

Crown Commercial Service

Framework Agreement for the Supply of Non Medical Non Clinical (NMNC)

Temporary and fixed term staff RM971

DATED 01/07/2015

CROWN COMMERCIAL SERVICE

and

Service Care Solutions Limited

**THE SUPPLY OF NON MEDICAL NON CLINICAL (NMNC) TEMPORARY AND FIXED TERM
STAFF FRAMEWORK AGREEMENT**

(Agreement Ref: RM971)

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This Agreement is made on 01/07/2015

BETWEEN:

- (1) the Minister for the Cabinet Office ("**Cabinet Office**") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP (the "**Authority**");
- (2) **Service Care Solutions Limited** which is a company registered in England and Wales under company number 5381795 and whose registered office is at Address: 1st Floor Marshall House, Ringway, Preston, PR1 2QD (the "**Supplier**").

RECITALS:

- A The Authority placed a contract notice 2014/S 227-401154 on 21/11/14 (the "**OJEU Notice**") in the Official Journal of the European Union seeking tenders from providers of the supply of Non Medical Non Clinical (NMNC) Temporary and Fixed Term staff **Services** interested in entering into a framework arrangement for the supply of such Services to Contracting Bodies.
- B On 21/11/14 the Authority issued an invitation to tender (the "Invitation to Tender") for the provision of the supply of Non Medical Non Clinical (NMNC) Temporary and Fixed Term staff In response to the Invitation to Tender, the Supplier submitted a tender to the Authority on 07/01/15 (the "**Tender**") through which it represented to the Authority that it is capable of delivering the Services in accordance with the Authority's requirements as set out in the Invitation to Tender and, in particular, the Supplier made representations to the Authority in the Tender in relation to its competence, professionalism and ability to provide the Services in an efficient and cost effective manner.
- C On the basis of the Tender, the Authority selected the Supplier to enter into a framework agreement for Lots 3, 4, 6 and 8 along with a number of other suppliers appointed to the Framework to provide the Services to Contracting Bodies from time to time on a call off basis in accordance with this Framework Agreement.
- D This Framework Agreement sets out the award and calling-off ordering procedure for purchasing the Services which may be required by Contracting Bodies, the template terms and conditions for any Call-Off Agreement which Contracting Bodies may enter into and the obligations of the Supplier during and after the Framework Period.
- E It is the Parties' intention that there will be no obligation for any Contracting Body to award any Call-Off Agreements under this Framework Agreement during the Framework Period.

A. PRELIMINARIES

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

1.1.1 In this Framework Agreement, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Framework Schedule 1 (Definitions) or the relevant Framework Schedule in which that capitalised expression appears.

1.1.2 If a capitalised expression does not have an interpretation in Framework Schedule 1 (Definitions) or the relevant Framework Schedule, it shall have the meaning given to it in this Framework Agreement. If no meaning is given to it in this Framework Agreement, it shall in the first instance be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.

1.2 Interpretation

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

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

1.2.2 Subject to Clauses 1.2.3 and 1.2.4, in the event and to the extent only of a conflict between any of the provisions of this Framework Agreement, the conflict shall be resolved, in accordance with the following descending order of precedence:

- (a) the Clauses and Framework Schedule 1 (Definitions);
- (b) Framework Schedules 1 to 19 inclusive;
- (c) Framework Schedule 20 (Tender).

1.2.3 If there is any conflict between the provisions of this Framework Agreement and provisions of any Call-Off Agreement, the provisions of this Framework Agreement shall prevail over those of the Call-Off Agreement save that:

- (a) any refinement to the Order Form and Call Off Terms and Template Call Off Terms permitted for the purposes of a Call-Off Agreement under Clause 4 and Framework Schedule 5 (Call Off Procedure) shall prevail over Framework Schedule 4 (Order Form and Call Off Terms and Template Call –Off Terms); and
- (b) subject to Clause 1.2.4, the Call-Off Agreement shall prevail over Framework Schedule 20 (Tender).

1.2.4 Where Framework Schedule 20 (Tender) contains provisions which are more favourable to the Authority in relation to the rest of the Framework Agreement, such provisions of the Tender shall prevail. The Authority shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in relation to this Framework Agreement.

2. DUE DILIGENCE

2.1 The Supplier acknowledges that:

2.1.1 the Authority has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance or its obligations under this Framework Agreement;

2.1.2 it has made its own enquiries to satisfy itself as to the accuracy of the Due Diligence Information;

2.1.3 it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with the Authority before the Framework Commencement Date) and has entered into this Framework Agreement in reliance on its own due diligence alone.

2.1.4 it shall not be excused from the performance of any of its obligations under this Framework Agreement on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:

- (a) misrepresentation of the requirements of the Supplier in the Invitation to Tender or elsewhere; and/or
- (b) failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information.

3. SUPPLIER'S APPOINTMENT

3.1 The Authority hereby appoints the Supplier as a potential provider of the Services and the Supplier shall be eligible to be considered for the award of Call-Off Agreements by the Authority and Other Contracting Bodies during the Framework Period.

- 3.2 In consideration of the Supplier agreeing to enter into this Framework Agreement and to perform its obligations under it the Authority agrees to pay and the Supplier agrees to accept on the signing of this Framework Agreement the sum of one pound (£1.00) sterling (receipt of which is hereby acknowledged by the Supplier).

4. SCOPE OF FRAMEWORK AGREEMENT

- 4.1 Without prejudice to Clause 44 (Third Party Rights), this Framework Agreement governs the relationship between the Authority and the Supplier in respect of the provision of the Services by the Supplier.
- 4.2 The Supplier acknowledges and agrees that:
- 4.2.1 there is no obligation whatsoever on the Authority or on any Other Contracting Body to invite or select the Supplier to provide any Services or to purchase any Services under this Framework Agreement and
- 4.2.2 in entering into this Framework Agreement no form of exclusivity has been conferred on the Supplier nor volume or value guarantee granted by the Authority and/or Other Contracting Bodies in relation to the provision of the Services by the Supplier and that the Authority and Other Contracting Bodies are at all times entitled to enter into other contracts and agreements with other suppliers for the provision of any or all services which are the same as or similar to the Services.
- 4.3 In the event that any Other Contracting Body makes an approach to the Supplier with a request for the supply of Equivalent Services, the Supplier shall promptly and in any event within five (5) Working Days of the request by the Other Contracting Body, and before any supply of Equivalent Services is made, inform such Other Contracting Body of the existence of this Framework and the Other Contracting Body's ability to award Call-Off Agreements for Services pursuant to this Framework Agreement.

5. CALL OFF PROCEDURE

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

6. ASSISTANCE IN RELATED PROCUREMENTS

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

enable the relevant Contracting Body and/or the Relevant Supplier, as appropriate, to:

- 6.1.1 carry out appropriate due diligence with respect to the provision of the new Services;
 - 6.1.2 effect a smooth transfer and/or inter-operation (as the case may be) between the Legacy Services and the new Services;
 - 6.1.3 carry out a fair Further Competition Procedure for the new Services; and
 - 6.1.4 make a proper assessment as to the risk related to the new Services.
- 6.2 When performing its obligations in Clause 6.1 the Supplier shall act consistently, applying principles of equal treatment and non-discrimination, with regard to requests for assistance from and dealings with each Relevant Supplier.
- 6.3 The Supplier acknowledges that the Contracting Body may disclose the Supplier's Confidential Information to an actual or prospective Replacement Supplier or any third party whom the Contracting Body is considering engaging to the extent that such disclosure is necessary in connection with such engagement (except that the Contracting Body may not disclose any Supplier's Confidential Information which is information relating to the Supplier's or its Sub-Contractors' prices or costs).

7. REPRESENTATIONS AND WARRANTIES

7.1 Each Party represents and warrants that:

- 7.1.1 it has full capacity and authority to enter into and to perform this Framework Agreement;
- 7.1.2 this Framework Agreement is executed by its duly authorised representative;
- 7.1.3 there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Framework Agreement; and
- 7.1.4 its obligations under this Framework Agreement constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or law).

7.2 The Supplier represents and warrants that:

- 7.2.1 it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
- 7.2.2 it has obtained and will maintain all licences, authorisations, permits, necessary consents (including, where its procedures so require, the consent of its Parent Company) and regulatory approvals to enter into and perform its obligations under this Framework Agreement;

- 7.2.3 it has not committed or agreed to commit a Prohibited Act and has no knowledge that an agreement has been reached involving the committal by it or any of its Affiliates of a Prohibited Act, save where details of any such arrangement have been disclosed in writing to the Authority before the Framework Commencement Date;
- 7.2.4 its execution, delivery and performance of its obligations under this Framework Agreement does not and will not constitute a breach of any Law or obligation applicable to it and does not and will not cause or result in a breach of any agreement by which it is bound;
- 7.2.5 as at the Framework Commencement Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, including without limitation to the Tender, and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Framework Agreement;
- 7.2.6 as at the Framework Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in connection with any Occasions of Tax Non Compliance;
- 7.2.7 it has and shall continue to have all necessary Intellectual Property Rights including in and to any materials made available by the Supplier (and/or any Sub-Contractor) to the Authority which are necessary for the performance of the Supplier's obligations under this Framework Agreement;
- 7.2.8 it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Authority's Confidential Information (held in electronic form) owned by or under the control of, or used by, the Authority and/or Other Contracting Bodies.
- 7.2.9 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Framework Agreement;
- 7.2.10 it is not affected by an Insolvency Event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, have been or are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue;
- 7.2.11 for the duration of this Framework Agreement and any Call-Off Agreements and for a period of twelve (12) Months after the termination or expiry of this Framework Agreement or, if later, any Call-Off Agreements, the Supplier shall not employ or offer employment to any staff of the Authority or the staff of any Contracting Body who has been associated with the procurement and/or provision of the Services without Approval or the prior written consent of the relevant Contracting Body; and
- 7.2.12 in performing its obligations under this Framework Agreement and any Call-Off Agreement, the Supplier shall not (to the extent possible in the

circumstances) discriminate between Contracting Bodies on the basis of their respective sizes.

- 7.3 Each of the representations and warranties set out in Clauses 7.1 and 7.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this Framework Agreement.
- 7.4 If at any time a Party becomes aware that a representation or warranty given by it under Clauses 7.1 and 7.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 7.5 For the avoidance of doubt, the fact that any provision within this Framework Agreement is expressed as a warranty shall not preclude any right of termination the Authority may have in respect of the breach of that provision by the Supplier which constitutes a material Default of this Framework Agreement.
- 7.6 Each time that a Call-Off Agreement is entered into, the warranties and representations in Clauses 7.1 and 7.2 shall be deemed to be repeated by the Supplier with reference to the circumstances existing at the time.

