

Contract Reference	C97468	
Date	18 August 2022	
Authority	The Secretary of State for Health and Social Care as part of the Crown acting through the UK Health Security Agency, Nobel House, 17 Smith Square, London, SW1P 3HX (the " Authority ";	
Supplier	T-Scan Limited, Peek House, 20 Eastcheap, London, EC3M 1EB (the " Supplier ")	
1. The Contract	<p>1.1 The Supplier shall supply the deliverables described below on the terms set out in this Order Form and the attached contract conditions set out at Appendix 1.</p> <p>1.2 Unless the context otherwise requires, capitalised expressions used in this Order Form have the same meanings as in Conditions.</p> <p>1.3 In the event of any conflict between this Order Form and the Conditions, this Order Form shall prevail.</p> <p>1.4 Please do not attach any Supplier terms and conditions to this Order Form as they will not be accepted by the Authority and may delay conclusion of the Contract.</p> <p>1.5 Any purchase order issued by the Authority in respect of this Agreement does not form part of this Agreement.</p>	
2. Deliverables	Services	<p>This contract covers</p> <p>Service Contract Service Contract including:</p> <ul style="list-style-type: none"> - Calibration and Maintenance of T-Scan Temperature Monitoring Systems. - Total Sensors = x993 sensors Colindale = x711 sensors Manchester = x282 sensors - Duration: 01/01/2022 - 31/12/2022 <p>Services to be provided to:</p> <ul style="list-style-type: none"> - Location 1: Manchester, [REDACTED] - Location 2: Colindale, [REDACTED] <p>Annual Software Service:</p> <p>First Line Customer Support (note 1)</p>

		<ul style="list-style-type: none"> √ Admin support including the support of system set-up for Users, Groups and Notifications √ User system enquiries √ System enquiries √ System training √ Notifications of updates and related documentation √ Problem resolution handling √ Support for running reports and retrieval of data (also available through reporting platform) √ System notifications and tests √ System-level scheduled alarm testing, where agreed √ Notification of outages <p>Email Contact: [REDACTED] [REDACTED]</p> <p>Telephone Contact: [REDACTED]</p> <p>Second Line Customer Support</p> <ul style="list-style-type: none"> √ System preventative maintenance √ Software updates (not new features) √ User functional upgrades √ System updates (as agreed with IT) <p>Data Management</p> <ul style="list-style-type: none"> √ Data management and data backup √ System diagnostics (Sensors, infrastructure) √ Liaison with client IT to support and remedy any infrastructure changes √ Software Licenses: Software user licenses for T-Scan products <p>Notifications / Alarming</p> <p>√ Includes x1000 SMS Notifications and x1000 VOIP (Voice) Notifications. Thereafter [REDACTED] per each SMS and per each VOIP Message.</p> <p>Sensors Added 2021</p> <p>Colindale Only: [REDACTED] [REDACTED]</p> <p>Annual Battery Replacement</p> <p>Per Battery (Colindale Only): per annum, rolled over to following year if not used.</p> <p>Call Out per Annum</p> <p>4 Call outs.</p> <p>Annual Sensor Temperature Check</p>
--	--	---

	<div>Colindale Only Per Sensor.</div> <div>UKAS 17025 3 point onsite annual calibration – on site (Note 2, Note 3, Note 4)</div> <div>Per Sensor. To be completed by T-Scan via partner Ramcare.</div> <div>Notes: 1. Monday to Saturday: 09.00 - 17.30 (excluding UK public holidays). 2. Includes UKAS 17025 on site and additional training for new users if required. Further training priced on request. 3 UKAS 17025 calibrations must be booked in advance and is subject to availability. 4 UKAS Calibration Certificates will be made available via The Document Centre in tscanweb.</div>																															
	<table><tr><td rowspan="10">Value</td><td>Description</td><td>Qty</td><td>Value (exc. VAT)</td></tr><tr><td>Annual Service</td><td>993</td><td></td></tr><tr><td>Sensor Added 2021</td><td>98/88</td><td></td></tr><tr><td>Annual Battery Replacement</td><td>70</td><td></td></tr><tr><td>Call out per Annum</td><td>1</td><td></td></tr><tr><td>Annual Sensor Temperature Check</td><td>701</td><td></td></tr><tr><td>UKAS 17025 3 point onsite annual calibration – on site</td><td>282</td><td></td></tr><tr><td>Additional 10 sensors free of charge (foc) Colindale</td><td>10</td><td></td></tr><tr><td>20% additional discount (not included Sensors Added 2021 & UKAS Cals)</td><td></td><td></td></tr><tr><td>Additional Discount for 10 sensors foc Colindale</td><td></td><td></td></tr></table> <div>Total value exc. VAT: </div>	Value	Description	Qty	Value (exc. VAT)	Annual Service	993		Sensor Added 2021	98/88		Annual Battery Replacement	70		Call out per Annum	1		Annual Sensor Temperature Check	701		UKAS 17025 3 point onsite annual calibration – on site	282		Additional 10 sensors free of charge (foc) Colindale	10		20% additional discount (not included Sensors Added 2021 & UKAS Cals)			Additional Discount for 10 sensors foc Colindale		
Value	Description		Qty	Value (exc. VAT)																												
	Annual Service		993																													
	Sensor Added 2021		98/88																													
	Annual Battery Replacement		70																													
	Call out per Annum		1																													
	Annual Sensor Temperature Check		701																													
	UKAS 17025 3 point onsite annual calibration – on site		282																													
	Additional 10 sensors free of charge (foc) Colindale		10																													
	20% additional discount (not included Sensors Added 2021 & UKAS Cals)																															
	Additional Discount for 10 sensors foc Colindale																															
Specification of Services (the “Specification”)	See above																															
3. Term	<div>Service Contract</div> <div>3.1 This Contract shall be deemed to have commenced on 01 January 2022 (the “Commencement Date”) and shall unless terminated earlier, or extended, in accordance with its terms.</div>																															

	<p>expire on 31 December 2022 (the “Term”).</p> <p>3.2 The Authority may extend this Contract for a period of up to 12 months from the expiry date (the “extension period”) of 31 December 2022 by giving not less than 30 Working Days’ notice in writing to the Supplier prior to the expiry Date. The terms and conditions of the Contract shall apply throughout any such extended period.</p> <p>3.3 The Authority may terminate the Contract for convenience at any time pursuant to clause 11 of Appendix 1 by giving the Supplier not less than 90 days’ written notice</p>
Contract Price	<p>3.4 The Total Contract Value of the services that can be ordered under this Contract is [REDACTED] excluding VAT (the “Contract Price”).</p> <p>3.5 For the avoidance of doubt, the Authority is not committed to pay the Total Contract Value.</p>
4. Payment	<p>Invoicing Terms</p> <p>4.1 Within 10 Business Days of receipt of the Supplier’s countersigned copy of the Contract, the Authority shall send a purchase order (the “Purchase Order”).</p> <p>4.2 The Supplier must be in receipt of a valid PO number before submitting an invoice.</p> <p>4.3 All invoices must be sent for approval and must include the proof of delivery to the Authority’s designated finance mailbox e-mail: [REDACTED] and their agreed representative before being submitted for payment.</p> <p>4.4 The Supplier may invoice the Core Service costs following receipt of an Authority Purchase Order detailing such an amount.</p> <p>4.5 The Supplier may invoice monthly in arrears for emergency call out costs upon completion of such works and upon receipt of written confirmation and approval by the Authority’s Contract Manager.</p> <p>4.5.1 All invoices must be sent quoting a valid purchase order number. The Supplier shall provide a current statement of account.</p> <p>4.6 To avoid delay in payment the Supplier must provide a compliant invoice that includes, as a minimum, a valid PO number, PO line item number (if applicable), PO line description, and the details (name and telephone number) of the Authority’s authorised representative. Non-compliant invoices will be sent back to the Supplier, which may lead to a delay in a payment.</p> <p>4.7 In support of a such valid invoice the Supplier shall provide to the Authority a signed maintenance visit note confirming receipt of the works at the Authority’s nominated Delivery Locations.</p> <p>4.8 Payment terms are net 30 days from invoice.</p>

