DCLG considers that the Contractor or the Contractor's Personnel has committed a Persistent Breach, DCLG shall be entitled to serve a notice on the Contractor:

A24.2.1 specifying that it is a notice of Persistent Breach;

A24.2.2 giving sufficient details of the Persistent Breach to enable the Contractor to identify the same; and

A24.2.3 stating that such breach is a breach which, if it recurs or continues, may result in a termination of the Contract.

A24.3 If 30 Days after service of a notice of Persistent Breach as described in Clause A24.2, the Contractor or the Contractor's Personnel has failed to demonstrate to the satisfaction of DCLG that the breach specified has not recurred or continued and that the Contractor or the Contractor's Personnel has put in place measures to ensure that such breach does not recur, then DCLG may deem such failure to be a Material Breach not capable of remedy for the purposes of Clause A24.1 and may terminate this Contract under the provisions of that Clause.

A25. CONSEQUENCES OF TERMINATION AND EXPIRY

A25.1 Any expiry or termination of the Contract howsoever arising shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereupon accrue to DCLG and shall not affect the continued operation of Conditions A1, A2, A3, A4, A7, A8, A9, A10, A14, A16, A17, A18, A19, A20, A21, A22, A25, A26, A29, A30, A31, A33 and A34.



- A25.2 Without prejudice to any other rights or remedies of DCLG, in the event of termination of the Contract as provided by Condition A23 or A24, DCLG shall be entitled to either accept receipt of, or decline to receive any part of the Contract already completed by the Contractor but not yet paid for by DCLG and to engage an alternative contractor to undertake the outstanding balance of the Contract. The Contractor shall indemnify DCLG against all reasonable costs incurred in doing so. Such costs shall include the administrative costs of re-tendering the requirement and any difference in the rates or prices which DCLG may have to pay to the new contractor where such rates or prices are higher than the rates or prices payable under the Contract.
- A25.3 In the event that DCLG accepts receipt of any part of the Contract already completed by the Contractor but not yet paid for by DCLG, DCLG shall pay to the Contractor a reasonable charge for the partially completed Contract.
- A25.4 Prior to or upon expiry or termination of the Contract for any reason, the Contractor:
- A25.4.1 shall, at no cost to DCLG, promptly provide such assistance and comply with such timetable as DCLG may reasonably require for the purpose of ensuring an orderly transfer of responsibility upon the expiry or termination of the Contract,
 - A25.4.2 shall comply with any reasonable direction by DCLG as to which of its obligations to perform as a priority under the Contract during the notice period;
 - A25.4.3 shall not knowingly do anything, or make any omission, which may adversely affect the orderly transfer of responsibility upon the expiry or termination of the Contract; and
 - A25.4.4 shall deliver up to DCLG and/or destroy all Confidential Information pursuant to Clause A17.9.

A26. DISPUTE RESOLUTION

- A26.1 Any dispute arising out of or in relation to the Contract shall be notified in the first instance to the Contract Managers of the Parties who will attempt in good faith to resolve the dispute through negotiations. Where the dispute cannot be resolved by the Contract Managers of the Parties within one month or such other period as is agreed between the Parties in writing, either Party may refer the dispute to senior representatives of the Department and/or the Contractor for further negotiations.



Mediation

- A26.2 If the dispute cannot be resolved by the Parties within one month or such other period as is agreed between the Parties in writing pursuant to Clause A26.1, DCLG may refer the dispute to mediation. If the dispute is referred to mediation neither Party shall be entitled to commence or pursue any legal proceedings until the mediation procedure has been exhausted.
- A26.3 The mediator shall be appointed by agreement between the Parties, or in the event of a failure to agree within 7 Days or if the agreed mediator is unable or unwilling to act, the mediator shall be appointed by the Centre for Effective Dispute Resolution (“CEDR”).
- A26.4 The Parties shall within 7 Days of the appointment of the mediator meet with the mediator in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations.
- A26.5 Unless otherwise agreed in writing, all negotiations connected with the dispute and any settlement agreement relating to it will be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.
- A26.6 If the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives.
- A26.7 If the Parties fail to reach agreement within 60 Days of the mediator being appointed, or such longer period as the Parties may agree, then any dispute between them may be referred to the courts unless DCLG at any time before the court proceedings are commenced serves a notice on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with the provisions of Clauses A26.9-A26.11.
- A26.8 If the Contractor intends to commence court proceedings, it shall serve written notice on DCLG of its intentions and DCLG shall have 21 Days following receipt of such notice to serve a reply on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with the provisions of Clause A26.9-A26.11.