8. GUARANTEE

- 8.1 Where the Authority notifies the Supplier that the award of this Framework Agreement shall be conditional upon receipt of a valid Framework Guarantee, then on or prior to the execution of the Framework Agreement the Supplier shall deliver to the Authority:
- 8.1.1 an executed Framework Guarantee from a Framework Guarantor; and
 - 8.1.2 a certified copy extract of the board minutes and/or resolution of the Framework Guarantor approving the execution of the Framework Guarantee.
- 8.2 The Authority may in its sole discretion at any time agree to waive compliance with the requirement in Clause 8.1 by giving the Supplier notice in writing.
- 8.3 Where a Contracting Body notifies the Supplier that the award of a Call-Off Agreement by that Contracting Body shall be conditional upon receipt of a valid Call Off Guarantee, then, on or prior to the execution of that Call-Off Agreement the Supplier shall deliver to the Contracting Body:
- 8.3.1 an executed Call Off Guarantee from a Call Off Guarantor; and
 - 8.3.2 a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.
- 8.4 The Contracting Body may in its sole discretion at any time agree to waive compliance with the requirement in Clause 8.3 by giving the Supplier notice in writing.

9. CYBER ESSENTIALS SCHEME CONDITION

- 9.1 Where the Authority notifies the Supplier that the award of this Framework Agreement shall be conditional upon receipt of a valid Cyber Essentials Scheme Certificate or equivalent, then on or prior to the execution of the Framework Agreement the Supplier shall deliver to the Authority evidence of a valid Cyber Essentials Scheme Certificate or equivalent.

9.2 Where the Supplier continues to Process Cyber Essentials Data during the Framework Period or the term of any Call Off Agreement the Supplier shall deliver to the Authority evidence of renewal of a valid Cyber Essentials Scheme Certificate or equivalent on each anniversary of the first Cyber Essentials Scheme Certificate obtained by the Supplier under Clause 9.1.

9.3 Where the Supplier is due to Process Cyber Essentials Data after the Framework Commencement Date but before the end of the Framework Period or term of the last Call Off Agreement, the Supplier shall deliver to the Authority evidence of:

9.3.1 a valid Cyber Essentials Scheme Certificate or equivalent (before the Supplier Processes any such Cyber Essentials Data); and

9.3.2 renewal of a valid Cyber Essentials Scheme Certificate or equivalent on each anniversary of the first Cyber Essentials Scheme Certificate obtained by the Supplier under Clause 9.3.1.

9.4 In the event that the Supplier fails to comply with Clauses 9.2 or 9.3 (as applicable), the Authority reserves the right to terminate this Framework Agreement for material Default.

B. DURATION OF FRAMEWORK AGREEMENT

10. FRAMEWORK PERIOD

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

10.1.1 at the end of the second (2nd) Contract Year (the initial Framework Period); or

10.1.2 where the Authority elects to extend the Initial Framework Period in accordance with Clause 10.1 below, at the end of the extended Framework Period,

10.1.3 unless it is terminated earlier in accordance with the terms of this Framework Agreement or otherwise by operation of Law.

10.2 The Authority may extend the duration of this Framework Agreement for any period or periods of up to twelve (12) months at a time subject to a maximum of two (2) years in total from the expiry of the Initial Framework Period by giving the Supplier no less than three (3) Months' written notice.

C. FRAMEWORK AGREEMENT PERFORMANCE

11. FRAMEWORK AGREEMENT PERFORMANCE

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

11.1.1 The requirements of this Framework Agreement, including Framework Schedule 8 (Framework Management);

11.1.2 the terms and conditions of the respective Call-Off Agreements;

11.1.3 Good Industry Practice;

- 11.1.4 all applicable Standards; and
- 11.1.5 in compliance with all applicable Law.

11.2 The Supplier shall bring to the attention of the Authority any conflict between any of the requirements of Clause 11.1 and shall comply with the Authority's decision on the resolution of any such conflict.

12. KEY PERFORMANCE INDICATORS

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

13. STANDARDS

13.1 The Supplier shall comply with the Standards at all times during the performance by the Supplier of the Framework Agreement and any Call-Off Agreement, including the Standards set out in Part A of Framework Schedule 2 (Services and Key Performance Indicators).

13.2 Throughout the Framework Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier's provision, or the receipt by a Contracting Body under a Call-Off Agreement, of the Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Variation Procedure.

13.3 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or a Contracting Body's receipt under a Call-Off Agreement, of the Services is explained to the Authority and the Contracting Body within a reasonable timeframe, prior to the implementation of the new or emergent Standard.

13.4 Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Framework Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require Approval and shall be implemented within an agreed timescale.

13.5 Where a standard, policy or document is referred to in Framework Schedule 2 (Services and Key Performance Indicators) by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Authority and the Parties shall agree the impact of such change.

14. MINIMUM STANDARDS OF RELIABILITY

14.1 No Call-Off Agreement with an anticipated contract value in excess of £20 million (excluding VAT) shall be awarded to the Supplier if it does not show that it meets the Minimum Standards of Reliability at the time of the proposed award of that Call-Off Agreement.

14.2 The Authority shall assess the Supplier's compliance with the Minimum Standards of Reliability:

- 14.2.1 upon the request of any Contracting Body; or

14.2.2 otherwise, whenever it considers (in its absolute discretion) that it is appropriate to do so.

14.3 In the event that the Supplier does not demonstrate that it meets the Minimum Standards of Reliability in an assessment carried out pursuant to Clause 14.2, the Authority shall so notify the Supplier (and any Contracting Body in writing) and may invoke any rights it might have under this Framework Agreement in respect of a material breach of this Framework Agreement.

15. CONTINUOUS IMPROVEMENT

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

16. CALL OFF PERFORMANCE UNDER FRAMEWORK AGREEMENT

16.1 The Supplier shall perform all its obligations under all Call-Off Agreements entered into with the Authority or any Other Contracting Body:

16.1.1 in accordance with the requirements of this Framework Agreement;

16.1.2 in accordance with the terms and conditions of the respective Call-Off Agreements.

16.2 The Supplier shall draw any conflict in the application of any of the requirements of Clauses 16.1.1 and 16.1.2 to the attention of the Authority and shall comply with the Authority's decision on the resolution of any such conflict.

D. FRAMEWORK AGREEMENT GOVERNANCE

17. FRAMEWORK AGREEMENT MANAGEMENT

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

18. RECORDS, AUDIT ACCESS AND OPEN BOOK DATA

18.1 The Supplier shall keep and maintain, until the latest of:

18.1.1 seven (7) years after the date of termination or expiry of this Framework Agreement; or

18.1.2 seven (7) years after the date of termination or expiry of the last Call-Off Agreement to expire or terminate; or

18.1.3 such other date as may be agreed between the Parties,

full and accurate records and accounts of the operation of this Framework Agreement, including the Call-Off Agreements entered into with Contracting Bodies, the Services provided pursuant to the Call-Off Agreements, and the amounts paid by each Contracting Body under the Call-Off Agreements and those supporting tests and evidence that underpin the provision of the annual Self Audit Certificate and supporting Audit Report.

18.2 The Supplier shall keep the records and accounts referred to in Clause 18.1 in accordance with Good Industry Practice and Law.

- 18.3 The Supplier shall provide the Authority with a completed and signed annual-Self Audit Certificate in respect of each Contract Year. Each Self Audit Certificate shall be completed and signed by an authorised senior member of the Supplier's management team or by the Supplier's external auditor and the signatory must be professionally qualified in a relevant audit or financial discipline. A sample of this certificate may be found in Framework Schedule 10.
- 18.4 Each Self Audit Certificate should be based on tests completed against a representative sample of 10% of transactions carried out during the period being audited or 100 transactions (whichever is less) and should provide assurance that:
- 18.4.1 Orders are clearly identified as such in the order processing and invoicing systems and, where required, Orders are correctly reported in the MI Reports;
- 18.4.2 all related invoices are completely and accurately included in the MI Reports;
- 18.4.3 all Charges to Contracting Bodies comply with any requirements under this Framework Agreement on maximum mark-ups, discounts, charge rates, fixed quotes (as applicable); and
- 18.4.4 an additional sample of twenty (20) public sector orders identified from the Supplier's order processing and invoicing systems as orders not placed under this Framework Agreement have been correctly identified as such and that an appropriate and legitimately tendered procurement route has been used to place those orders, and those orders should not otherwise have been routed via centralised mandated procurement processes executed by the Authority.
- 18.5 Each Self Audit Certificate should be supported by an Audit Report that provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.
- 18.6 The Supplier shall afford any Auditor access to the records and accounts referred to in Clause 18.1 at the Supplier's premises and/or provide such records and accounts or copies of the same, as may be required and agreed with any of the Auditors from time to time, in order that the Auditor may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Framework Agreement, including for the following purposes to:
- 18.6.1 verify the accuracy of the Charges and any other amounts payable by a Contracting Body under a Call-Off Agreement (including proposed or actual variations to them in accordance with this Framework Agreement);
- 18.6.2 verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Services;
- 18.6.3 verify the Open Book Data;
- 18.6.4 verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
- 18.6.5 identify or investigate actual or suspected Prohibited Acts, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;

- 18.6.6 identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Framework Guarantor and/or the Call Off Guarantor and/or any Sub-Contractors or their ability to perform the Services;
 - 18.6.7 obtain such information as is necessary to fulfil the Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
 - 18.6.8 review any books of account and the internal contract management accounts kept by the Supplier in connection with this Framework Agreement;
 - 18.6.9 carry out the Authority's internal and statutory audits and to prepare, examine and/or certify the Authority's annual and interim reports and accounts;
 - 18.6.10 enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
 - 18.6.11 verify the accuracy and completeness of any Management Information delivered or required by this Framework Agreement;
 - 18.6.12 review any MI Reports and/or other records relating to the Supplier's performance of the Services and to verify that these reflect the Supplier's own internal reports and records;
 - 18.6.13 review the integrity, confidentiality and security of the Authority Personal Data; and/or
 - 18.6.14 receive from the Supplier on request summaries of all central government public sector expenditure placed with the Supplier including through routes outside the Framework in order to verify that the Supplier's practice is consistent with the Government's transparency agenda which requires all public sector bodies to publish details of expenditure on common goods and services.
- 18.7 The Authority shall ensure that the conduct of each Audit does not unreasonably disrupt the Supplier or delay the provision of the Services pursuant to the Call-Off Agreements, save insofar as the Supplier accepts and acknowledges that control over the conduct of Audits carried out by the Auditors is outside of the control of the Authority.
- 18.8 Subject to the Authority's obligations of confidentiality, the Supplier shall on demand provide the Auditors with all reasonable co-operation and assistance in relation to each Audit, including by providing:
- 18.8.1 all information within the scope of the Audit requested by the Auditor;
 - 18.8.2 reasonable access to any sites controlled by the Supplier and to equipment used in the provision of the Services; and
 - 18.8.3 access to the Supplier Personnel.
- 18.9 If an Audit reveals that the Supplier has underpaid an amount equal to or greater than one per cent (1%) of the Management Charge due in respect of any one Contract Year or year of any Call-Off Agreements then, without prejudice to the Authority's other rights under this Framework Agreement, the Supplier shall reimburse the Authority its reasonable costs incurred in relation to the Audit.