	<p>4.9 Supplier queries regarding payment must be forwarded to the Authority's Accounts Payable section by email to: [REDACTED]</p> <p>4.10 The applicable invoicing process and associated terms are set out in Section 5 of Appendix 1.</p>
5. Authorised Representative(s)	<p>The Authority's Contract Manager is:</p> <p>Name: [REDACTED]</p> <p>E-mail: [REDACTED]</p> <p>or, in their absence,</p> <p>Name: [REDACTED]</p> <p>E-mail: [REDACTED]</p> <p>The Suppliers Contract Manager is:</p> <p>Name: [REDACTED]</p> <p>Title: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>or in their absence:</p> <p>Name: [REDACTED]</p> <p>Title: Head of Commercial</p> <p>Email: [REDACTED]</p> <p>OR</p> <p>Name: [REDACTED]</p> <p>Title: Senior Account Manager</p> <p>Email: [REDACTED]</p>
6. Address for notices	<p>Authority:</p> <p>Name: [REDACTED]</p> <p>E-mail: [REDACTED]</p>

	<p>Address: UK Health Security Agency, Nobel House, 17 Smith Square, London, SW1P 3HX</p> <p>Supplier:</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Address: T-Scan Limited, Peek House, 20 Eastcheap, London, EC3M 1EB</p>
7. Procedures and Policies	<p>7.1 For the purposes of this Contract the Authority may require the Supplier to ensure that all personnel employed in the delivery of the Deliverables has undertaken a Disclosure and Barring Service check.</p> <p>7.2 The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Authority, or is of a type otherwise advised by the Authority (each such conviction a "Relevant Conviction"), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Deliverables.</p> <p>7.3 Pricing and individual contact details shall be deemed to be Confidential Information for a period of three (3) years after the expiry or earlier termination of this Contract unless otherwise agreed in writing by the Parties.</p>

<p>Signed for and on behalf of the Supplier</p> <p>DocuSigned by:</p> <p>[REDACTED]</p> <p>437D36B342B8496...</p> <p>Full Name: [REDACTED]</p> <p>Job Title/Role: [REDACTED]</p> <p>Date Signed: 24 August 2022</p>	<p>Signed for and on behalf of the Authority</p> <p>DocuSigned by:</p> <p>[REDACTED]</p> <p>DEEEE0F77EA14A2...</p> <p>Full Name: [REDACTED]</p> <p>Job Title/Role: [REDACTED]</p> <p>Date Signed: 30 August 2022</p>
--	---

Schedule 1 – Service Specifications (Manchester)

1. Introduction & Background

1.1 High level details of purpose & aims of service:

The temperature (and environmental) monitoring system is a critical component used by the organisation to support clinical and clinical trial diagnostic works. These works are conducted under UKAS medical testing laboratory regulations (ISO 15189) and ICH/GCP clinical trial regulations. These regulations require that temperature critical equipment being used for these activities are monitored so that any potential faults or out of specification operations that have the potential to impact on results can be detected. Furthermore, clinical trial regulations require that all activities including the supporting data of clinical trial work is appropriately recorded and can allow for the complete reconstruction of the clinical trial. These regulations also require that documentation such as service reports and calibration certificates, are retained by the testing laboratories and that these can be produced upon request to the relevant regulatory inspector / auditor (MHRA, FDA, EMA). All computerised systems used to generate these data must be fully qualified and validated and their status maintained and tested i.e. following update/ upgrade, an assessment of the need and if required, level of revalidation, must be determined so that system functions and data integrity can be assured.

1.2 Nature and scope of current service:

The t-scan temperature (and environmental) monitoring system is currently installed and is being used within the organisation however there has been no formally agreed service level agreement between UKHSA and t-Scan Ltd. T-scan Ltd have provided remote support, onsite calibration and call-out services and notification of system/ software updates. However, the turnaround to produce documentation including UKAS calibration certificates has been unacceptably long with some certificates taking weeks or months to be available. The response to queries and question using the relevant customer support e-mail contacts is sporadic and tardy. Update/upgrade notifications to the system are being received however these are currently being applied without a form of authorisation by the UKHSA system users. To meet the expectations of the testing laboratories, these areas of the system/ **service need to be clearly defined and agreed upon to ensure compliance to the relevant regulatory standards.**

1.3 UKHSA Responsibilities

UKHSA will be responsible for ensuring that;

- All system hardware will be operated and handled in accordance with the manufacturer supplied instructions.
- Any faults, errors and or damage to the system or system components are reported appropriately to the supplier.
- Equipment components that have been used in laboratory environments have been appropriately decontaminated prior them being handled/ removed from that environment by the supplier.
- The supplier is provided with appropriate sensor calibration requirements including calibration points and any acceptance criteria.
- The supplier is to be provided with a list of sensors and their desired offsets following calibration.
- Any employees or contractors of the supplier attending UKHSA sites are given the appropriate induction and safety instructions to allow them to carry out their duties safely in accordance with local policies and procedures.
- The supplier and or their contractor have sufficient working space whilst onsite to conduct service, calibration and or repair activities as required.
- Any work orders have appropriate purchase requisitions raised in a timely manner.
- Any changes to site contacts are made clear to the supplier
- The decision to allow the supplier to implement or not implement any proposed system updates/ upgrades must be conveyed to the supplier in a timely manner (considering time taken for UKHSA to assess and if required test any updates)
- UKHSA to recognise that any initial or provisional calibration data provided by the supplier, may be subject to change as this may not have been through the UKAS approval process.

2. Implementation / Mobilisation requirements

- 2.1 The Supplier is required to provide a list of key tasks and activities required to mobilise and implement the contract by the following date: one week from contract signature. Time will be of the essence in this contract.