Arbitration

- A26.9 A sole arbitrator shall be agreed between the Parties or in the event of a failure to agree within 5 Days of the referral to arbitration or if the agreed arbitrator is unable or unwilling to act, the arbitrator shall be appointed by the London Court of International Arbitration (“LCIA”).
- A26.10 Any arbitration shall be governed by the provisions of the Arbitration Act 1996 and the LCIA procedural rules in force at the date the dispute was referred to arbitration.



A26.11 The arbitration proceedings shall take place in London, in the English language and shall be governed by and interpretations made in accordance with English law.

A26.12 The fees of the mediator or arbitrator shall be borne by the Parties in the proportion as shall be determined by the mediator or arbitrator respectively having regard to all pertinent matters, including the conduct of the parties.

A26.13 Nothing in this Condition A26 shall prevent either Party from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.

A27. CONTINUATION OF CONTRACT IN EVENT OF DISPUTES

A27.1 If any dispute of any kind whatsoever arises between the Parties in connection with or arising out of the Contract the Contractor shall at DCLG's discretion continue to perform the Contract with all due diligence pending settlement of the dispute.

A28. TRANSFER AND SUB-CONTRACTING

A28.1 The Contractor shall not assign, novate, sub-contract, charge or otherwise dispose of the Contract or any part of the Contract without the prior written consent of DCLG which shall not be unreasonably withheld.

A28.2 The Contractor shall ensure that any sub-contractor complies with the Conditions of this Contract, so far as they are applicable. Sub-contracting any part of the Contract shall not relieve the Contractor of any obligation or duty attributable to the Contractor under the Contract.

A28.3 Where DCLG has consented to the placing of sub-contracts, the Contractor shall, on request by DCLG and within a reasonable time, send copies of the sub-contracts to DCLG.

A28.4 Without prejudice to any entitlement to transfer its rights and obligations pursuant to a statutory transfer (which shall be governed by the terms set out therein), DCLG shall be entitled to assign, novate or otherwise dispose of the Contract to any public sector body or any other body (including any private sector body) which substantially performs any of the functions that previously had been performed by DCLG at no cost to DCLG or its successor provided that where any such assignment, novation or other disposal increases the burden of the Contractor's obligations under the Contract, the Contractor shall be entitled to such charges as may be agreed in writing between DCLG's Commercial Representative and the Contractor to compensate for such additional burdens.



A29. SEVERABILITY

A29.1 If any provision of the Contract is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, DCLG and the Contractor shall immediately commence good faith negotiations to remedy such invalidity.

A30. WAIVER

A30.1 Any delay, neglect or forbearance on the part of either Party in enforcing against the other Party any provision of the Contract shall neither be nor be deemed to be a waiver or in any way prejudice any right or remedy of that Party under the Contract and shall not cause any diminution of the obligations established by the Contract.

A30.2 A waiver shall not be effective unless it is expressly stated in writing to be a waiver and is signed by the Party waiving the right or remedy.

A30.3 A waiver of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy from any other or subsequent breach of Contract.

A31. CONFLICTS OF INTEREST

A31.1 The Contractor shall use all reasonable endeavours to ensure that neither the Contractor nor any of the Contractor's Personnel is placed in a position where there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor or such persons and the duties owed to DCLG under the provisions of the Contract. The Contractor will disclose to DCLG full particulars of any such conflict of interest which may arise.

A31.2 If, in the reasonable opinion of DCLG, a conflict of interest arises then the Contractor shall take all necessary measures as are required by DCLG to resolve the conflict of interest or alleviate its effect, at the Contractor's expense.

A31.3 If a resolution of the conflict of interest is not possible then without prejudice to any rights or remedies of DCLG, DCLG shall have the right to terminate the Contract with immediate effect and recover from the Contractor any loss resulting from such termination.