18.10 If an Audit reveals that:

18.10.1 that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due during any Contract Year of this Framework Agreement and any Call-Off Agreement; and/or

18.10.2 a material Default has been committed by the Supplier;

then the Authority shall be entitled to terminate this Framework Agreement.

18.11 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 17, save as specified in Clause 18.9.

18.12 The Supplier shall, on a quarterly basis, provide the Authority with a completed quarterly declaration/statement of compliance (in accordance with Clause 17.13 below). Each such quarterly declaration of compliance shall be signed by an authorised senior member of the Supplier's management team.

18.13 The declaration/statement of compliance must confirm the following:-

18.13.1 that during the three (3) calendar months prior to the date of the declaration/statement of compliance, the Supplier maintained adequate procedures, processes and working practices to ensure that the provision of the Services were and would continue to be, performed at all times in accordance with the terms and conditions of the Framework Agreement; and,

18.13.2 that the Supplier has inspected their procedures, processes and working practices referred to in Clause 17.13.1 and found them to be operating satisfactorily; and,

18.13.3 that the Supplier has inspected a random sample of the Supply Contracts which the Supplier has entered into pursuant to the Framework Agreement. The number of Supply Contracts inspected must include Temporary Work-Seeker contracts and shall ensure that the number of Temporary Work-Seeker contracts inspected shall be at least 10% of the total number of Temporary Work-Seekers supplied in the (above) reporting period specified in Clause 17.13.1 above; and

18.13.4 the names of the Contracting Bodies to which the random samples relate:.

18.13.5 The Supplier shall make available to the Authority on request the names of the Temporary Work-Seekers placed under these Supply Contracts.

18.13.6 A sample is included in Framework Schedule 10

19. CHANGE

19.1 Variation Procedure

19.1.1 Subject to the provisions of this Clause 19 and, in respect of any change to the Framework Prices, subject to the provisions of Framework Schedule 3 (Framework Prices and Charging Structure), the Authority may request a variation to this Framework Agreement provided that such variation does not amount to a material change of this Framework Agreement within the meaning

of the Regulations and the Law. Such a change once implemented is hereinafter called a **"Variation"**.

19.1.2 The Authority may, at its own instance or where in its sole and absolute discretion it decides to having been requested to do so by the Supplier, request a Variation by completing and sending the Variation Form as set out in Framework Schedule 19 (Variation Form) to the Supplier giving sufficient information for the Supplier to assess the extent of the proposed Variation and any additional cost that may be incurred.

19.1.3 The Supplier shall respond to the Authority's request pursuant to Clause 19.1.2 within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of the Authority having regard to the nature of the proposed Variation.

19.1.4 In the event that:

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

19.2 **Legislative Change**

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

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

19.2.2 If a Specific Change in Law occurs or will occur during the Framework Period (other than as referred to in Clause 19.2.1(b)), the Supplier shall:

- (a) notify the Authority as soon as reasonably practicable of the likely effects of that change including whether any Variation is required to the Services, the Framework Prices or this Framework Agreement; and
- (b) provide the Authority with evidence:
 - (i) that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-Contractors;
 - (ii) as to how the Specific Change in Law has affected the cost of providing the Services; and

- (iii) demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking), has been taken into account in amending the Framework Prices.

19.2.3 Any change in the Framework Prices or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 19.2.1(b)) shall be implemented in accordance with Clause 19.1(Variation Procedure).

E. MANAGEMENT CHARGE, TAXATION AND VALUE FOR MONEY PROVISIONS

20. MANAGEMENT CHARGE

- 20.1 In consideration of the establishment and award of this Framework Agreement and the management and administration by the Authority of the same, the Supplier agrees to pay to the Authority the Management Charge in accordance with this Clause 20.
- 20.2 The Authority shall be entitled to submit invoices to the Supplier in respect of the Management Charge due each Month based on the Management Information provided pursuant to Framework Schedule 9 (Management Information), and adjusted:
- 20.2.1 in accordance with paragraphs 5.4 to 5.7 of Framework Schedule 9 (Management Information) to take into account of any Admin Fee(s) that may have accrued in respect of the late provision of Management Information; and
 - 20.2.2 in accordance with paragraph 6 of Framework Schedule 9 (Management Information) to take into account of any underpayment or overpayment as a result of the application of the Default Management Charge.
- 20.3 Unless otherwise agreed in writing, the Supplier shall pay by BACS (or by such other means as the Authority may from time to time reasonably require)) the amount stated in any invoice submitted under Clause 20.2 to such account as shall be stated in the invoice (or otherwise notified from time to time by the Authority to the Supplier) within thirty (30) calendar days of the date of issue of the invoice.
- 20.4 The Management Charge shall apply to the full Charges as specified in each and every Call-Off Agreement and shall not be varied as a result of any discount or any reduction in the Charges due to the application of any Service Credits (as defined in Annex 2 of Framework Schedule 4 (Order Form and Call Off Terms and Template Call Off terms) and/or any other deductions made under any Call-Off Agreement.
- 20.5 The Supplier shall not pass through or recharge to, or otherwise recover from any Contracting Body the cost of the Management Charge in addition to the Charges. The Management Charge shall be exclusive of VAT. In addition to the Management Charge, the Supplier shall pay the VAT on the Management Charge at the rate and in the manner prescribed by Law from time to time.
- 20.6 Interest shall be payable on any late payments of the Management Charge under this Framework Agreement in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

21. PROMOTING TAX COMPLIANCE

21.1 If, at any point during the Framework Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:

21.1.1 notify the Authority in writing of such fact within five (5) Working Days of its occurrence; and

21.1.2 promptly provide to the Authority:

(a) details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance, together with any mitigating factors that it considers relevant; and

(b) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonable require.

21.2 In the event that the Supplier fails to comply with this Clause 21 and/or does not provide details of proposed mitigating factors which in the reasonable opinion of the Authority are acceptable, then the Authority reserves the right to terminate this Framework Agreement for material Default.

22. BENCHMARKING

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

F. SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS

23. NOT USED

24. SUPPLY CHAIN RIGHTS AND PROTECTION

24.1 Appointment of Sub-Contractors

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

24.1.2 Where during the Framework Period the Supplier wishes to enter into a new Sub-Contract or replace a Sub-Contractor, it must obtain the prior written consent of the Authority and the Contracting Body with whom it has entered into a Call-Off Agreement and shall at the time of requesting such consent, provide the Authority with the information detailed in Clause 24.1.3. The decision of the Authority to consent or not will not be unreasonably withheld or delayed. The Authority and/or the Contracting Body may reasonably withhold their consent to the appointment of a Sub-Contractor if either of them considers that:

(a) the appointment of a proposed Sub-Contractor may prejudice the provision of the Services or may be contrary to the interests of the Authority and the Contracting Body respectively ;

(b) the proposed Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers; and/or

(c) the proposed Sub-Contractor employs unfit persons.

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

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

24.1.4 If requested by the Authority and/or the Contracting Body with whom the Supplier has entered into a Call-Off Agreement, within ten (10) Working Days of receipt of the information provided by the Supplier pursuant to Clause 24.1.3, the Supplier shall also provide:

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

24.1.5 The Supplier shall ensure that each new or replacement Sub-Contract shall include:

- (a) provisions which will enable the Supplier to discharge its obligations under this Framework Agreement;
- (b) a right under CRTPA for the Authority to enforce any provisions under the Sub-Contract which confer a benefit upon the Authority;
- (c) a provision enabling the Authority to enforce the Sub-Contract as if it were the Supplier;
- (d) a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Sub-Contract to the Authority;
- (e) obligations no less onerous on the Sub-Contractor than those imposed on the Supplier under this Framework Agreement in respect of:
 - (i) the data protection requirements set out in Clause 26.5 (Protection of Personal Data);
 - (ii) the FOIA requirements set out in Clause 26.4 (Freedom of Information);
 - (iii) the obligation not to embarrass the Authority or otherwise bring the Authority into disrepute set out in Clause 27 (Publicity and Branding);

- (iv) the keeping of records in respect of the services being provided under the Sub-Contract, including the maintenance of Open Book Data; and
- (v) the conduct of audits set out in Clause 18 (Records, Audit Access and Open Book Data);
- (vi) provisions enabling the Supplier to terminate the Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Authority under Clauses 32 (Authority Termination Rights) and 34 (Consequences of Expiry or Termination) of this Framework Agreement;
- (f) a provision restricting the ability of the Sub-Contractor to Sub-Contract all or any part of the provision of the Services provided to the Supplier under the Sub-Contract without first seeking the written consent of the Authority;

24.2 Supply Chain Protection

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

- (a) requiring the Supplier to pay any undisputed sums which are due from the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a valid invoice; and
- (b) a right for the Authority and any Contracting Body with whom the Supplier has entered a Call-Off Agreement to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.

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

24.2.3 Notwithstanding any provision of Clauses 26.2 (Confidentiality) and 27 (Publicity and Branding) if the Supplier notifies the Authority that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Authority otherwise discovers the same, the Authority shall be entitled to publish the details of the late payment or non-payment (including on government websites and in the press).

24.3 Cyber Essentials Scheme Certification

24.3.1 The Supplier shall ensure that all Sub-Contracts with Sub-Contractors who Process Cyber Essentials Data contain provisions no less onerous on the Sub-Contractors than those imposed on the Supplier under this Framework Agreement in respect of the Cyber Essentials Scheme under Clause **Error! Reference source not found..**

24.4 Termination of Sub-Contracts

24.4.1 The Authority may require the Supplier to terminate:

- (a) a Sub-Contract where:
 - (i) the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Authority's right of termination pursuant to any of the termination events in

Clause 32 (Authority Termination Rights) except Clause 32.6 (Termination Without Cause); and/or

- (ii) the relevant Sub-Contractor or its Affiliates embarrassed the Authority or otherwise brought the Authority into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Authority, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Services or otherwise; and/or
- (b) a Sub-Contract where there is a Change of Control of the relevant Sub-contractor, unless:
 - (i) the Authority has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
 - (ii) the Authority has not served its notice of objection within six (6) months of the later of the date the Change of Control took place or the date on which the Authority was given notice of the Change of Control.

24.4.2 Where the Authority requires the Supplier to terminate a Sub-Contract or a Sub-Contract pursuant to Clause 23.3 above, the Supplier shall remain responsible for fulfilling all its obligations under this Framework Agreement including the provision of the Services.

24.5 Competitive Terms

24.5.1 If the Authority is able to obtain from any Sub-Contractor or any other third party more favourable commercial terms with respect to the supply of any materials, equipment, software, goods or services used by the Supplier or the Supplier Personnel in the supply of the Services, then the Authority may:

- (a) require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by the Authority in respect of the relevant item; or
- (b) subject to Clause 24.4 (Termination of Sub-Contracts), enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.

24.5.2 If the Authority exercises either option pursuant to Clause 24.5.1, then the Framework Prices shall be reduced by an amount that is agreed in accordance with Clause 19.1 (Variation Procedure).