3. Description of service to be provided

- 3.1 **List of service elements and key processes or activities to be carried out by the Supplier.** *It is advisable to include the wording 'and any other tasks as necessary to ensure the effective and efficient functioning of the service and achievement of the stated outcomes'*
- **Maintain the monitoring system so that it remains functional as a means of recording and accessing data, producing reports and alerting end users of any sensors that are beyond the relevant alarm set points and or for which data is not being received.**
 - **Maintaining the monitoring system so that user access is controlled, not compromised and so that appropriate levels of settings security (password verification) are maintained.**
 - **Conduct any routine (annual) maintenance in accordance with their service/ maintenance procedures.**
 - **Maintain an appropriate backup of the system and or data in the event of catastrophic system failure.**
 - **Maintain a working backup server, including functional alert system to act as a contingency in the event of failure or upgrade of the primary server.**
 - **Comprehensive technical support to address any issues found or experienced by UKHSA end users. System support should be contactable during working hours by phone Monday to Friday or by email to [REDACTED]. For out of hours support please email [REDACTED]. Responses to any issues should be within and appropriate timeframe i.e.**
 - **Response to catastrophic system/software failure – within the same working day.**
 - **Response to single component hardware fault - 1 to 2 working days.**
 - **General Queries - within 5 working days**
 - **Inform system users of any planned, cosmetic and or functional updates/ upgrades to the system including details of what the updates are, which part of the system they are concerned with and how this will change/ impact the functionality so that UKHSA end users can assess whether to allow these updates (Supplier must provide at least 2 months notice from release note publication until proposed implementation date).**
 - **The supplier and or their contractor will provide an appropriate UKAS calibration service (fully traceable) following the specifications determined by the UKHSA end user.**
 - **The supplier will provide initial/provisional feedback or data to UKHSA indicating which sensors meet the user-defined calibration acceptance criteria (to be done either at the end of each day or end of the calibration service visit).**
 - **The supplier is to apply any requested offsets (adjustments) to sensors following a request by the appropriate UKHSA contacts (offsets should be applied within 2 to 3 days).**
 - **The supplier must offer a callout service to troubleshoot any physical issues regarding the system and its components (additional charges may apply).**
 - **The supplier must offer an appropriate degree of training to designated UKHSA staff to enable their competency in using and or administering the system.**
 - **The supplier must be open to and enter discussions with UKHSA staff regarding any potential improvements that can be made to the system and implement these if agreed by both parties.**
 - **The supplier agrees not to access the UKHSA monitoring systems and adjust user-defined settings and or conduct routine user activities such as entering alarm remedial actions and causes without prior approval by UKHSA system administrators.**
 - **The supplier shall conduct any other tasks as necessary to ensure the effective and efficient functioning of the service and achievement of the stated outcomes**
- 3.2 **Location of service delivery.**
Not applicable as system is remote.
- 3.3 **Access to services** Each monitoring system has UKHSA defined 'Company' and 'Department' administrators who are on the system and who are designated as the site/ system contacts for the supplier to use.
- 3.4 **Hours of service** The monitoring system is used continuously to provide 'live' and stored data and is permanently functional. It is therefore the expectation that the supplier be able to provide

'same day' remote response in the event of catastrophic system failure, within normal working hours including weekends.

3.5 Staffing Levels.

The supplier should ensure adequate number of staff to meet the requirements above in terms of response times

3.6 Training -

As requested, the supplier is to provide either face-to face or remote training to a limited number of designated UKHSA staff.

4. Monitoring and Reporting requirements

4.1 Service Level Agreement & Key Performance Indicators –

4.1.1 The Supplier shall deliver the Services to good industry standards.

4.1.2 Timely delivery of the Services in accordance with section 2 above.

4.1.3 Quality of Services i.e. Services to meet Specifications as stated in section 2 above.

4.1.4 Proof of delivery of the Services to be supplied with each monthly consolidated invoice.

4.1.5 Performance and key performance indicators to be reported by the Supplier on a monthly basis include:

1. List of current equipment (the "Asset Register");
2. Schedule of the equipment for Planned Maintenance in the forthcoming month;
3. Schedule of the completed equipment Planned Maintenance;
4. Number of service call outs received with reference to associated equipment serial number;
5. Equipment performance reviewed including levels of equipment break down;
6. Review of time to fix rate resolution, and review of the escalation procedure if necessary;
7. Details of callouts by location, including root cause analysis; and
8. Repairs carried out at each site.

4.2 Quality Control –

4.2.1 The Supplier is required to review and report on the quality of the service as agreed with UKHSA and UKHSA reserves the right to audit the service to ensure it is being delivered in accordance with the Specification.

4.2.2 The Supplier shall maintain and repair the equipment to the level of the Supplier's manufactured specifications as sold by the Supplier to the Authority. The equipment must meet the laboratories ISO standard UKAS ISO 15189 "Medical Laboratories" accreditation at all times.

4.3 Communication requirements with the Contract Manager –

4.3.1 At the Authority's request, within five (5) Working Days of such request, the Supplier shall provide such management information to the Authority as the Authority may reasonably request from time to time (including without limit any information about the Supplier's supply chain and its compliance in relation to sustainability requirements).

4.3.2 The Authority Contract Manager (or their delegate) and the Supplier Contract Manager shall meet Monthly (or such other frequency as reasonably requested by the Authority) and no less than quarterly (unless otherwise notified by the Authority) to discuss the Supplier's performance and other matters connected to the delivery of the Contract.

5. Pricing

All pricing provided under the contract will be deemed inclusive of all set-up, integration, implementation, delivery, ancillary costs and expenses. Any day rates quoted under the contract will be inclusive of all expenses.

6. Contract Exit and Handover

The Supplier is required to organise and attend a contract exit meeting in which lessons learned from the contract are discussed and recommendations for improvement on both sides are proposed. Under the contract the supplier is required to liaise with the existing provider.

Schedule 2 – Location of Service

Location	Address	Assets
Location 1	Manchester [REDACTED]	<ul style="list-style-type: none">• 246-335 Bacteriology = x121 sensors.• 246-336 Virology = x89 sensors.• 246-337 Vaccine Evaluation Unit (VEU) = x47 sensors.• 246-378 Meningococcal Ref Lab (MRU) = x25 sensors.
Location 2	Colindale [REDACTED]	<ul style="list-style-type: none">• 55-124 National Infection Service = x711 sensors.

Schedule 3 – Preventative Maintenance Checklist

Appendix 1 – Authority Short Form Terms & Conditions

1. Definitions used in the Contract

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

"Central Government Body"		means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
"Change Law"	in	means any change in Law which impacts on the supply of the Deliverables (including taxation or duties of any sort affecting the Supplier) which comes into force after the start date of the Contract set out in the Order Form;
"Charges"		means the charges for the Deliverables as specified in the Order Form;
"Confidential Information"		means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
"Contract"		means the contract between (i) the Authority and (ii) the Supplier which is created by the Supplier's counter signing the Order Form and includes the Order Form, Schedules and Appendices;
"Controller"		has the meaning given to it in the GDPR;
"Authority"		means the "Authority" ;
"Date Delivery"	of	means that date by which the Deliverables must be delivered to the Authority, as specified in the Order Form;
"Authority Cause"		any breach of the obligations of the Authority or any other default, act, omission, negligence or statement of the Authority, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Authority is liable to the Supplier;
"Data Protection Legislation"		(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the Data