A31.4 Where DCLG is of the opinion that a conflict of interest which existed at the time of the award of the Contract could have been discovered by a competent contractor and ought to have been disclosed by the Contractor, DCLG may terminate the Contract immediately and, without prejudice to any other rights, recover from the Contractor the amount of any loss resulting from such termination.

A32. ADDITIONAL CLAIMS

A32.1 No claims for additional payment or time shall be allowed on the grounds of any matter for which a competent contractor would have made due allowance or which the Contractor could reasonably have discovered by a visit to DCLG's premises, reference to DCLG, or such other means as may have been appropriate.

A33. GOVERNING LAW

A33.1 The Contract shall be governed by and construed in accordance with English law and the Contractor hereby irrevocably submits to the exclusive jurisdiction of the English courts.

A34. ENTIRE CONTRACT

A34.1 The Contract constitutes the entire agreement between the Parties relating to the subject matter of the Contract and, save as may be expressly referred to or referenced herein, supersedes all prior representations, negotiations and understandings, whether written or oral, with respect hereto.

A34.2 Any terms, conditions or general reservations printed on any documentation passing between the Parties shall not be applicable to the Contract.

A34.3 Clause A34.1 shall not exclude any liability in respect of any fraudulent misrepresentation.



PART D – CONDITIONS OF CONTRACT FOR SERVICES

- D1. Definitions
- D2. The Services
- D3. Variation of the Services
- D4. Contractor's Personnel
- D5. Meetings and Reporting
- D6. Equipment, Plant and Materials
- D7. Inspection
- D8. Acceptance Procedure
- D9. DCLG Premises
- D10. Health and Safety and Security
- D11. Payment
- D12. Intellectual Property Rights
- D13. Intellectual Property Rights Infringement
- D14. TUPE
- D15. Soliciting for Employment
- D16. Business Continuity Planning
- D17. Exit and Skills Transfer
- D18. Non-exclusivity
- D19. Break

D1. DEFINITIONS

In the Contract the following words shall have the following meanings unless the context requires otherwise:

“Acceptance” means the written acceptance of DCLG’s Contract Manager given in accordance with any acceptance procedures set out in the Contract;

“Deliverables” means anything specified in the Contract to be delivered by the Contractor to DCLG under the Contract including reports, manuals and other documentation and outputs;

“Key Personnel” means any of the Contractor’s Personnel named in the Contract as key personnel or any of the Contractor’s Personnel who DCLG notifies to the Contractor in writing are to be regarded as key personnel;

“Premises” means the location(s) where the Services are to be performed as specified in the Contract;

“Services” means the services to be provided as specified in the Contract including the production of any Deliverables and any planning, preliminary and preparatory work.



D2. THE SERVICES

- D2.1 The Contractor's Personnel shall be appropriately experienced, qualified, trained and security cleared and shall undertake the Services with reasonable skill, care and diligence in accordance with the Contract and good industry practice and to the reasonable satisfaction of DCLG.
- D2.2 The Contractor shall supervise and manage the Contractor's Personnel properly.
- D2.3 If any of the Contractor's Personnel is not a British citizen, Swiss national or a national of a country in the European Economic Area, the Contractor shall ensure that the Contractor's Personnel has the necessary Home Office permission to work and shall ensure compliance with the Asylum and Immigration Act 1996.
- D2.4 Timely provision of the Services shall be of the essence of the Contract and failure to commence or provide the Services within the time promised or specified shall enable DCLG (at DCLG's option acting reasonably) to release itself from any obligation to accept and pay for the Services and/or to cancel all or part of the Contract, in either case without additional cost and without prejudice to DCLG's other rights and remedies.

D3. VARIATION OF THE SERVICES

- D3.1 DCLG reserves the right from time to time during the term of the Contract in accordance with any change control procedures set out in the Contract to add to, omit, or otherwise vary the Services including the order in which the Services are to be delivered or the locations where the Services are to be provided and any alteration to the prices or completion date arising by reason of such variation shall be agreed between the Parties and shall properly and fairly reflect the nature and extent of the variation in all the circumstances.