24.5.3 The Authority's right to enter into a direct agreement for the supply of the relevant items is subject to:

- (a) the Authority shall make the relevant item available to the Supplier where this is necessary for the Supplier to provide the Services; and
- (b) any reduction in the Framework Prices taking into account any unavoidable costs payable by the Supplier in respect of

the substituted item, including in respect of any licence fees or early termination charges.

24.6 Retention of Legal Obligations

24.6.1 Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 23, the Supplier shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

G. INTELLECTUAL PROPERTY AND INFORMATION

25. INTELLECTUAL PROPERTY RIGHTS

25.1 Allocation of title to IPR

25.1.1 Save as granted under this Framework Agreement, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights of the other Party.

25.1.2 Where either Party acquires, by operation of Law, title to Intellectual Property Rights that is inconsistent with the allocation of title set out in Clause 25.1.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).

25.1.3 Subject to Clauses 25.1.4, neither Party shall have any right to use any of the other Party's names, logos or trademarks on any of its products or services without the other Party's prior written consent.

25.1.4 Subject to full compliance with the Branding Guidance, the Supplier shall be entitled to use the Authority's logo exclusively in connection with the provision of the Services during the Framework Period and for no other purpose.

25.2 IPR Indemnity

25.2.1 The Supplier shall ensure and procure that the availability, provision and use of the Services and the performance of the Supplier's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.

25.2.2 The Supplier shall at during and after the Framework Period, on written demand indemnify the Authority against all Losses incurred by, awarded against or agreed to be paid by the Authority (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.

25.2.3 If an IPR Claim is made, or the Supplier anticipates that an IPR Claim might be made, the Supplier may, at its own expense and sole option, either:

- (a) procure for the Authority the right to continue using the relevant item which is subject to the IPR Claim; or
- (b) replace or modify the relevant item with non-infringing substitutes provided that:
 - (i) the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;

- (ii) the replaced or modified item does not have an adverse effect on any other Services;
- (iii) there is no additional cost to the Authority; and
- (iv) the terms and conditions of this Framework Agreement shall apply to the replaced or modified Services.

25.2.4 If the Supplier elects to procure a licence in accordance with Clause 25.2.3(a) or to modify or replace an item pursuant to Clause 25.2.3(b), but this has not avoided or resolved the IPR Claim, then:

- (a) the Authority may terminate this Framework Agreement by written notice with immediate effect; and
- (b) without prejudice to the indemnity set out in Clause 25.2.2, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute items and/or services including the additional costs of procuring, implementing and maintaining the substitute items.

26. PROVISION AND PROTECTION OF INFORMATION

26.1 Provision of Management Information

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

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

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

any Management Information supplied to the Authority for the Authority's normal operational activities including but not limited to administering this Framework Agreement and/or all Call-Off Agreements, monitoring public sector expenditure, identifying savings or potential savings and planning future procurement activity.

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

26.1.4 The Authority may consult with the Supplier to help with its decision regarding any exemptions under Clause 26.1.3 but, for the purpose of this Framework Agreement, the Authority shall have the final decision in its absolute and sole discretion.

26.2 Confidentiality

26.2.1 For the purposes of this Clause 26.2, the term “**Disclosing Party**” shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and “**Recipient**” shall mean the Party which receives or obtains directly or indirectly Confidential Information.

26.2.2 Except to the extent set out in this Clause 26.2 or where disclosure is expressly permitted elsewhere in this Framework Agreement, the Recipient shall:

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

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

- (a) the Recipient is required to disclose the Confidential Information by Law, provided that Clause 26.4 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;
- (b) the need for such disclosure arises out of or in connection with:
 - (i) any legal challenge or potential legal challenge against the Authority arising out of or in connection with this Framework Agreement;
 - (ii) the examination and certification of the Authority's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority is making use of its resources; or
 - (iii) the conduct of a Central Government Body review in respect of this Framework Agreement; or
- (c) the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.

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

requiring such disclosure and the Confidential Information to which such disclosure would apply.

26.2.5 Subject to Clauses 26.2.2 and 26.2.3, the Supplier may only disclose the Confidential Information of the Authority on a confidential basis to:

- (a) Supplier Personnel who are directly involved in the provision of the Services and need to know the Confidential Information to enable the performance of the Supplier's obligations under this Framework Agreement; and
- (b) its professional advisers for the purposes of obtaining advice in relation to this Framework Agreement.

26.2.6 Where the Supplier discloses the Confidential Information of the Authority pursuant to Clause 26.2.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Framework Agreement by the persons to whom disclosure has been made.

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

- (a) to any Central Government Body or Other Contracting Body on the basis that the information may only be further disclosed to Central Government Bodies or Other Contracting Bodies;
- (b) to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;
- (c) to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
- (d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 26.2.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Framework Agreement;
- (e) on a confidential basis for the purpose of the exercise of its rights under this Framework Agreement; or
- (f) to a proposed transferee, assignee or novatee of, or successor in title to the Authority,
- (g) and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Clause 26.2.7.

26.2.8 For the avoidance of doubt, the Confidential Information that the Authority may disclose under Clause 26.2.7 shall include information relating to Call-Off Agreements, including service levels, pricing information (which includes information on prices tendered in a Further Competition Procedure, even where such a Further Competition Procedure does not result in the award of a Call-Off Agreement) and the terms of any Call-Off Agreement may be

shared with any Central Government Body or Other Contracting Body from time to time.

26.2.9 Nothing in this Clause 26.2 shall prevent a Recipient from using any techniques, ideas or Know-How which the Recipient has gained during the performance of this Framework Agreement in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.

26.2.10 In the event that the Supplier fails to comply with Clauses 26.2.2 to 26.2.5, the Authority reserves the right to terminate this Framework Agreement for material Default.

26.3 Transparency

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

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

26.3.3 The Supplier acknowledges that publication of this Framework Agreement will include the publication of the name and contact details of the Supplier Representative. Such details will not be redacted. By executing this Framework Agreement, the Supplier confirms that it has ensured that the Supplier Representative has given their consent to the publication of their name and contact details or otherwise taken steps to ensure that publication will not breach the Data Protection Act 1998. The name and contact details of any subsequent Supplier Representative details will also be published and in every such case the Supplier will ensure that consent is obtained or otherwise takes steps to ensure that publication of those details will not amount to a breach of the Data Protection Act 1998.

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

26.4 Freedom of Information

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

- (a) provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its Information disclosure obligations under the FOIA and EIRs;
- (b) transfer to the Authority all Requests for Information relating to this Framework Agreement that it receives as soon as

practicable and in any event within two (2) Working Days of receipt;

- (c) provide the Authority with a copy of all Information belonging to the Authority requested in the Request for Information which is in the Supplier's possession or control in the form that the Authority requires within five (5) Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and
- (d) not respond directly to a Request for Information unless authorised in writing to do so by the Authority.

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

26.5 Protection of Personal Data

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

26.5.2 The Supplier shall:

- (a) Process the Personal Data only in accordance with instructions from the Authority to perform its obligations under this Framework Agreement;
- (b) ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data;
- (c) not disclose or transfer the Personal Data to any third party or Supplier Personnel unless necessary for the provision of the Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of the Authority (save where such disclosure or transfer is specifically authorised under this Framework Agreement);
- (d) take reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that the Supplier Personnel:

- (i) are aware of and comply with the Supplier's duties under this Clause 26.5.2 and Clause 26.2 (Confidentiality);
- (ii) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Framework Agreement; and
- (iii) have undergone adequate training in the use, care, protection and handling of personal data (as defined in the DPA);
- (e) notify the Authority within five (5) Working Days if it receives:
 - (i) from a Data Subject (or third party on their behalf) a Data Subject Access Request (or purported Data Subject Access Request), a request to rectify, block or erase any Personal Data or any other request, complaint or communication relating to the Authority's obligations under the DPA;
 - (ii) any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data; or
 - (iii) a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;
- (f) provide the Authority with full cooperation and assistance (within the timescales reasonably required by the Authority) in relation to any complaint, communication or request made (as referred to at Clause 26.5.2(e), including by promptly providing:
 - (i) the Authority with full details and copies of the complaint, communication or request;
 - (ii) where applicable, such assistance as is reasonably requested by the Authority to enable the Authority to comply with the Data Subject Access Request within the relevant timescales set out in the DPA; and
 - (iii) the Authority, on request by the Authority, with any Personal Data it holds in relation to a Data Subject; and
- (g) if requested by the Authority, provide a written description of the measures that the Supplier has taken and technical and organisational security measures in place, for the purpose of compliance with its obligations pursuant to this Clause 26.5.2 and provide to the Authority copies of all documentation relevant to such compliance including, protocols, procedures, guidance, training and manuals.

26.5.3 The Supplier shall not Process or otherwise transfer any Personal Data in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC (together "**Restricted Countries**"). If, after the Framework Commencement Date, the Supplier or any Sub-Contractor

wishes to Process and/or transfer any Personal Data in or to anywhere outside the European Economic Area, the following provisions shall apply:

- (a) the Supplier shall propose a variation to the Authority which, if it is agreed by the Authority, shall be dealt with in accordance with Clause 19.1 (Variation Procedure) and Clauses 26.5.3(b) to 26.5.3(d);
- (b) the Supplier shall set out in its proposal to the Authority for a Variation, details of the following:
 - (i) the Personal Data which will be transferred to and/or Processed in or to any Restricted Countries;
 - (ii) the Restricted Countries to which the Personal Data will be transferred and/or Processed; and
 - (iii) any Sub-Contractors or other third parties who will be Processing and/or receiving Personal Data in Restricted Countries;
 - (iv) how the Supplier will ensure an adequate level of protection and adequate safeguards in respect of the Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Authority's compliance with the DPA;
- (c) in providing and evaluating the Variation, the Parties shall ensure that they have regard to and comply with the Authority, Central Government Bodies and Information Commissioner Office policies, procedures, guidance and codes of practice on, and any approvals processes in connection with, the Processing in and/or transfers of Personal Data to any Restricted Countries; and
- (d) the Supplier shall comply with such other instructions and shall carry out such other actions as the Authority may notify in writing, including:
 - (i) incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the DPA) into this Framework Agreement or a separate data processing agreement between the Parties; and
 - (ii) procuring that any Sub-Contractor or other third party who will be Processing and/or receiving or accessing the Personal Data in any Restricted Countries either enters into:
 - (A) a direct data processing agreement with the Authority on such terms as may be required by the Authority; or
 - (B) a data processing agreement with the Supplier on terms which are equivalent to those agreed between the Authority and the Supplier relating to the relevant Personal Data transfer,

and the Supplier acknowledges that in each case, this may include the incorporation of model contract provisions (which are approved by the European Commission as offering adequate safeguards under the DPA)

and technical and organisation measures which the Authority deems necessary for the purpose of protecting Personal Data.