		Protection Act 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;
"Data Protection Impact Assessment"		an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Officer"		has the meaning given to it in the GDPR;
"Data Subject"		has the meaning given to it in the GDPR;
"Data Loss Event"		any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"Data Subject Access Request"		a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Deliver"		means hand over the Deliverables to the Authority at the address and on the date specified in the Order Form, which shall include unloading and any other specific arrangements agreed in accordance with the Order Form and the Specification. Delivered and Delivery shall be construed accordingly;
"Existing IPR"		any and all intellectual property rights that are owned by or licensed to either Party and which have been developed independently of the Contract (whether prior to the date of the Contract or otherwise);
"Exit Day"		has the meaning in the European Union (Withdrawal) Act 2018;
"Expiry Date"		means the date for expiry of the Contract as set out in the Order Form;
"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 Event"		any event, occurrence, circumstance, matter or cause affecting the performance by either Party of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control which prevent or materially delay it from performing its obligations under the Contract but excluding: i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain; ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; iii)

any failure of delay caused by a lack of funds; iv) any event or other consequence arising as a result of or in connection with the withdrawal of the United Kingdom from the European Union; and v) any event or other consequence arising as a result of or in connection with the COVID-19 pandemic except for circumstances caused by or related to the COVID-19 pandemic which are changes in applicable Law and/or governmental guidance which mean that the Deliverables cannot be provided as set out in the Contract (in all material respects) without such Laws and/or government guidance being breached, or if the Supplier can reasonably demonstrate that despite all reasonable endeavours, it is unable to secure non-COVID-19 infected personnel to provide the Deliverables due to the levels of COVID-19 infections in the population of the United Kingdom.

"GDPR"	the General Data Protection Regulation (Regulation (EU) 2016/679);
"Good Industry Practice"	standards, practices, methods and procedures conforming to the law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
"Government Data"	a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority's confidential information, and which: i) are supplied to the Supplier by or on behalf of the Authority; or ii) the Supplier is required to generate, process, store or transmit pursuant to the Contract; or b) any Personal Data for which the Authority is the Data Controller;
"Information"	has the meaning given under section 84 of the FOIA;
"Information Commissioner"	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
"Insolvency Event"	in respect of a person: a) if that person is insolvent; ii) if an order is made or a resolution is passed for the winding up of the person (other than voluntarily for the purpose of solvent amalgamation or reconstruction); iii) if an administrator or administrative receiver is appointed in respect of the whole or any part of the persons assets or business; iv) if the person makes any composition with its creditors or takes or suffers any similar or analogous action to any of the actions detailed in this definition as a result of debt in any jurisdiction;
"Key Personnel"	means any persons specified as such in the Order Form or otherwise notified as such by the Authority to the Supplier in writing;
"Law"	means any law, statute, subordinate legislation within the

meaning of section 21(1) of the Interpretation Act 1978, byelaw, enforceable right within the meaning of section 2 of the European Communities Act 1972, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;

"LED"	Law Enforcement Directive (Directive (EU) 2016/680);
"New IPR"	all and intellectual property rights in any materials created or developed by or on behalf of the Supplier pursuant to the Contract but shall not include the Supplier's Existing IPR;
"Order Form"	means the letter from the Authority to the Supplier printed above these terms and conditions;
"Party"	the Supplier or the Authority (as appropriate) and "Parties" shall mean both of them;
"Personal Data"	has the meaning given to it in the GDPR;
"Personal Data Breach"	has the meaning given to it in the GDPR;
"Processor"	has the meaning given to it in the GDPR;
"Purchase Order Number"	means the Authority's unique number relating to the order for Deliverables to be supplied by the Supplier to the Authority in accordance with the terms of the Contract;
"Regulations"	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires) as amended from time to time;
"Request for Information"	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term "request" shall apply);
"Services"	means the services to be supplied by the Supplier to the Authority under the Contract;
"Specification"	means the specification for the Deliverables to be supplied by the Supplier to the Authority (including as to quantity, description and quality) as specified in the Order Form;
"Staff"	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier's obligations under the Contract;
"Staff Vetting Procedures"	means vetting procedures that accord with good industry practice or, where applicable, the Authority's procedures for the vetting of personnel as provided to the Supplier from time to time;

"Sub processor"	any third Party appointed to process Personal Data on behalf of the Supplier related to the Contract;
"Supplier Staff"	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier's obligations under a Contract;
"Supplier"	means the person named as Supplier in the Order Form;
"Term"	means the period from the start date of the Contract set out in the Order Form to the Expiry Date as such period may be extended in accordance with Clause 11.2 or terminated in accordance with the terms and conditions of the Contract;
"US-EU Privacy Shield Register"	a list of companies maintained by the United States of America Department for Commerce that have self-certified their commitment to adhere to the European legislation relating to the processing of personal data to non-EU countries which is available online at: https://www.privacyshield.gov/list ;
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"Workers"	any one of the Supplier Staff which the Authority, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables;
"Working Day"	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

2. Understanding the Contract

In the Contract, unless the context otherwise requires:

- 2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;
- 2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
- 2.3 the headings in this Contract are for information only and do not affect the interpretation of the Contract;
- 2.4 references to "writing" include printing, display on a screen and electronic transmission and other modes of representing or reproducing words in a visible form;
- 2.5 the singular includes the plural and vice versa;

- 2.6 a reference to any law includes a reference to that law as amended, extended, consolidated or re-enacted from time to time and to any legislation or byelaw made under that law;
- 2.7 the word 'including', "for example" and similar words shall be understood as if they were immediately followed by the words "without limitation"; and
- 2.8 Any reference in this Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
- (a) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement ("**EU References**") which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - (b) any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred.

3. How the Contract works

- 3.1 The Order Form is an offer by the Authority to purchase the Deliverables subject to and in accordance with the terms and conditions of the Contract.
- 3.2 The Supplier is deemed to accept the offer in the Order Form when the Authority receives a copy of the Order Form signed by the Supplier.
- 3.3 The Supplier warrants and represents that its tender and all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

4. What needs to be delivered

4.1 All Deliverables

- (a) The Supplier must provide Deliverables: (i) in accordance with the Specification; (ii) to a professional standard; (iii) using reasonable skill and care; (iv) using Good Industry Practice; (v) using its own policies, processes and internal quality control measures as long as they don't conflict with the Contract; (vi) on the dates agreed; and (vii) that comply with all law.
- (b) The Supplier must provide Deliverables with a warranty of at least 90 days (or longer where the Supplier offers a longer warranty period to its customers) from Delivery against all obvious defects.

4.2 Goods clauses

- (a) All Goods delivered must be new, or as new if recycled, unused and of recent origin.
- (b) All manufacturer warranties covering the Goods must be assignable to the Authority on request and for free.
- (c) The Supplier transfers ownership of the Goods on completion of delivery (including off-loading and stacking) or payment for those Goods, whichever is earlier.
- (d) Risk in the Goods transfers to the Authority on delivery but remains with the Supplier if the Authority notices damage following delivery and lets the Supplier know within three Working Days of delivery.