D4. CONTRACTOR'S PERSONNEL

- D4.1 The Contractor shall make the Key Personnel available for the purposes of the Services and shall not make any changes in the Key Personnel without the prior written approval of DCLG, such approval not to be unreasonably withheld. Whenever, for any reason, the Key Personnel are unavailable for the performance of the Services, the Contractor shall as soon as reasonably practicable substitute suitably qualified replacements acceptable to DCLG.
- D4.2 If and when requested by DCLG, the Contractor shall provide DCLG with a list of the names of all the Contractor's Personnel who may at any time be concerned with the provision of the Services or any part of it, specifying in each case the capacities in which they are so concerned and giving such other particulars and evidence of identity, qualifications, experience and other supporting evidence as DCLG may reasonably require.



- D4.3 Where DCLG reasonably requires by notice to the Contractor that any of the Contractor's Personnel is not to become involved in or is to be removed from involvement in the Services, the Contractor shall take all reasonable steps to comply with such notice. The Contractor shall replace any such person with someone with equivalent experience, qualifications, training and security clearance.
- D4.4 The decision of DCLG as to whether any person is not to become involved in or is to be removed from involvement in the Services, as to the designation or approval of Key Personnel and as to whether the Contractor has furnished the information or taken the steps required by this Condition D4 shall be final and conclusive.
- D4.5 The Contractor shall:
- D4.5.1 take instructions and all directions and, where appropriate, receive DCLG's decisions only through DCLG's Contract Manager;
 - D4.5.2 act in accordance with all reasonable instructions and directions in carrying out the Services;
 - D4.5.3 keep DCLG's Contract Manager advised on all matters materially related to its performance of the Services according to reporting formats specified by DCLG;
 - D4.5.4 answer all reasonable enquiries received from DCLG's Contract Manager;
 - D4.5.5 attend or be represented at regular meetings as requested by DCLG from time to time.
- D4.6 The Contractor shall ensure that leave is taken by the Key Personnel on dates which do not interfere with the proper delivery of the Services and shall consult with DCLG's Contract Manager before allowing leave to be taken.
- D4.7 The Contractor shall not vary the Contract prices at any time during the term of the Contract including any extension due to the promotion of any of the Contractor Personnel.
- D4.8 The Contractor shall bear the cost of any notice, instruction or decision of DCLG under this Condition D4.

D5. MEETINGS AND REPORTING

- D5.1 The Contractor and the Contractor's Personnel shall upon receipt of reasonable notice and during office hours attend all meetings arranged by DCLG's Contract Manager for the discussion of matters connected with the performance of the Services.



- D5.2 The Contractor and the Contractor's Personnel shall provide DCLG's Contract Manager with such reports of the Services and copies of the Deliverables at such intervals and in such form as DCLG may from time to time reasonably require.

D6. EQUIPMENT, PLANT AND MATERIALS

- D6.1 The Contractor shall provide all equipment, plant and materials necessary for the provision of the Services except where otherwise agreed in the Contract.
- D6.2 In the event that the Contractor procures goods or services including equipment from third parties on behalf of DCLG, it shall at all times do so in accordance with the provisions of the Public Contracts Regulations 2006 as though the Contractor were a contracting authority within the meaning of those regulations and in accordance with all other applicable domestic and European law.
- D6.3 Where DCLG in accordance with the Contract issues equipment, plant or materials free of charge to the Contractor such equipment, plant or materials shall be and remain the property of DCLG. The Contractor shall not in any circumstances have a lien on the equipment, plant or materials and shall take all steps necessary to ensure that the title of DCLG and the exclusion of any lien are brought to the attention of any third party dealing with the equipment, plant and materials.
- D6.4 The Contractor shall maintain all equipment, plant and materials provided by DCLG in good order and condition and shall use such equipment, plant and materials solely in connection with the Contract. The Contractor shall notify DCLG of any surplus materials remaining after completion of the Services and shall dispose of them as DCLG may direct. Waste of such materials arising from bad workmanship or negligence of the Contractor or the Contractor's Personnel shall be made good at the Contractor's expense. Without prejudice to any other of the rights of DCLG, the Contractor shall deliver up such equipment, plant or materials whether processed or not to DCLG on demand.

D7. INSPECTION

- D7.1 DCLG shall be entitled to inspect and examine the performance of the Services and the Contractor shall afford all reasonable access, facilities and assistance required by DCLG for any inspection and examination free of charge.
- D7.2 No failure to make complaint at the time of such inspection and no approval given during or after such inspections shall constitute a waiver by DCLG of any rights or remedies in respect of the Services.