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

27. PUBLICITY AND BRANDING

27.1 Subject to Clause 28 (Marketing), the Supplier shall not:

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

27.1.2 use the Authority's name or brand in any promotion or marketing or announcement of Orders, without Approval (the decision of the Authority to Approve or not shall not be unreasonably withheld or delayed).

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

27.3 The Authority shall be entitled to publicise this Framework Agreement in accordance with any legal obligation upon the Authority, including any examination of this Framework Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

28. MARKETING

28.1 The Supplier shall undertake marketing of this Framework Agreement and the Services on behalf of the Authority to Other Contracting Bodies in accordance with the provisions of Framework Schedule 11 (Marketing).

28.2 The Supplier shall obtain the Authority's Approval prior to publishing any content in relation to this Framework Agreement using any media, including on any electronic medium, and the Supplier will ensure that such content is regularly maintained and updated. In the event that the Supplier fails to maintain or update the content, the Authority may give the Supplier notice to rectify the failure and if the failure is not rectified to the reasonable satisfaction of the Authority within one (1) Month of receipt of such notice, the Authority shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.

H. LIABILITY AND INSURANCE

29. LIABILITY

29.1 Neither Party excludes or limits its liability for:

29.1.1 death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);

- 29.1.2 bribery or Fraud by it or its employees; or
- 29.1.3 any liability to the extent it cannot be excluded or limited by Law.
- 29.2 The Supplier does not exclude or limit its liability in respect of the indemnity of clause 25.2 (IPR Indemnity) and in each case whether before or after the making of a demand pursuant to the indemnity therein.
- 29.3 Subject to Clauses 29.1 and 29.2, each Party's total aggregate liability in respect of all Losses incurred under or in connection with this Framework Agreement as a result of Default or Authority Default (as the case may be) shall in no event exceed:
 - 29.3.1 in relation to any Default or Authority Default (as the case may be) occurring from the Framework Commencement Date to the end of the first Contract Year, [one hundred thousand pounds (£100,000)];
 - in relation to any Default or Authority Default (as the case may be) occurring in each subsequent Contract Year following the end of the first Contract Year, that commences during the remainder of the Framework Period, one hundred thousand pounds (£100,000) in each such Contract Year; and
 - 29.3.2 in relation to any Default or Authority Default (as the case may be) occurring in each Contract Year that commences after the end of the Framework Period, one hundred thousand pounds (£100,000) in each such Contract Year.
- 29.4 Subject to Clause 29.1, neither Party shall be liable to the other Party for any:
 - 29.4.1 indirect, special or consequential Loss;
 - 29.4.2 loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 29.5 Subject to Clause 29.3, and notwithstanding Clause 29.4, the Supplier acknowledges that the Authority may, amongst other things, recover from the Supplier the following Losses incurred by the Authority to the extent that they arise as a result of a Default by the Supplier:
 - 29.5.1 any Management Charge or Default Management Charge which are due and payable to the Authority;
 - 29.5.2 any additional operational and/or administrative costs and expenses incurred by the Authority, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
 - 29.5.3 any wasted expenditure or charges;
 - 29.5.4 the additional cost of procuring Replacement Services for the remainder of the Framework Period, which shall include any incremental costs associated with such Replacement Services above those which would have been payable under this Framework Agreement;
 - 29.5.5 any compensation or interest paid to a third party by the Authority;
 - 29.5.6 any fine, penalty or costs incurred by the Authority pursuant to Law.
- 29.6 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Framework Agreement.

29.7 Any Default Management Charge shall not be taken into consideration when calculating the Supplier's liability under Clause 29.3.

29.8 For the avoidance of doubt, the Parties acknowledge and agree that this Clause 29 shall not limit the Supplier's liability to a Contracting Body under any Call-Off Agreement and the Supplier's liability under a Call-Off Agreement shall be as provided for in that Call-Off Agreement only.

30. INSURANCE

30.1 The Supplier shall effect and maintain insurances in relation to the performance of its obligations under this Framework Agreement [and any Call-Off Agreement], and shall procure that Subcontractors shall effect and maintain insurances in relation to the performance of their obligations under any Sub-Contract, in accordance with Schedule 14 (Insurance Requirements).

30.2 The terms of any insurance or the amount of cover shall not relieve the Contractor of any liabilities arising under this Framework Agreement or any Call-Off Agreements.

I. REMEDIES

31. AUTHORITY REMEDIES

31.1 Without prejudice to any other rights or remedies arising under this Framework Agreement, including under Clause 32.2 (Termination on Material Default), if the Supplier fails to achieve a KPI Target on two or more occasions within any twelve (12) Month rolling period, the Supplier acknowledges and agrees that the Authority shall have the right to exercise (in its absolute and sole discretion) all or any of the following remedial actions:

31.1.1 The Authority shall be entitled to require the Supplier, and the Supplier agrees to prepare and provide to the Authority, an Improvement Plan within fourteen (14) Working Days of a written request by the Authority for such Improvement Plan. Such Improvement Plan shall be subject to Approval and the Supplier will be required to implement any Approved Improvement Plan, as soon as reasonably practicable.

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

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

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

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

- (c) complies with those requests of the Authority, made in accordance with Clause 29, within the stipulated timescale but the Supplier fails to meet a KPI Target on any one occasion

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

- 31.1.5 The Authority is also entitled to suspend the Supplier from bidding in any Further Competition Procedure and/or entering into any Call-Off Agreement arising under this Framework Agreement where the conditions in Clause 30.1.4 (a) and/or (b) above are satisfied.

J. TERMINATION AND SUSPENSION

32. AUTHORITY TERMINATION RIGHTS

32.1 Termination in Relation To Guarantee

- 32.1.1 Where the Supplier has procured a Framework Guarantee pursuant to Clause 8.1 (Guarantee), the Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where:

- (a) the Framework Guarantor withdraws the Framework Guarantee for any reason whatsoever;
- (b) the Framework Guarantor is in breach or anticipatory breach of the Framework Guarantee;
- (c) an Insolvency Event occurs in respect of the Framework Guarantor; or
- (d) the Framework Guarantee becomes invalid or unenforceable for any reason whatsoever; and in each case the Framework Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Authority; or
- (e) the Supplier fails to provide the documentation required by Clause 8.1 by the date so specified by the Authority.

- 32.1.2 Where the Supplier is required to procure a Call Off Guarantee pursuant to Clause 8.3 (Guarantee), the Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where:

- (a) the Call Off Guarantor withdraws the Call Off Guarantee for any reason whatsoever;
- (b) the Call Off Guarantor is in breach or anticipatory breach of the Call Off Guarantee;
- (c) an Insolvency Event occurs in respect of the Call Off Guarantor;

- (d) the Call Off Guarantee becomes invalid or unenforceable for any reason whatsoever; and in each case the Call Off Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Authority; or
- (e) the Supplier fails to provide the documentation required by Clause 8.3 by the date so specified by the Contracting Body.

32.2 Termination on Material Default

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

- (a) the Supplier fails to accept a Call-Off Agreement pursuant to paragraph 7.2 of Framework Schedule 5 (Call Off Procedure);
- (b) a Contracting Body terminates a Call-Off Agreement for the Supplier's breach of that Call-Off Agreement;
- (c) an Audit reveals that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due;
- (d) the Authority conducts an assessment pursuant to Clause 14.2 and concludes that the Supplier has not demonstrated that it meets the Minimum Standards of Reliability;
- (e) the Supplier refuses or fails to comply with its obligations as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking);
- (f) in the event of two or more failures by the Supplier to meet the KPI Targets (except in relation to the "Spend under Management" KPI set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators)), whether the failures relate to the same or different KPI targets, in any rolling period of three (3) months;
- (g) the Authority expressly reserves the right to terminate this Framework Agreement for material Default including pursuant to:
 - (i) Clause 19.1.4(c)(ii).(Variation Procedure);
 - (ii) Clause 26.2.10 (Confidentiality);
 - (iii) Clause 39.6.2 (Prevention of Fraud and Bribery);
 - (iv) Clause 35.1.2 (Compliance)
 - (v) Clause 40.3 (Conflicts of Interest);
 - (vi) paragraph 6.2 of Framework Schedule 9 (Management Information); and/or
 - (vii) anywhere that is stated in this Framework Agreement that the Supplier by its act or omission will have committed a material Default;

- (h) the Supplier commits a material Default of any of the following Clauses or Framework Schedules:
- (i) Clause 7 (Representations and Warranties) except Clause 7.2.6;
- (ii) Clause 11 (Framework Agreement Performance);
- (iii) Clause 18 (Records, Audit Access and Open Book Data);
- (iv) Clause 20 (Management Charge);
- (v) Clause 21 (Promoting Tax Compliance);
- (vi) Clause 23 (Supply Chain Rights and Protection);
- (vii) Clause 26.1 (Provision of Management Information);
- (viii) Clause 26.4 (Freedom of Information);
- (ix) Clause 26.5 (Protection of Personal Data); [and/or]
- (x) paragraph 1.2 of Part B of Framework Schedule 2 Services and Key Performance Indicators); and/or
- (i) the representation and warranty given by the Supplier pursuant to Clause 7.2.6 is materially untrue or misleading, and the Supplier fails to provide details of proposed mitigating factors which in the reasonable opinion of the Authority are acceptable;
- (j) the Supplier commits any material Default which is not, in the reasonable opinion of the Authority, capable of remedy; and/or
- (k) the Supplier commits a Default, including a material Default, which in the opinion of the Authority is remediable but has not remedied such Default to the satisfaction of the Authority within twenty (20) Working Days, or such other period as may be specified by the Authority, after issue of a written notice from the Authority to the Supplier specifying the remediable Default and requesting it to be remedied in accordance with any instructions of the Authority.

32.3 Termination in Relation to Financial Standing

32.3.1 The Authority may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where in the reasonable opinion of the Authority there is a material detrimental change in the financial standing and/or the credit rating of the Supplier which:

- (a) adversely impacts on the Supplier's ability to supply the Services under this Framework Agreement; or
- (b) could reasonably be expected to have an adverse impact on the Suppliers ability to supply the Services under this Framework Agreement;]

32.4 Termination on Insolvency

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

32.5 Termination on Change of Control

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

- (a) being notified in writing that a Change of Control has occurred or is planned or in contemplation; or
- (b) where no notification has been made, the date that the Authority becomes aware that a Change of Control has occurred or is planned or in contemplation, but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

32.6 Termination Without Cause

32.6.1 The Authority shall have the right to terminate this Framework Agreement with effect from at any time following [six (6)] Months after the Framework Commencement Date by giving at least three (3) Months' written notice to the Supplier.

32.7 CCS Partial Termination

32.7.1 Where the Authority has the right to terminate this Framework Agreement, the Authority is entitled to terminate all or part of this Framework Agreement pursuant to this Clause 32.7 provided always that, if the Authority elects to terminate this Framework Agreement in part, the parts of this Framework Agreement not terminated or suspended can, in the Authority's reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Framework Agreement.