- (e) The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
- (f) The Supplier must deliver the Goods on the date and to the specified location during the Authority's working hours.
- (g) The Supplier must provide sufficient packaging for the Goods to reach the point of delivery safely and undamaged.
- (h) All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
- (i) The Supplier must provide all tools, information and instructions the Authority needs to make use of the Goods.
- (j) The Supplier will notify the Authority of any request that Goods are returned to it or the manufacturer after the discovery of safety issues or defects that might endanger health or hinder performance and shall indemnify the Authority against the costs arising as a result of any such request.
- (k) The Authority can cancel any order or part order of Goods which has not been delivered. If the Authority gives less than 14 days' notice then it will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.
- (l) The Supplier must at its own cost repair, replace, refund or substitute (at the Authority's option and request) any Goods that the Authority rejects because they don't conform with clause 4.2. If the Supplier doesn't do this it will pay the Authority's costs including repair or re-supply by a third party.
- (m) The Authority will not be liable for any actions, claims, costs and expenses incurred by the Supplier or any third party during delivery of the Goods unless and to the extent that it is caused by negligence or other wrongful act of the Authority or its servant or agent. If the Authority suffers or incurs any damage or injury (whether fatal or otherwise) occurring in the course of delivery or installation then the Supplier shall indemnify from any losses, charges costs or expenses which arise as a result of or in connection with such damage or injury where it is attributable to any act or omission of the Supplier or any of its sub-suppliers.

4.3 **Services clauses**

- (a) Late delivery of the Services will be a default of the Contract.
- (b) The Supplier must co-operate with the Authority and third party suppliers on all aspects connected with the delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions including any security requirements.
- (c) The Authority must provide the Supplier with reasonable access to its premises at reasonable times for the purpose of supplying the Services
- (d) The Supplier must at its own risk and expense provide all equipment required to deliver the Services. Any equipment provided by the Authority to the Supplier for supplying the Services remains the property of the Authority and is to be returned to the Authority on expiry or termination of the Contract.
- (e) The Supplier must allocate sufficient resources and appropriate expertise to the Contract.
- (f) The Supplier must take all reasonable care to ensure performance does not disrupt the Authority's operations, employees or other contractors.
- (g) On completion of the Services, the Supplier is responsible for leaving the Authority's premises in a clean, safe and tidy condition and making good any damage that it has caused to the Authority's premises or property, other than fair wear and tear.
- (h) The Supplier must ensure all Services, and anything used to deliver the Services, are of good quality and free from defects.

- (i) The Authority is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

5. Pricing and payments

- 5.1 In exchange for the Deliverables, the Supplier shall be entitled to invoice the Authority for the charges in the Order Form. The Supplier shall raise invoices promptly and in any event within 90 days from when the charges are due.
- 5.2 All Charges:
 - (a) exclude VAT, which is payable on provision of a valid VAT invoice;
 - (b) include all costs connected with the supply of Deliverables.
- 5.3 The Authority must pay the Supplier the charges within 30 days of receipt by the Authority of a valid, undisputed invoice, in cleared funds to the Supplier's account stated in the Order Form.
- 5.4 A Supplier invoice is only valid if it:
 - (a) includes all appropriate references including the Purchase Order Number and other details reasonably requested by the Authority;
 - (b) includes a detailed breakdown of Deliverables which have been delivered (if any).
- 5.5 If there is a dispute between the Parties as to the amount invoiced, the Authority shall pay the undisputed amount. The Supplier shall not suspend the provision of the Deliverables unless the Supplier is entitled to terminate the Contract for a failure to pay undisputed sums in accordance with clause 11.6. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 33.
- 5.6 The Authority may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
- 5.7 The Supplier must ensure that all subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this doesn't happen, the Authority can publish the details of the late payment or non-payment.

6. The Authority's obligations to the Supplier

- 6.1 If Supplier fails to comply with the Contract as a result of a Authority Cause:
 - (a) the Authority cannot terminate the Contract under clause 11;
 - (b) the Supplier is entitled to reasonable and proven additional expenses and to relief from liability under this Contract;
 - (c) the Supplier is entitled to additional time needed to deliver the Deliverables;
 - (d) the Supplier cannot suspend the ongoing supply of Deliverables.
- 6.2 Clause 6.1 only applies if the Supplier:
 - (a) gives notice to the Authority within 10 Working Days of becoming aware;
 - (b) demonstrates that the failure only happened because of the Authority Cause;
 - (c) mitigated the impact of the Authority Cause.

7. Record keeping and reporting

- 7.1 The Supplier must ensure that suitably qualified representatives attend progress meetings with the Authority and provide progress reports when specified in the Order Form.
- 7.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract for seven years after the date of expiry or termination of the Contract.
- 7.3 The Supplier must allow any auditor appointed by the Authority access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for the audit.
- 7.4 The Supplier must provide information to the auditor and reasonable co-operation at their request.
- 7.5 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
- (a) tell the Authority and give reasons;
 - (b) propose corrective action;
 - (c) provide a deadline for completing the corrective action.
- 7.6 If the Authority, acting reasonably, is concerned as to the financial stability of the Supplier such that it may impact on the continued performance of the Contract then the Authority may:
- (a) require that the Supplier provide to the Authority (for its approval) a plan setting out how the Supplier will ensure continued performance of the Contract and the Supplier will make changes to such plan as reasonably required by the Authority and once it is agreed then the Supplier shall act in accordance with such plan and report to the Authority on demand
 - (b) if the Supplier fails to provide a plan or fails to agree any changes which are requested by the Authority or fails to implement or provide updates on progress with the plan, terminate the Contract immediately for material breach (or on such date as the Authority notifies).

8. Supplier staff

- 8.1 The Supplier Staff involved in the performance of the Contract must:
- (a) be appropriately trained and qualified;
 - (b) be vetted using Good Industry Practice and in accordance with any instructions issued by the Authority in the Order Form and the Staff Vetting Procedures;
 - (c) comply with all conduct requirements when on the Authority's premises.
- 8.2 Where a Authority decides one of the Supplier's Staff isn't suitable to work on the Contract, the Supplier must replace them with a suitably qualified alternative.
- 8.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach clause 8.
- 8.4 The Supplier must provide a list of Supplier Staff needing to access the Authority's premises and say why access is required.
- 8.5 The Supplier indemnifies the Authority against all claims brought by any person employed by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.

- 8.6 The Supplier shall use those persons nominated in the Order Form (if any) to provide the Deliverables and shall not remove or replace any of them unless:
- (a) requested to do so by the Authority (not to be unreasonably withheld or delayed);
 - (b) the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
 - (c) the person's employment or contractual arrangement with the Supplier or any subcontractor is terminated for material breach of contract by the employee.

9. Rights and protection

- 9.1 The Supplier warrants and represents that:
- (a) it has full capacity and authority to enter into and to perform the Contract;
 - (b) the Contract is executed by its authorised representative;
 - (c) it is a legally valid and existing organisation incorporated in the place it was formed;
 - (d) there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its affiliates that might affect its ability to perform the Contract;
 - (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under the Contract;
 - (f) it doesn't have any contractual obligations which are likely to have a material adverse effect on its ability to perform the Contract; and
 - (g) it is not impacted by an Insolvency Event.
- 9.2 The warranties and representations in clause 9.1 are repeated each time the Supplier provides Deliverables under the Contract.
- 9.3 The Supplier indemnifies the Authority against each of the following:
- (a) wilful misconduct of the Supplier, any of its subcontractor and/or Supplier Staff that impacts the Contract;
 - (b) non-payment by the Supplier of any tax or National Insurance.
- 9.4 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify the Authority.
- 9.5 All third party warranties and indemnities covering the Deliverables must be assigned for the Authority's benefit by the Supplier.