D8. ACCEPTANCE PROCEDURE

- D8.1 This Condition D8 shall apply in the absence of any specific acceptance procedures elsewhere in the Contract.
- D8.2 The Contractor shall make available any Deliverables to DCLG's Contract Manager for Acceptance.
- D8.3 The Acceptance of a Deliverable shall be carried out by DCLG with the co-operation of the Contractor, within 15 days (or such other period as the Parties may agree in writing) of the Contractor making the Deliverable available to DCLG during which time DCLG must determine whether the Deliverable meets the requirements defined and/or any acceptance criteria agreed in writing prior to the commencement of the acceptance procedure.
- D8.4 If it is determined that the Deliverable meets the requirements defined and/or any acceptance criteria agreed DCLG shall promptly notify the Contractor in writing of its Acceptance.
- D8.5 If it is determined that the Deliverable, or any part of it, does not meet the requirements defined and/or any acceptance criteria agreed, DCLG shall extend the acceptance period by 10 days (or such other period as the Parties may agree in writing) during which the Contractor shall correct the faults which caused the acceptance to be unsuccessful and the acceptance procedure shall be carried out again.
- D8.6 If, after DCLG has extended the acceptance period pursuant to Clause D8.5 above, the acceptance has not been recorded as successful by the end of that period, DCLG shall, have the right, without prejudice to its other rights and remedies:
- D8.6.1 to accept such part of the work as DCLG may decide and pay a charge calculated on a pro rata basis therefor or such other charge as may be agreed between the Parties; or
 - D8.6.2 to extend the acceptance period for a period or periods, specified by DCLG, during which the Contractor shall correct the fault that caused the acceptance to be unsuccessful and the acceptance procedure shall be carried out again.

D9. DCLG PREMISES

- D9.1 This Condition D9 shall only apply where the Premises are provided by or on behalf of DCLG.
- D9.2 Access to the Premises shall be made available to the Contractor free of charge and shall be used solely for the purposes of performing the Contract. The Contractor shall have use of the Premises as licensee.



- D9.3 Access to the Premises shall not be exclusive to the Contractor but shall be such as to enable the Contractor to carry out the Services concurrently with the execution of work by others. The Contractor shall co-operate with such others as DCLG may reasonably require.
- D9.4 Where any of the Contractor's Personnel is replaced in accordance with D4 the Contractor shall take any steps reasonably required by DCLG to prevent such Contractor's Personnel being admitted to the Premises.
- D9.6 The Contractor shall make no delivery of its equipment, plant or materials nor commence the Services on the Premises without DCLG's Contract Manager's prior approval.
- D9.7 The Contractor shall maintain its items of equipment, plant and materials within the Premises in a safe, serviceable and clean condition.
- D9.8 All equipment, plant and materials brought onto the Premises by the Contractor shall be at the Contractor's own risk and DCLG shall have no liability for any loss of or damage to the same unless the Contractor can demonstrate that such loss or damage was caused by the wilful act of DCLG.
- D9.9 The Contractor shall provide for the haulage or carriage of its equipment, plant or materials to the Premises and the removal therefrom when no longer required at the Contractor's sole cost.
- D9.10 DCLG shall have the power at any time during the Contract to order in writing that the Contractor:
- D9.10.1 remove from the Premises any of its equipment, plant or materials which in the opinion of DCLG is either hazardous, noxious or not in accordance with the Contract; and
 - D9.10.2 substitute proper and suitable equipment, plant and materials.
- D9.11 On completion of the Services the Contractor shall remove its equipment, plant and unused materials and shall clear away from the Premises all rubbish arising out the Services and leave the Premises in a neat and tidy condition.
- D9.12 The Contractor shall pay the costs of making good any damage to the Premises (and any fixtures and fittings of the Premises) done by the Contractor's Personnel other than fair wear and tear.
- D9.13 Continuity of electricity, heating, telephone, water supplies, stationery and sewerage ("Supplies") at the Premises is not guaranteed and no liability will be accepted by DCLG for shut-down or restrictions due to any cause whatsoever.



D9.14 The Contractor's Personnel shall ensure that the Premises are used with due regard for the need for the efficient use and conservation of Supplies and DCLG shall not bear the costs of any use of such Supplies by the Contractor's Personnel which do not conform to the requirements of this Clause D9.14.