32.7.2 The Parties shall endeavour to agree the effect of any Variation necessitated by a partial termination in accordance with Clause 19.1 (Variation Procedure) including the effect that the partial termination may have on the on the provision of any other Services and the Framework Prices provided that:

- (a) the Supplier shall not be entitled to an increase in the Framework Prices in respect of the Services that have not been terminated if the partial termination arises due to the exercise of any of the Customer's termination rights under Clause 32 (Authority Termination Rights) with the exception of Clause 32.6 (Termination Without Cause); and
- (b) the Supplier shall not be entitled to reject the variation.

32.8 Termination for charging prices above the Framework Price

32.8.1 Where the Supplier charges or attempts to charge prices that are above the Framework Price under any Call-Off Agreement, the Authority shall be entitled, acting in good faith and acting reasonably at all times, to terminate this Framework Agreement by serving notice In Writing on the Supplier and such notice shall take effect from the date specified in the notice.

32.9 Termination for failing to submit Management Information

32.9.1 Where the Supplier fails to submit Management Information in accordance with Framework Schedule 9 for a period of 6 months or more, the Authority shall be entitled to terminate this Framework Agreement by serving notice In Writing on the Supplier and such notice shall take effect from the date specified in the notice.

32.10 Termination for failure to supply

32.10.1 If after a period of six (6) months or more from the Framework Commencement Date or any period of six (6) consecutive months throughout the Framework Period the Supplier fails to enter into a Supply Contract with any Contracting Body, then this Framework Agreement shall be subject to immediate review by the Authority.

32.10.2 Subject to the outcome of any review conducted pursuant to Clause 32.10.1 above and any remedial action agreed to be taken by the Supplier, if after a period of three (3) months or more immediately following the date of the review the Supplier has failed to enter into a Supply Contract with any Contracting Body, then this Framework Agreement may be terminated with immediate effect.

32.11 Termination for failing the Health Assurance Inspection

32.11.1 Where assurance cannot be provided based on the findings of the Health Assurance Inspection which will check the Supplier's compliance with paragraphs 5.2 to 5.28 of Annex A to Part A of Framework Schedule 2 (Services and Key Performance Indicators) and the Health Assurance Inspection Report indicates that there have been significant levels of non-compliance with the Framework Agreement terms and conditions; including but not limited to:

- inadequate employment checks;
 - failure to submit an assignment checklist with every Customer booking; and/or
 - failure to have in place a contract with an occupational health service
- and the Authority believe that this non-compliance is not capable of remedy, the Authority shall be entitled to terminate this Framework Agreement by serving notice In Writing on the Supplier and such notice shall take effect from the date specified in the notice.

32.12 Termination for failing to comply with NHS Employers code of practice for international recruitment

32.12.1 Where the Supplier fails to comply with NHS Employers code of practice for international recruitment, the Authority shall be entitled to terminate this Framework Agreement by serving notice In Writing on the Supplier and such notice shall take effect from the date specified in the notice.

32.13 Termination for failing to submit a quarterly quality assurance declaration/statement of compliance returns

32.13.1 Where the Supplier fails to submit a quarterly quality assurance declaration/statement of compliance returns, the Authority shall be entitled to terminate this Framework Agreement by serving notice In Writing on the Supplier and such notice shall take effect from the date specified in the notice.

32.14 Termination for failing to comply with the technical requirements of Cyber Essentials

32.14.1 Where the Supplier fails to comply with the technical requirements prescribed by Cyber Essentials in accordance with clause 9.1 of this Framework Agreement the Authority shall be entitled to terminate this Framework Agreement with immediate effect by serving notice In Writing on the Supplier.

33. SUSPENSION OF SUPPLIER'S APPOINTMENT

33.1 Where the Supplier repeatedly notifies Contracting Bodies of the need to cancel agreed Orders, the Authority shall be entitled to suspend the Supplier from providing Services.

33.2 If the Authority is entitled to terminate this Framework Agreement pursuant to Clause 32 (Authority Termination Rights), the Authority may instead elect in its sole discretion to suspend the Supplier's ability to accept Orders under this Framework Agreement by giving notice in writing to the Supplier, and the Supplier agrees that it shall not be entitled to enter into any new Call-Off Agreement during the period specified in the Authority's notice.

33.3 Any suspension under Clause 33.1 shall be without prejudice to any right of termination which has already accrued, or subsequently accrues, to the Authority.

33.4 The Parties acknowledge that suspension shall not affect the Supplier's obligation to perform any existing Call-Off Agreements concluded prior to the suspension notice.

33.5 If the Authority provides notice to the Supplier in accordance with this Clause 33.1, the Supplier's appointment under this Framework Agreement shall be suspended for the period set out in the notice or such other period notified to the Supplier by the Authority in writing from time to time.

33.6 For the avoidance of doubt, no period of suspension under this Clause 33 shall result in an extension of the Framework Period.

34. CONSEQUENCES OF EXPIRY OR TERMINATION

34.1 Notwithstanding the service of a notice to terminate this Framework Agreement, the Supplier shall continue to fulfil its obligations under this Framework Agreement until the date of expiry or termination of this Framework Agreement or such other date as required under this Clause 34.

34.2 Termination or expiry of this Framework Agreement shall not cause any Call-Off Agreements to terminate automatically. For the avoidance of doubt, all Call-Off Agreements shall remain in force unless and until they are terminated or expire in accordance with the provisions of the Call-Off Agreement and the Supplier shall continue to pay any Management Charge due to the Authority in relation to such Call-Off Agreements, notwithstanding the termination or expiry of this Framework Agreement.

34.3 If the Authority terminates this Framework Agreement under Clause 32.2 (Termination on Material Default) and then makes other arrangements for the supply of the Services to Contracting Bodies, the Supplier shall indemnify the Authority in full upon demand for the cost of procuring, implementing and operating

any alternative or replacement services to the Services and no further payments shall be payable by the Authority until the Authority has established and recovered from the Supplier the full amount of such cost.

34.4 Within ten (10) Working Days of the date of termination or expiry of this Framework Agreement, the Supplier shall return to the Authority any and all of the Authority's Confidential Information in the Supplier's possession, power or control, either in its then current format or in a format nominated by the Authority, and any other information and all copies thereof owned by the Authority, save that it may keep one copy of any such data or information to the extent reasonably necessary to comply with its obligations under this Framework Agreement or under any Law, for a period of up to twelve (12) Months (or such other period as Approved by the Authority and is reasonably necessary for such compliance).

34.5 Termination or expiry of this Framework Agreement shall be without prejudice to any rights, remedies or obligations of either Party accrued under this Framework Agreement prior to termination or expiry.

34.6 Termination or expiry of this Framework Agreement shall be without prejudice to the survival of any provision of this Framework Agreement which expressly (or by implication) is to be performed or observed notwithstanding termination or expiry of this Framework Agreement, including the provisions of:

34.6.1 Clauses 1 (Definitions and Interpretation), 7 (Representations and Warranties), **Error! Reference source not found.** (Cyber Essentials Scheme Condition), 11 (Framework Agreement Performance), 18 (Records, Audit Access and Open Book Data), 20 (Management Charge), 25 (Intellectual Property Rights), 26.1 (Provision of Management Information), 26.2 (Confidentiality), 26.3 (Transparency), 26.4 (Freedom of Information), 26.5 (Protection of Personal Data), 29 (Liability), 30 (Insurance), 34 (Consequences of Expiry or Termination), 35 (Compliance), 37 (Waiver and Cumulative Remedies), 39 (Prevention of Fraud and Bribery), 41 (Severance), 43 (Entire Agreement), 44 (Third Party Rights), 45 (Notices), 46 (Complaints Handling), 47 (Dispute Resolution) and 48 (Governing Law and Jurisdiction); and

34.6.2 Framework Schedules 2 (Services and Key Performance Indicators), 3 (Framework Prices and Charging Structure), 7 (Sub-Contractors), 8 (Framework Management), 9 (Management Information), 10 (Annual Self Audit Certificate), 12 (Continuous Improvement and Benchmarking), 13 (Guarantee), 14 (Insurance Requirements), 17 (Commercially Sensitive Information) and 20 (Tender).

K. MISCELLANEOUS AND GOVERNING LAW

35. COMPLIANCE

35.1 Compliance with Law

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

35.1.2 In the event that the Supplier or the Supplier Personnel fails to comply with Clause 35.1.1, this shall be deemed to be a material Default and the Authority reserves the right to terminate this Framework Agreement by giving notice In Writing to the Supplier.

35.2 Equality and Diversity

35.2.1 The Supplier shall:

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

35.3 Official Secrets Act and Finance Act

35.3.1 The Supplier shall comply with the provisions of:

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

36. ASSIGNMENT AND NOVATION

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

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

36.2.1 any Other Contracting Body; or

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

36.2.3 any private sector body which substantially performs the functions of the Authority, and the Supplier shall, at the Authority's request, enter into a novation agreement in such form as the Authority shall reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause 36.2.

36.3 A change in the legal status of the Authority such that it ceases to be a Contracting Body shall not, subject to Clause 36.4 affect the validity of this Framework Agreement and this Framework Agreement shall be binding on any successor body to the Authority.

36.4 If the Authority assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Framework Agreement to a body which is not a Contracting Body or if a body which is not a Contracting Body succeeds the Authority (both "Transferee" in the rest of this Clause) the right of termination of the Authority in Clause 32.4 (Termination on Insolvency) shall be available to the

Supplier in the event of the insolvency of the Transferee (as if the references to Supplier in Clause 32.4 (Termination on Insolvency)) and to Supplier or Framework Guarantor or Call Off Guarantor in the definition of Insolvency Event were references to the Transferee.

37. WAIVER AND CUMULATIVE REMEDIES

37.1 The rights and remedies under this Framework Agreement may be waived only by notice in accordance with Clause 45 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Framework Agreement or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise thereof.

37.2 Unless otherwise provided in this Framework Agreement, rights and remedies under this Framework Agreement are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

38. RELATIONSHIP OF THE PARTIES

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

39. PREVENTION OF FRAUD AND BRIBERY

39.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Framework Commencement Date:

39.1.1 committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or

39.1.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

39.2 The Supplier shall not during the Framework Period:

39.2.1 commit a Prohibited Act; and/or

39.2.2 do or suffer anything to be done which would cause the Authority or any of the Authority's employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

39.3 The Supplier shall during the Framework Period:

39.3.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;

- 39.3.2 keep appropriate records of its compliance with its obligations under Clause 39.3.1 and make such records available to the Authority on request;
- 39.3.3 if so required by the Authority, within twenty (20) Working Days of the Framework Commencement Date, and annually thereafter, certify in writing to the Authority, the compliance with this Clause 39.3 of all persons associated with the Supplier or its Sub-Contractors who are responsible for supplying the Services in connection with this Framework Agreement. The Supplier shall provide such supporting evidence of compliance as the Authority may reasonably request; and
- 39.3.4 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Authority on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.
- 39.4 The Supplier shall immediately notify the Authority in writing if it becomes aware of any breach of Clause 39.1, or has reason to believe that it has or any of the Supplier Personnel has:
- 39.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- 39.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- 39.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Framework Agreement or otherwise suspects that any person or Party directly or indirectly connected with this Framework Agreement has committed or attempted to commit a Prohibited Act.
- 39.5 If the Supplier makes a notification to the Authority pursuant to Clause 39.4, the Supplier shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with Clause 18 (Records, Audit Access and Open Book Data).
- 39.6 If the Supplier breaches Clause 39.1, the Authority may by notice:
- 39.6.1 require the Supplier to remove from the performance of this Framework Agreement any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
- 39.6.2 immediately terminate this Framework Agreement for material Default.
- 39.7 Any notice served by the Authority under Clause 39.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which this Framework Agreement shall terminate).