10. Intellectual Property Rights (IPRs)

- 10.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Authority a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it and its sub-licensees to both:
- (a) receive and use the Deliverables;
 - (b) use the New IPR.
- 10.2 Any New IPR created under the Contract is owned by the Authority. The Authority gives the Supplier a licence to use any Existing IPRs for the purpose of fulfilling its obligations under the Contract and a perpetual, royalty-free, non-exclusive licence to use any New IPRs.

- 10.3 Where a Party acquires ownership of intellectual property rights incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 10.4 Neither Party has the right to use the other Party's intellectual property rights, including any use of the other Party's names, logos or trademarks, except as provided in clause 10 or otherwise agreed in writing.
- 10.5 If any claim is made against the Authority for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Deliverables (an "**IPR Claim**"), then the Supplier indemnifies the Authority against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result of the IPR Claim.
- 10.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Authority's sole option, either:
- (a) obtain for the Authority the rights in clauses 10.1 and 10.2 without infringing any third party intellectual property rights;
 - (b) replace or modify the relevant item with substitutes that don't infringe intellectual property rights without adversely affecting the functionality or performance of the Deliverables.

11. Ending the contract

- 11.1 The Contract takes effect on the date of or (if different) the date specified in the Order Form and ends on the earlier of the date of expiry or termination of the Contract or earlier if required by Law.
- 11.2 The Authority can extend the Contract where set out in the Order Form in accordance with the terms in the Order Form.
- 11.3 **Ending the Contract without a reason**
The Authority has the right to terminate the Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice and if it's terminated clause 11.5(b) to 11.5(g) applies.
- 11.4 **When the Authority can end the Contract**
- (a) If any of the following events happen, the Authority has the right to immediately terminate its Contract by issuing a termination notice in writing to the Supplier:
 - (i) there's a Supplier Insolvency Event;
 - (ii) if the Supplier repeatedly breaches the Contract in a way to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Contract;
 - (iii) if the Supplier is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
 - (iv) there's a change of control (within the meaning of section 450 of the Corporation Tax Act 2010) of the Supplier which isn't pre-approved by the Authority in writing;
 - (v) if the Authority discovers that the Supplier was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded;
 - (vi) the Court of Justice of the European Union uses Article 258 of the Treaty on the Functioning of the European Union (TFEU) to declare that

- the Contract should not have been awarded to the Supplier because of a serious breach of the TFEU or the Regulations;
- (vii) the Supplier or its affiliates embarrass or bring the Authority into disrepute or diminish the public trust in them.
- (b) If any of the events in 73(1) (a) to (c) of the Regulations (substantial modification, exclusion of the Supplier, procurement infringement) happen, the Authority has the right to immediately terminate the Contract and clause 11.5(b) to 11.5(g) applies.

11.5 What happens if the Contract ends

Where the Authority terminates the Contract under clause 11.4(a) all of the following apply:

- (a) the Supplier is responsible for the Authority's reasonable costs of procuring replacement deliverables for the rest of the term of the Contract;
- (b) the Authority's payment obligations under the terminated Contract stop immediately;
- (c) accumulated rights of the Parties are not affected;
- (d) the Supplier must promptly delete or return the Government Data except where required to retain copies by law;
- (e) the Supplier must promptly return any of the Authority's property provided under the Contract;
- (f) the Supplier must, at no cost to the Authority, give all reasonable assistance to the Authority and any incoming supplier and co-operate fully in the handover and re-procurement;
- (g) the following clauses survive the termination of the Contract: 4.2(j) (notification of safety issues or defects), 7.2 - 7.4 (records), 10 (intellectual property rights), 11 (ending the contract), 12 (how much you can be held responsible for), 14 (data protection), 15 (what you must keep confidential), 16 (when you can share information), 17 (invalid parts of the contract), 18 (no other terms apply), 19 (other people's rights in a contract), 22 (giving up contract rights), 33 (resolving disputes), 34 (which law applies), and any clauses which are expressly or by implication intended to continue.

11.6 When the Supplier can end the Contract

- (a) The Supplier can issue a reminder notice if the Authority does not pay an undisputed invoice on time. The Supplier can terminate the Contract if the Authority fails to pay an undisputed invoiced sum due and worth over 10% of the total Contract value or £1,000, whichever is the lower, within 30 days of the date of the reminder notice.
- (b) If a Supplier terminates the Contract under clause 11.6(a):
 - (i) the Authority must promptly pay all outstanding charges incurred to the Supplier;
 - (ii) the Authority must pay the Supplier reasonable committed and unavoidable losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated;
 - (iii) clauses 11.5(d) to 11.5(g) apply.

11.7 Partially ending and suspending the Contract

- (a) Where the Authority has the right to terminate the Contract it can terminate or suspend (for any period), all or part of it. If the Authority suspends the Contract it can provide the Deliverables itself or buy them from a third party.


- (b) The Authority can only partially terminate or suspend the Contract if the remaining parts of it can still be used to effectively deliver the intended purpose.
- (c) The Parties must agree (in accordance with clause 24) any necessary variation required by clause 11.7, but the Supplier may not either:
 - (i) reject the variation;
 - (ii) increase the Charges, except where the right to partial termination is under clause 11.3.
- (d) The Authority can still use other rights available, or subsequently available to it if it acts on its rights under clause 11.7.

12. How much you can be held responsible for

- 12.1 Each Party's total aggregate liability under or in connection with the Contract (whether in tort, contract or otherwise) is no more than 125% of the Charges paid or payable to the Supplier.
- 12.2 No Party is liable to the other for:
- (a) any indirect losses;
 - (b) loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 12.3 In spite of clause 12.1, neither Party limits or excludes any of the following:
- (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;
 - (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
 - (c) any liability that cannot be excluded or limited by law.
- 12.4 In spite of clause 12.1, the Supplier does not limit or exclude its liability for any indemnity given under clauses 8.5, 9.3, 10.5, 13.2, 14.26 or 30.2.
- 12.5 Each Party must use all reasonable endeavours to mitigate any loss or damage which it suffers under or in connection with the Contract, including any indemnities.
- 12.6 If more than one Supplier is party to the Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

13. Obeying the law

- 13.1 The Supplier must, in connection with provision of the Deliverables, use reasonable endeavours to:
- (a) comply and procure that its subcontractors comply with the Supplier Code of Conduct appearing at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf) and such other corporate social responsibility requirements as the Authority may notify to the Supplier from time to time;
 - (b) support the Authority in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010;
 - (c) not use nor allow its subcontractors to use modern slavery, child labour or inhumane treatment;
 - (d) meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

- 
- 13.2 The Supplier indemnifies the Authority against any costs resulting from any default by the Supplier relating to any applicable Law to do with the Contract.
- 13.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 12.1 and Clauses 27 to 32
- 13.4 "Compliance Officer" the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;