D10. HEALTH AND SAFETY AND SECURITY

D10.1 The Contractor shall notify DCLG if the Services are hazardous to health or safety and of the precautions that should be taken in respect thereto.

D10.2 DCLG shall notify the Contractor of any special health and safety hazards which DCLG becomes aware of in relation to the Premises, where the Premises are provided by or on behalf of DCLG, which may affect the Contractor's performance of the Services. If DCLG notifies the Contractor of any special health and safety hazards the Contractor shall draw any such hazards to the attention of the Contractor's Personnel.

D10.3 The Contractor shall be responsible for the observance by itself and the Contractor's Personnel of all such rules, site regulations, policies, procedures, requirements (including those relating to security arrangements) and safety precautions necessary for the protection of itself and the Contractor's Personnel and any other persons including all precautions required to be taken by or under all applicable laws, enactments, orders, regulations, other similar instruments and codes of practice. The Contractor and the Contractor's Personnel shall co-operate fully with DCLG to ensure the proper discharge of these duties.

D10.4 Where the Premises are provided by or on behalf of the Contractor DCLG shall be entitled to inspect the Premises to ensure they are appropriate for the provision of the Services.

D10.5 Accidents to the Contractor's Personnel at the Premises which ordinarily are required to be reported in accordance with the Health and Safety at Work Act 1974 shall be reported immediately to DCLG's Contract Manager.

D10.6 DCLG may undertake security and/or identity checks on any of the Contractor's Personnel requiring unescorted access to DCLG's Premises or IT network. The Contractor and the Contractor's Personnel must comply with DCLG's arrangements for undertaking security and identity checks.

D11. PAYMENT

D11.1 This Condition D11 shall apply in the absence of any specific provision for payment elsewhere in the Contract.

D11.2 The Contractor shall submit a single, fully itemised invoice at the end of each calendar month in respect of the Services undertaken during that month unless the Contract specifies payment is due upon Acceptance of the Services or Deliverables in which case the Contractor shall submit a single, fully itemised invoice after Acceptance of the Services or Deliverables.



D11.3 The invoice must clearly identify the Services and/or Deliverables to which the invoice relates.

D12. INTELLECTUAL PROPERTY RIGHTS

D12.1 This Condition D12 shall apply in the absence of any specific provision for the allocation of Intellectual Property Rights between the Parties elsewhere in the Contract.

D12.2 All Intellectual Property Rights or other similar protection in any specifications, instructions, plans, data, drawings, databases, patterns, models, designs or other material furnished to or made available to the Contractor by DCLG pursuant to the Contract shall remain the property of DCLG.

D12.3 All pre-existing Intellectual Property Rights or other similar protection in any specifications, instructions, plans, data, drawings, databases, patterns, models, designs or other material existing prior to the date of the Contract date and furnished to or made available to DCLG by the Contractor pursuant to the Contract shall remain the property of the Contractor. The Contractor hereby grants to DCLG and the Crown a non-exclusive, royalty free, perpetual and irrevocable licence to use, reproduce, modify, adapt, amend, enhance and other deal with (and to authorise a third party on behalf of DCLG or the Crown, such third party having signed a confidentiality undertaking, to use, reproduce, modify, adapt, amend, enhance and otherwise deal with) the Contractor's pre-existing Intellectual Property Rights for DCLG or the Crown's own internal purposes, to allow DCLG or the Crown to exploit the Intellectual Property Rights or similar generated under the Contract and for any other purposes specified in the Contract.

D12.4 All Deliverables, reports and other documents or similar and all Intellectual Property Rights or other similar protection arising out of the performance by the Contractor's Personnel of their duties hereunder are hereby assigned to and shall vest in DCLG absolutely and the Contractor or the Contractor's Personnel shall enter into such documentation and perform such acts as DCLG may request to properly vest such rights in DCLG.

D12.5 The provisions of Condition D12 shall apply during the continuance of the Contract and after its expiry or termination howsoever arising.