40. CONFLICTS OF INTEREST

- 40.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor the Supplier Personnel are placed in a position where (in the reasonable

opinion of the Authority) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier or the Supplier Personnel and the duties owed to the Authority and Other Contracting Bodies under the provisions of this Framework Agreement or any Call-Off Agreement.

40.2 The Supplier shall promptly notify and provide full particulars to the Authority or the relevant Other Contracting Body if such conflict referred to in Clause 40.1 arises or may reasonably be foreseen as arising.

40.3 The Authority reserves the right to terminate this Framework Agreement immediately by giving notice in writing to the Supplier and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Framework Agreement or any Call-Off Agreement. The action of the Authority pursuant to this Clause 39 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

41. SEVERANCE

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

41.2 In the event that any deemed deletion under Clause 41.1 is so fundamental as to prevent the accomplishment of the purpose of this Framework Agreement or materially alters the balance of risks and rewards in this Framework Agreement, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Framework Agreement so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Framework Agreement and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.

41.3 If the Parties are unable to resolve any Dispute arising under this Clause 40 within twenty (20) Working Days of the date of the notice given pursuant to Clause 41.2, this Framework Agreement shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Framework Agreement is terminated pursuant to this Clause 41.

42. FURTHER ASSURANCES

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

43. ENTIRE AGREEMENT

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

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

43.3 Nothing in this Clause 43 shall exclude any liability in respect of misrepresentations made fraudulently.

44. THIRD PARTY RIGHTS

44.1 The provisions of:

44.1.1 Clauses: 4 (Scope of Framework Agreement), 5 (Call Off Procedure), 6 (Assistance in Related Procurements), 7 (Representations and Warranties), 8 (Guarantee) 16 (Call Off Performance Under Framework Agreement Performance), 18 (Records, Audit Access and Open Book Data), 26.5 (Protection of Personal Data), 30 (Insurance), 35.2 (Equality and Diversity) and 44 (Third Party Rights); and

44.1.2 Framework Schedules 3 (Framework Prices and Charging Structure), 5 (Call Off Procedure), 13 (Guarantee), 14 (Insurance Requirements) and 20 (Tender), (together "**Third Party Provisions**") confer benefits on persons named in such provisions other than the Parties (each such person a "**Third Party Beneficiary**") and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

44.2 Subject to Clause 44.1, a person who is not Party to this Framework Agreement has no right to enforce any term of this Framework Agreement under the CRTPA but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the CRTPA.

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

44.4 Any amendments or modifications to this Framework Agreement may be made, and any rights created under Clause 44.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

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

45. NOTICES

45.1 Except as otherwise expressly provided within this Framework Agreement, any notices issued under this Framework Agreement must be in writing. For the purpose of this Clause 45, an e-mail is accepted as being "in writing".

45.2 Subject to Clause 45.3, the following table sets out the method by which notices may be served under this Framework Agreement and the respective deemed time and proof of service:

Manner of Delivery	Deemed time of delivery	Proof of Service
Email (Subject to Clause 45.3)	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail

		address without any error message
Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day	Properly addressed and delivered as evidenced by signature of a delivery receipt
Royal Mail Signed For™ 1st Class or other prepaid, next Working Day service providing proof of delivery	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm)	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt

45.3 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or Royal Mail Signed For™ 1st Class or other prepaid in the manner set out in the table in Clause 45.2:

45.3.1 any Termination Notice under Clause 32 (Authority Termination Rights), including in respect of partial termination;

45.3.2 any notice in respect of:

- (a) Suspension of Supplier's appointment (Clause 33)
- (b) Waiver (Clause 37);
- (c) Default or default of the Authority; and

45.3.3 any Dispute Notice.

45.4 Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 45.3 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed For™ 1st Class delivery (as set out in the table in Clause 45.2) or, if earlier, the time of response or acknowledgement by the receiving Party to the email attaching the notice.

45.5 This Clause 45 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under Framework Schedule 18 (Dispute Resolution Procedure).

45.6 For the purposes of this Clause 45, the address of each Party shall be:

45.6.1 For the Authority:

Crown Commercial Service

9th Floor
The Capital
Old Hall Street

Liverpool
L3 9PP

For the attention of: RM971 Framework Agreement Manager

45.6.2 For the Supplier:

Service Care Solutions Limited

Address: Address: 1st Floor Marshall House, Ringway, Preston, PR1 2QD

For the attention of: [REDACTED]

45.7 Either Party may change its address for service by serving a notice in accordance with this Clause 45.

45.8 This Clause 45 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under the Dispute Resolution Procedure)

46. COMPLAINTS HANDLING

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

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

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

47. DISPUTE RESOLUTION

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

47.2 The Supplier shall continue to provide the Services in accordance with the terms of this Framework Agreement until a Dispute has been resolved.

48. GOVERNING LAW AND JURISDICTION

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

48.2 Subject to Clause 47 (Dispute Resolution) and Framework Schedule 18 (Dispute Resolution Procedure) (including the Authority's right to refer the Dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute or claim (whether contractual

or non-contractual) that arises out of or in connection with this Framework Agreement or its subject matter or formation.

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

Signed duly authorised for and on behalf of the SUPPLIER

Signature: [REDACTED]

Name: [REDACTED]

Position: [REDACTED]

Date [REDACTED]

Signed for and on behalf of the AUTHORITY

Signature: [REDACTED]

Name: [REDACTED]

Position: [REDACTED]

Date [REDACTED]

FRAMEWORK SCHEDULE 1: DEFINITIONS

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

"Account Manager"	means a person designated as such by the Supplier from time to time as notified In Writing to the Customer to act as the duly authorised representative of the Supplier for all purposes connected with the Framework Agreement, including any authorised representative of such person;
"Admin Fees"	means the costs incurred by the Authority in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the Authority at the following link: http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees
"Affiliates"	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
"Agenda for Change"	means the national agreements on pay and conditions of service for NHS staff other than very senior managers and medical staff.
"Agenda for Change pay band"	means the pay bands 1 to 9 stated in the pay structure of the national agreements on pay and conditions of service for NHS staff other than very senior managers and medical staff.
"Agenda for Change pay point"	means the pay points referred to in the pay structure of the national agreements on pay and conditions of service for NHS staff other than very senior managers and medical staff.
"Appraiser"	normally means a person with knowledge of the context in which the Temporary Worker works;
"Approval"	means the prior written consent of the Authority and "Approve" and "Approved" shall be construed accordingly;
"Approved Sub-Contractor"	means those sub-contractors stated in Schedule 2 of the Framework Agreement
"Assignment"	means the period during which the Temporary Worker is supplied by the Supplier to the Customer to provide non medical non clinical services to the Customer and "Assign" shall be construed accordingly;
"Assignment Checklist"	means the written confirmation of the assignment details with the Customer prior to the commencement of the Assignment;
"Assurance Issues Exception Report"	means the report issued by the Supplier to the Authority detailing any anomalies / non-compliance with paragraph 5 of Annex A to Part A of Framework Schedule 2 (Services and Key Performance Indicators) by an Approved Sub-Contractor following the Supplier's audit of that Sub-Contractor;
"Assurance Framework"	means a Framework which provides organisation switch a staged approach towards embedding mature and sustainable information risk management

	from common internet based threats aswell as the broader risks they may face related to the Cyber Essentials Scheme; https://www.gov.uk/government/publications/cyber-essentials-scheme-overview
"Audit"	means an audit carried out pursuant to Clause 17 (Records, Audit Access and Open Book Data); ¹⁸
"Audit Report"	means a report summarising the testing completed and the actions arising following an Audit;
"Auditor"	means the Authority, and/or Other Contracting Body who is a party to a Call-Off Agreement, and/or the National Audit Office and/or any auditor appointed by the Audit Commission, and /or the representatives of any of them;
"Authorised User"	means the person at the Customer's organisation who can use the System;
"Authority"	means THE MINISTER FOR THE CABINET OFFICE ("Cabinet Office") as represented by Government Procurement Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
"Authority Default"	means any breach of the obligations of the Authority (including but not limited to any fundamental breach or breach of a fundamental term of this Framework Agreement) or any other default, act, omission, misrepresentation, negligence or negligent statement of the Authority in connection with or in relation to this Framework Agreement or the subject matter of this Framework Agreement and in respect of which the Authority is liable to the Supplier.
"Authority Manager"	means the representative appointed by the Authority from time to time in relation to this Framework Agreement;
"Authority Personal Data"	means any Personal Data supplied for the purposes of or in connection with this Framework Agreement by the Authority to the Supplier;
"Authority Representative"	means the representative appointed by the Authority from time to time in relation to this Framework Agreement;
"Authority's Confidential Information"	means all Authority Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know How, personnel, and suppliers of the Authority and/or Other Contracting Bodies, including all IPR, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably to be considered to be confidential;
"Award Support Tool"	means a tool provided by the Authority to Customers that will enable a Customer to directly award a Call-off Agreement based on information developed from data provided by the Supplier as part of the Tender response that includes the geographical location of Supplier premises, Supplier Fees and Supplier discounts;
"AWR"	means the Agency Worker Regulations 2010 (and any subsequent amendment or re-enactment thereof);
"Bands"	means NHS Agenda for Change pay bands