14. Data protection

- 14.1 The Authority is the Controller and the Supplier is the Processor for the purposes of the Data Protection Legislation.
- 14.2 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with this Contract.
- 14.3 The Supplier must not remove any ownership or security notices in or relating to the Government Data.
- 14.4 The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Authority copies every six Months.
- 14.5 The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the security requirements specified in writing by the Authority.
- 14.6 If at any time the Supplier suspects or has reason to believe that the Government Data provided under the Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Authority and immediately suggest remedial action.
- 14.7 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Authority may either or both:
- (a) tell the Supplier to restore or get restored Government Data as soon as practical but no later than five Working Days from the date that the Authority receives notice, or the Supplier finds out about the issue, whichever is earlier;
 - (b) restore the Government Data itself or using a third party.
- 14.8 The Supplier must pay each Party's reasonable costs of complying with clause 14.7 unless the Authority is at fault.
- 14.9 Only the Authority can decide what processing of Personal Data a Supplier can do under the Contract and must specify it for the Contract using the template in Appendix 1 of the Order Form (*Authorised Processing*).
- 14.10 The Supplier must only process Personal Data if authorised to do so in Appendix 1 to the Order Form (*Authorised Processing*) by the Authority. Any further written instructions relating to the processing of Personal Data are incorporated into Appendix 1 of the Order Form.
- 14.11 The Supplier must give all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment before starting any processing, including:

- (a) a systematic description of the expected processing and its purpose;
- (b) the necessity and proportionality of the processing operations;
- (c) the risks to the rights and freedoms of Data Subjects;
- (d) the intended measures to address the risks, including safeguards, security measures and mechanisms to protect Personal Data.

- 14.12 The Supplier must notify the Authority immediately if it thinks the Authority's instructions breach the Data Protection Legislation.
- 14.13 The Supplier must put in place appropriate Protective Measures to protect against a Data Loss Event which must be approved by the Authority.
- 14.14 If lawful to notify the Authority, the Supplier must notify it if the Supplier is required to process Personal Data by Law promptly and before processing it.
- 14.15 The Supplier must take all reasonable steps to ensure the reliability and integrity of any Supplier Staff who have access to the Personal Data and ensure that they:
- (a) are aware of and comply with the Supplier's duties under this clause **Error! Reference source not found.**;
 - (b) are subject to appropriate confidentiality undertakings with the Supplier or any Sub processor;
 - (c) are informed of the confidential nature of the Personal Data and do not provide any of the Personal Data to any third Party unless directed in writing to do so by the Authority or as otherwise allowed by the Contract;
 - (d) have undergone adequate training in the use, care, protection and handling of Personal Data.
- 14.16 The Supplier must not transfer Personal Data outside of the EU unless all of the following are true:
- (a) it has obtained prior written consent of the Authority;
 - (b) the Authority has decided that there are appropriate safeguards (in accordance with Article 46 of the GDPR);
 - (c) the Data Subject has enforceable rights and effective legal remedies when transferred;
 - (d) the Supplier meets its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
 - (e) where the Supplier is not bound by Data Protection Legislation it must use its best endeavours to help the Authority meet its own obligations under Data Protection Legislation; and
 - (f) the Supplier complies with the Authority's reasonable prior instructions about the processing of the Personal Data.
- 14.17 The Supplier must notify the Authority immediately if it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with the request is required or claims to be required by Law;
 - (f) becomes aware of a Data Loss Event.

- 14.18 Any requirement to notify under clause 14.17 includes the provision of further information to the Authority in stages as details become available.
- 14.19 The Supplier must promptly provide the Authority with full assistance in relation to any Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 14.17. This includes giving the Authority:
- (a) full details and copies of the complaint, communication or request;
 - (b) reasonably requested assistance so that it can comply with a Data Subject Access Request within the relevant timescales in the Data Protection Legislation;
 - (c) any Personal Data it holds in relation to a Data Subject on request;
 - (d) assistance that it requests following any Data Loss Event;
 - (e) assistance that it requests relating to a consultation with, or request from, the Information Commissioner's Office.
- 14.20 The Supplier must maintain full, accurate records and information to show it complies with this clause 14. This requirement does not apply where the Supplier employs fewer than 250 staff, unless either the Authority determines that the processing:
- (a) is not occasional;
 - (b) includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR;
 - (c) is likely to result in a risk to the rights and freedoms of Data Subjects.
- 14.21 The Supplier must appoint a Data Protection Officer responsible for observing its obligations in this Schedule and give the Authority their contact details.
- 14.22 Before allowing any Sub processor to process any Personal Data, the Supplier must:
- (a) notify the Authority in writing of the intended Sub processor and processing;
 - (b) obtain the written consent of the Authority;
 - (c) enter into a written contract with the Sub processor so that this clause 14 applies to the Sub processor;
 - (d) provide the Authority with any information about the Sub processor that the Authority reasonably requires.
- 14.23 The Supplier remains fully liable for all acts or omissions of any Sub processor.
- 14.24 At any time the Authority can, with 30 Working Days notice to the Supplier, change this clause 14 to:
- (a) replace it with any applicable standard clauses (between the controller and processor) or similar terms forming part of an applicable certification scheme under GDPR Article 42;
 - (b) ensure it complies with guidance issued by the Information Commissioner's Office.
- 14.25 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office.
- 14.26 The Supplier:
- (a) must provide the Authority with all Government Data in an agreed open format within 10 Working Days of a written request;
 - (b) must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;

- (c) must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
- (d) securely erase all Government Data and any copies it holds when asked to do so by the Authority unless required by Law to retain it;
- (e) indemnifies the Authority against any and all Losses incurred if the Supplier breaches clause 14 and any Data Protection Legislation.

15. What you must keep confidential

15.1 Each Party must:

- (a) keep all Confidential Information it receives confidential and secure;
- (b) not disclose, use or exploit the disclosing Party's Confidential Information without the disclosing Party's prior written consent, except for the purposes anticipated under the Contract;
- (c) immediately notify the disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.

15.2 In spite of clause 15.1, a Party may disclose Confidential Information which it receives from the disclosing Party in any of the following instances:

- (a) where disclosure is required by applicable Law or by a court with the relevant jurisdiction if the recipient Party notifies the disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
- (b) if the recipient Party already had the information without obligation of confidentiality before it was disclosed by the disclosing Party;
- (c) if the information was given to it by a third party without obligation of confidentiality;
- (d) if the information was in the public domain at the time of the disclosure;
- (e) if the information was independently developed without access to the disclosing Party's Confidential Information;
- (f) to its auditors or for the purposes of regulatory requirements;
- (g) on a confidential basis, to its professional advisers on a need-to-know basis;
- (h) to the Serious Fraud Office where the recipient Party has reasonable grounds to believe that the disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.

15.3 The Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Authority at its request.

15.4 The Authority may disclose Confidential Information in any of the following cases:

- (a) on a confidential basis to the employees, agents, consultants and contractors of the Authority;
- (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that the Authority transfers or proposes to transfer all or any part of its business to;
- (c) if the Authority (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
- (d) where requested by Parliament;
- (e) under clauses 5.7 and 16.