D13. INTELLECTUAL PROPERTY RIGHTS INFRINGEMENT

D13.1 If an action, claim or demand for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Contract or in the reasonable opinion of the Contractor is likely to be made, the Contractor may at its own expense and subject to the consent of DCLG (not to be unreasonably withheld or delayed) either:

D13.1.1 modify any or all of the Services without reducing the performance of the same so as to avoid the infringement or the alleged infringement, provided that the terms herein shall apply mutates mutandis to such modified or substituted Services; or

D13.1.2 procure a licence (at the Contractor's cost) to provide the Services, which are the subject of the alleged infringement, on terms which are acceptable to DCLG.

D13.2 The provisions of Condition D13 shall apply during the continuance of the Contract and after its expiry or termination howsoever arising.

D14. TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT) REGULATIONS 2006 ("TUPE")

D14.1 The Contractor shall provide DCLG, and/or any other person authorised by DCLG who is to be invited to submit a tender in relation to the provision of similar Services, with such information (including any changes to and interpretations thereof) in connection with TUPE as DCLG may require. The Contractor shall provide the information within 10 days of DCLG's request.

D14.2 During the 8 month period preceding the expiry of the Contract or any notice period, the Contractor shall not without the prior written consent of DCLG (not to be unreasonably withheld or delayed):

D14.2.1 materially amend the terms and conditions of employment of any employee whose work wholly or mainly falls within the scope of this Contract;

D14.2.2 materially increase the number of employees whose work (or any part of it) is undertaken for the purposes of this Contract; or

D14.2.3 move or deploy any Key Personnel away from the performance of the Services under this Contract.



D15. SOLICITING FOR EMPLOYMENT

D15.1 Each Party to the Contract undertakes not to attempt to solicit nor procure the service or employment of employees of the other Party or persons engaged under a contract for services with the other Party during the term of the Contract and within six calendar months after the termination or expiry of the Contract without the prior written permission of the other Party.

D15.2 Clause D15.1 shall not restrict either Party from appointing any person, whether employee or consultant of the other or not, who has applied in response to an advertisement properly and publicly placed in the normal course of business. In such event, neither Party shall have any obligation or liability to the other by way of introductory or finder's fee.

D16. BUSINESS CONTINUITY PLANNING

D16.1 DCLG may require the Contractor to develop and agree with DCLG a business continuity plan. Where so required the Contractor shall:

D16.1.1 in accordance with good industry practice, maintain detailed and comprehensive contingency plans against events which could affect the ability of the Contractor to perform the Services in accordance with this Contract, including loss of computer and business systems, loss or failure of equipment, loss of utilities or premises, industrial relations problems, failures in the supply chain, pandemic and loss of Key Personnel; and

D16.1.2 keep the plans under review and make such changes, from time to time, as shall be required in accordance with good industry practice.

D16.2 DCLG shall be entitled to review any business continuity plans developed under this Contract at any time and, at its sole discretion, make suggested changes or amendments to the plans which the Contractor, acting reasonably shall consider and, after consultation and agreement with DCLG, put in place.

D17. EXIT AND SKILLS TRANSFER

D17.1 DCLG may require the Contractor to develop and agree with DCLG an exit and skills transfer plan describing how the Services shall be handed over and appropriate skills transferred. Any such exit and skills transfer plan will be developed in line with DCLG's requirements and updated through the term of the Contract.

D18. NON-EXCLUSIVITY

D18.1 DCLG may at any time engage other persons to provide services of the same type as the Services.



D19. BREAK

D19.1 In addition to DCLG's other rights to terminate the Contract DCLG shall be entitled to terminate the Contract or any part thereof by giving to the Contractor not less than:

D19.1.1 15 Days' notice to that effect where the term of the Contract is less than 90 Days.

D19.1.2 30 Days' notice to that effect where the term of the contract is 90 Days or more.

D19.2 Where DCLG terminates the Contract under Clause D19.1, DCLG shall indemnify the Contractor against any commitments, liabilities or expenditure which would otherwise represent an unavoidable loss by the Contractor by reason of the termination of the Contract, provided that the Contractor takes all reasonable steps to mitigate such loss. Where the Contractor holds insurance, the Contractor shall reduce its unavoidable costs by any insurance sums available. The Contractor shall submit a fully itemised and costed list of such loss, with supporting evidence, of losses reasonably and actually incurred by the Contractor as a result of termination under D19.1.

D19.3 DCLG shall not be liable under Clause D19.2 to pay any sum which:

D19.3.1 was claimable under insurance held by the Contractor, and the Contractor has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy; or

D19.3.2 when added to any sums paid or due to the Contractor under the Contract, exceeds the total sum that would have been payable to the Contractor if the Contract had not been terminated in accordance with Clause D19.1.

**EVALUATION OF THE FAIR CHANCE FUND: A PAYMENT BY RESULTS SCHEME FOR
HOMELESS YOUNG PEOPLE**

Annex C - Price Schedule

<REDACTED>



TRAVELLING AND SUBSISTENCE EXPENSES FOR CONTRACTORS

General

1. Reimbursement of travelling and subsistence expenses will be on the basis of costs actually and reasonably incurred and must be supported by the production of receipts. The expenses payable are also subject to the maximum allowances set out below, and any maximum price agreed in the Contract. These provisions will apply for the duration of the Contract.
2. Claims for travelling and subsistence expenses must be for the purpose of performing the duties prescribed under the Contract.
3. Travelling and subsistence expenses are not admissible in respect of travelling between home and place of work for the purposes of the Contract.
4. Visits outside the United Kingdom (UK) require prior written approval by DCLG. DCLG may authorise (in writing) different travel and subsistence rates for visits outside the UK in accordance with the DCLG standard rates in force at the time.
5. Each claim for payment under the Contract must separately identify those elements of the claim that represent travel and subsistence expenses.
6. DCLG does not insist on comprehensive insurance cover (where applicable) but will accept no liability in the event of any accident, damage, injury or death.
7. DCLG, in paying travel and subsistence expenses, expects claimants to note any benefits (such as frequent flying schemes etc.) and to offset these against further travel costs associated with DCLG's business.
8. DCLG has a travel management arrangement in place with a third party supplier (Redfern). The DCLG Contract Manager may permit travel to be booked under this arrangement.

Travel - General

9. Any travel undertaken as a consequence of performance of the Contract must use the most cost effective means (taking into account the cost of travel, the cost of meals and accommodation and savings in time) for the whole journey.

Travel by Motor Vehicles / Bicycle

10. Mileage allowances for travel by private car, motorcycle or bicycle:

Private car:	30p per mile up to 10,000 miles, 25p per mile over 10,000 miles
Motorcycle:	24p per mile
Passenger rate (official passengers only)	2p per mile for the first official passenger, 1p per mile for the second and any additional official passengers
Bicycle:	20p per mile



11. The distance on which the expenses are payable should be the distance travelled between the claimant's normal place of work and the place(s) visited, by the shortest practicable route.

12. Where motor vehicle mileage allowance is claimed, each claim should state the amount of the current claim and the cumulative mileage claimed to date under the Contract.

Travel by Train

13. The entitlement is to standard class fare.

Subsistence - General

14. Subsistence allowances are not admissible if the place visited is 5 miles or less by the most direct route from the claimant's normal place of work or from DCLG's London or Hastings offices or from any Premises specified in the Contract.

Night Subsistence

15. Night subsistence allowance is an allowance paid for an overnight absence. It covers an absence of up to 24 hours plus any additional period not reckonable for day allowance (i.e. less than 5 hours), and is payable for a period of up to 30 nights in any one place. Thereafter, a lower allowance is payable.

16. All overnight stays must be agreed with DCLG in writing in advance of incurring expenditure. The maximum night subsistence allowance is:

London	£95.00
Elsewhere	£75.00

17. Where it is not possible to obtain accommodation within these rates, DCLG may at its discretion pay additional expenses. The claimant must provide supporting evidence of the reasons for exceeding the maximum allowance and receipts showing disbursements to support DCLG in making its decision.

Day Subsistence

18. The day subsistence allowances are:

5 to 10 hours	£4.50
10 to 12 hours	£9.50
Over 12 hours	£14.00

19. Day allowances are not admissible for any period already covered by a night allowance and similarly a lesser day allowance is not admissible for any period covered by a greater day allowance (e.g. a 5 to 10 hour allowance may not be claimed where a 10 to 12 hour allowance is appropriate).

Taxis

20. Travel by taxi should take place only in exceptional circumstances – in particular, where it is necessary to ensure personal safety.



ANNEX E - Proposal for the Evaluation of the Fair Chance Fund

Department for Communities and Local Government

30 January 2015

<REDACTED>