15.5 For the purposes of clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in clause 15.

- 15.6 Information which is exempt from disclosure by clause 16 is not Confidential Information.
- 15.7 The Supplier must not make any press announcement or publicise the Contract or any part of it in any way, without the prior written consent of the Authority and must take all reasonable steps to ensure that Supplier Staff do not either.

16. When you can share information

- 16.1 The Supplier must tell the Authority within 48 hours if it receives a Request For Information.
- 16.2 Within the required timescales the Supplier must give the Authority full co-operation and information needed so the Authority can:
- (a) comply with any Freedom of Information Act (FOIA) request;
 - (b) comply with any Environmental Information Regulations (EIR) request.
- 16.3 The Authority may talk to the Supplier to help it decide whether to publish information under clause 16. However, the extent, content and format of the disclosure is the Authority's decision, which does not need to be reasonable.

17. Invalid parts of the contract

If any part of the Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it's valid or enforceable.

18. No other terms apply

The provisions incorporated into the Contract are the entire agreement between the Parties. The Contract replaces all previous statements and agreements whether written or oral. No other provisions apply.

19. Other people's rights in a contract

No third parties may use the Contracts (Rights of Third Parties) Act (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

20. Circumstances beyond your control

- 20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under the Contract while the inability to perform continues, if it both:
- (a) provides written notice to the other Party;
 - (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
- 20.2 Either party can partially or fully terminate the Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.
- 20.3 Where a Party terminates under clause 20.2:
- (a) each party must cover its own losses;

(b) clause 11.5(b) to 11.5(g) applies.

21. Relationships created by the contract

The Contract does not create a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

22. Giving up contract rights

A partial or full waiver or relaxation of the terms of the Contract is only valid if it is stated to be a waiver in writing to the other Party.

23. Transferring responsibilities

23.1 The Supplier cannot assign the Contract without the Authority's written consent.

23.2 The Authority can assign, novate or transfer its Contract or any part of it to any Crown Body, public or private sector body which performs the functions of the Authority.

23.3 When the Authority uses its rights under clause 23.2 the Supplier must enter into a novation agreement in the form that the Authority specifies.

23.4 The Supplier can terminate the Contract novated under clause 23.2 to a private sector body that is experiencing an Insolvency Event.

23.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

23.6 If the Authority asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:

- (a) their name;
- (b) the scope of their appointment;
- (c) the duration of their appointment.

24. Changing the contract

24.1 Either Party can request a variation to the Contract which is only effective if agreed in writing and signed by both Parties. The Authority is not required to accept a variation request made by the Supplier.

24.2 The Supplier shall neither be relieved of its obligations to supply the Deliverables in accordance with the terms and conditions of the Contract nor be entitled to an increase in the Charges as a result of a Change in Law.

25. How to communicate about the contract

25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they're delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective when sent unless an error message is received.

25.2 Notices to the Authority or Supplier must be sent to their address in the Order Form.

25.3 This clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

26. Preventing fraud, bribery and corruption

26.1 The Supplier shall not:

- (a) commit any criminal offence referred to in the Regulations 57(1) and 57(2);
- (b) offer, give, or agree to give anything, to any person (whether working for or engaged by the Authority or any other public body) an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other public function or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any other public function.

26.2 The Supplier shall take all reasonable steps (including creating, maintaining and enforcing adequate policies, procedures and records), in accordance with good industry practice, to prevent any matters referred to in clause 26.1 and any fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Contract and shall notify the Authority immediately if it has reason to suspect that any such matters have occurred or is occurring or is likely to occur.

26.3 If the Supplier or the Staff engages in conduct prohibited by clause 26.1 or commits fraud in relation to the Contract or any other contract with the Crown (including the Authority) the Authority may:

- (a) terminate the Contract and recover from the Supplier the amount of any loss suffered by the Authority resulting from the termination, including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Deliverables and any additional expenditure incurred by the Authority throughout the remainder of the Contract; or
- (b) recover in full from the Supplier any other loss sustained by the Authority in consequence of any breach of this clause.

27. Equality, diversity and human rights

27.1 The Supplier must follow all applicable equality Law when they perform their obligations under the Contract, including:

- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise;
- (b) any other requirements and instructions which the Authority reasonably imposes related to equality Law.

27.2 The Supplier must take all necessary steps, and inform the Authority of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on the Contract.

28. Health and safety

28.1 The Supplier must perform its obligations meeting the requirements of:

- (a) all applicable Law regarding health and safety;
- (b) the Authority's current health and safety policy while at the Authority's premises, as provided to the Supplier.

- 28.2 The Supplier and the Authority must as soon as possible notify the other of any health and safety incidents or material hazards they're aware of at the Authority premises that relate to the performance of the Contract.

29. Environment

- 29.1 When working on Site the Supplier must perform its obligations under the Authority's current Environmental Policy, which the Authority must provide.
- 29.2 The Supplier must ensure that Supplier Staff are aware of the Authority's Environmental Policy.

30. Tax

- 30.1 The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. The Authority cannot terminate the Contract where the Supplier has not paid a minor tax or social security contribution.
- 30.2 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under the Off Contract, the Supplier must both:
- (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions;
 - (b) indemnify the Authority against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.
- 30.3 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:
- (a) the Authority may, at any time during the term of the Contract, request that the Worker provides information which demonstrates they comply with clause 30.2, or why those requirements do not apply, the Authority can specify the information the Worker must provide and the deadline for responding;
 - (b) the Worker's contract may be terminated at the Authority's request if the Worker fails to provide the information requested by the Authority within the time specified by the Authority;
 - (c) the Worker's contract may be terminated at the Authority's request if the Worker provides information which the Authority considers isn't good enough to demonstrate how it complies with clause 30.2 or confirms that the Worker is not complying with those requirements;
 - (d) the Authority may supply any information they receive from the Worker to HMRC for revenue collection and management.

31. Conflict of interest

- 31.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Authority under the Contract, in the reasonable opinion of the Authority.

- 31.2 The Supplier must promptly notify and provide details to the Authority if a conflict of interest happens or is expected to happen.
- 31.3 The Authority can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential conflict of interest.

32. Reporting a breach of the contract

- 32.1 As soon as it is aware of it the Supplier and Supplier Staff must report to the Authority any actual or suspected breach of law, clause 13.1, or clauses 26 to 31.
- 32.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in clause 32.1.

33. Resolving disputes

- 33.1 If there is a dispute between the Parties, their senior representatives who have authority to settle the dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the dispute.
- 33.2 If the dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the dispute, the dispute must be resolved using clauses 33.3 to 33.5.
- 33.3 Unless the Authority refers the dispute to arbitration using clause 33.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
- (a) determine the dispute;
 - (b) grant interim remedies;
 - (c) grant any other provisional or protective relief.
- 33.4 The Supplier agrees that the Authority has the exclusive right to refer any dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.
- 33.5 The Authority has the right to refer a dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 33.3, unless the Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under clause 33.4.
- 33.6 The Supplier cannot suspend the performance of the Contract during any dispute.

34. Which law applies

This Contract and any issues arising out of, or connected to it, are governed by English law.