Bank	means a group of Temporary Workers employed by an NHS Trust who have no fixed working patterns as part of their employment contract; they will be offered temporary work, as and when required by the Trust to fill temporary vacancies.
“Branding Guidance”	means the Authority's guidance in relation to the use of branding;
“Calendar Week”	means any period of seven (7) days starting with the same day as the first day of the Assignment and "Calendar Months" shall be construed accordingly;
“Call-Off Agreement”	means a legally binding agreement (entered into pursuant to the provisions of this Framework Agreement) for the provision of the Goods and/or Services made between a Contracting Body and the Supplier pursuant to Framework Schedule 5 (Call Off Procedure);
"Call Off Guarantee"	means a deed of guarantee in favour of a Contracting Body in the form set out in Framework Schedule 13 (Guarantee) and granted pursuant to Clause 3 of the Template Call Off terms;
"Call Off Guarantor"	means the person acceptable to a Contracting Body to give a Call Off Guarantee;
"Call Off Procedure"	means the process for awarding a Call-Off Agreement pursuant to Clause 5 (Call Off Procedure) and Framework Schedule 5 (Call Off Procedure);
“Cancellation Fee”	means the fee payable by the Customer to the Supplier (or where applicable, the Sub-Contractor utilised in the execution of the Contract) when the Customer withdraws an offer of Engagement made to the Worker after the Worker has accepted the offer and before the Worker commences the work;
“Candidate”	means the person, which for the purposes of the Framework Agreement, means: either a Temporary Work Seeker who is introduced to the Customer by the Supplier to potentially provide services to the Customer on an Assignment (in the case of Temporary Work Seeker provision); or a Work Seeker who is introduced to the Customer by the Supplier to potentially provide services to the Customer during an Engagement (in the case of Work Seeker provision); or both where this is not specified.
“Candidate Handbook”	means a handbook issued by the Supplier to the Candidate prior to their Introduction to the Customer for an Assignment or Engagement, as appropriate, which provides latest relevant information about the codes of conduct expected of him; his roles and responsibilities; record keeping requirements (in terms of timesheets etc.); training and development requirements and opportunities; policy for dealing with allegations of abuse; induction and training requirements; fraud awareness. i.e. what constitutes fraudulent behaviour and the actions to be taken if he is aware of, or conducts, any fraudulent behaviour; health and safety information; completion and processing of timesheets and payment systems; complaints reporting, handling and management and such other information as the Supplier may deem relevant under the provision of the Services in accordance with the Framework Agreement and good industry practice . The Candidate Handbook shall be dated and regularly updated throughout the life of the Framework Agreement and the life of any Call-Off Agreement thereunder;
"CEDR"	means the Centre for Effective Dispute Resolution

"Central Government Body"	means the those ministerial departments identified in the following link to government organisations: https://www.gov.uk/government/organisations
"Change in Law"	means any change in Law which impacts on the supply of the Services and performance of the Template Call Off Terms which comes into force after the Framework Commencement Date;
"Change of Control"	means a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
"Charges"	means the charges raised under or in connection with a Call-Off Agreement from time to time, which Charges shall be calculated in a manner which is consistent with the Charging Structure;
"Charging Structure"	means the structure to be used in the establishment of the charging model which is applicable to each Call-Off Agreement, which structure is set out in Framework Schedule 3 (Framework Prices and Charging Structure);
"Commercially Sensitive Information"	means the Supplier's Confidential Information listed in Framework Schedule 17 (Commercially Sensitive Information) comprised of commercially sensitive information: means the Supplier's Confidential Information listed in Framework Schedule 17 (Commercially Sensitive Information) comprised of commercially sensitive information: a) relating to the Supplier, its IPR or its business or information which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss; and b) that constitutes a trade secret;
"Complaint"	means any formal written complaint raised by a Contracting Body in relation to the performance of this Framework Agreement or any Call-Off Agreement in accordance with Clause 46 (Complaints Handling);
"Confidential Information"	means the Authority's Confidential Information and/or the Supplier's Confidential Information, as the context requires;
"Continuous Improvement Plan"	means a plan for improving the provision of the Services and/or reducing the Charges produced by the Supplier pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking);
"Contract Year"	means a period of twelve(12) consecutive Months commencing on the Framework Commencement Date or each anniversary thereof;
"Contracting Bodies"	means bodies listed in paragraph [VI.3] of the OJEU Notice and "Contracting Body" shall be construed accordingly;
"Complaints Procedure"	means the complaints procedure adopted by the Customer;
"Confidential Reference"	means a written reference regarding the performance of services by a Temporary Worker supplied on an Assignment;
"Contract Charges"	means the prices (exclusive of any applicable VAT) payable to the Supplier by the Customer under the Contract, as set out in the relevant Part 1A/Part 2A Order Form (Relationship Agreement) and Part 2A/Part 2B Order Form (Booking Form), for the full and proper performance by the Supplier of its obligations under the Contract.

“Contract Manager”	means a person designated as such by the Customer from time to time as notified in writing to the Employment Business or Employment Agency as appropriate to act as the duly authorised representative of that Party for all purposes connected with the Contract, including and authorised representative of such person;
“Controlled Activities”	has the same meaning as set out in the Safeguarding Vulnerable Groups Act 2006 (and any subsequent amendment or re-enactment thereof);
“Conviction”	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding-over orders (including any spent convictions as contemplated by Section 1(1) of the Rehabilitation of Offenders Act 1974 (and any subsequent amendment or re-enactment thereof) by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1976 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to Section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006);
“Critical Service Failure”	shall link to a specified threshold of service level performance and of a critical service failure occurs, provides the Customer with a right to terminate the Contract. The intention is to provide certainty over what level of service would trigger a termination right;
"Costs"	means the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Services: means the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Services: a) the cost to the Supplier or the Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including: i) base salary paid to the Supplier Personnel; ii) employer's national insurance contributions; iii) pension contributions; iv) car allowances; v) any other contractual employment benefits; vi) staff training; vii) work place accommodation; viii) work place IT equipment and tools reasonably necessary to provide the Services (but not including items included within limb (b) below); and ix) reasonable recruitment costs, as agreed with the Contracting Bodies under any Call-Off Agreements; b) costs incurred in respect of those Supplier Assets which are detailed on the Registers ("Supplier Assets" and "Register" shall have the meaning given to them under Call Off Schedule 1 (Definitions)) and which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Contracting Bodies or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets; c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Services; but excluding;];

	i) Overheads; ii) financing or similar costs; iii) maintenance and support costs to the extent that these relate to maintenance and/or support services provided beyond the Framework Period and term of any Call-Off Agreements whether in relation to Supplier Assets or otherwise; iv) taxation; v) fines and penalties; vi) amounts payable under the benchmarking provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking); and vii) non-cash items (including depreciation, amortisation, impairments and movements in provisions);
"Crown Body"	means any department, office or executive agency of the Crown;
"CRTPA"	means the Contracts (Rights of Third Parties) Act 1999;
"Customer"	means any organisation calling off services from the Supplier through the Framework Agreement and for the avoidance of doubt, a Customer shall be a Contracting Body;
"Customer Confidential Information"	means all confidential information whether relating to the Customer, its business, its staff, its procedures and/or relating to patients, including but not limited to, patient identity, clinical conditions and treatment;
"Cyber Essentials"	means one of the two levels of certification which are available under the Cyber Essentials Scheme;
"Cyber Essentials Data"	means sensitive and personal information and other relevant information as referred to in the Cyber Essentials Scheme
"Cyber Essentials Plus"	means one of the two levels of certification which are available under the Cyber Essentials Scheme;
"Cyber Essentials Scheme"	means the Cyber Essentials Scheme developed by the Government which provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats. Details of the Cyber Essentials scheme can be found here: https://www.gov.uk/government/publications/cyber-essentials-scheme-overview
"Data Controller"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time; has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Processor"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time; has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Default"	means any breach of the obligations of the Supplier (including but not limited to any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or negligent statement of the Supplier or the Supplier Personnel in connection with or in relation to this Framework Agreement or the subject matter of this Framework Agreement and in respect of which the Supplier is liable to the Authority;

"Default Management Charge"	has the meaning given to it in paragraph 6.2 of Framework Schedule 9 (Management Information);
"Direct Award Criteria"	means the award criteria to be applied for the direct award of Call-Off Agreements for Services set out in Part A of Framework Schedule 6 (Award Criteria);
"Dispute"	means any dispute, difference or question of interpretation arising out of or in connection with this Framework Agreement, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the procedure for variations in Clause 16.1 (Variation Procedure) or any matter where this Framework Agreement directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
"Disclosure and Barring Service" ("DBS")	means Disclosure and Barring Service (The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged to become the DBS. CRB checks are now called DBS checks).
"Dispute Notice"	means a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in Framework Schedule 18 (Dispute Resolution);
"DPA"	means the Data Protection Act 1998 as amended from time to time;
"Due Diligence Information"	means any information supplied to the Supplier by or on behalf of the Customer prior to the Framework Commencement Date;
"Equivalent Services"	means services which the Supplier can supply which are the same or similar to the Services;
"Employment Agency"	means, in accordance with the Conduct Regulations, an organisation that Introduces Work Seekers for direct Engagement, on a fixed term basis, by Customers. This is usually known in the industry as 'permanent recruitment' or employment even though the Engagement may only be for a fixed period;
"Employment Business"	shall have the same meaning as set out in the Conduct Regulations. An Employment Business Engages Temporary Workers (whether under Contracts for services or Contracts of service) and supplies those Temporary Workers to the Customer for hire on Assignments where they will be under the Customer's direct supervision or control;
"Engagement"	has the same meaning as the term "Assignment" which is defined within this Framework Schedule 1 and "Engage" , "Engages" and "Engaged" shall be construed accordingly.
"Extended Hire Period"	means a period of 8 weeks, for which a Temporary Work-Seeker continues to be supplied to the Customer by the Supplier, following notice to the Supplier by the Customer that the Temporary Work-Seeker will be transferring on a Temp-to-Perm, Temp-to-Temp or Temp-to-Third Party basis
"Financial Year"	means the period of time which runs from 1 April to 31 March;

"FOIA"	means the Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Framework"	means the framework arrangements established by the Authority for the provision of the Services to Contracting Bodies by suppliers (including the Supplier) pursuant to the OJEU Notice;
"Framework Agreement"	means this agreement consisting of the Clauses together with the Framework Schedules and any appendices and annexes to the same;
"Framework Commencement Date"	means 01/07/2015;
"Framework Guarantee"	means a deed of guarantee in favour of the Authority in the form set out in Framework Schedule 13 (Framework Guarantee) granted pursuant to Clause 8 (Guarantee);
"Framework Guarantor"	means any person acceptable to the Authority to give a Framework Guarantee;
"Framework Period"	means the period from the Framework Commencement Date until the expiry or earlier termination of this Framework Agreement;
"Framework Price(s)"	means the price(s) applicable to the provision of the Services set out in Framework Schedule 3 (Framework Prices and Charging Structure);
"Framework Schedules"	means the schedules to this Framework Agreement;
"Framework Suppliers"	means the suppliers (including the Supplier) appointed under this Framework Agreement or agreements on the same or similar terms to this Framework Agreement as part of the Framework;
"Fraud"	means any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
"Fulfilment of a request"	the Introduction of a suitable Temporary Worker, who has been Engaged by the Hiring Manager
"Further Competition Award Criteria"	means the award criteria set out in Part B of Framework Schedule 6 (Award Criteria);
"Further Competition Procedure"	means the further competition procedure described in paragraph 3 of Framework Schedule 5 (Call Off Procedure);
"Good Industry Practice"	means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;

"Goods"	means the goods described in Framework Schedule 2 (Services and Performance Indicators) which the Supplier shall make available to Contracting Bodies;
" Services Requirements"	means the requirements of the Authority or any other Contracting Body (as appropriate) for the Services from time to time;
"Government"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
"HCAS"	means High Cost Area Supplement as defined in the latest version of the NHS terms and conditions of service handbook available on the NHS Employers website www.nhsemployers.org ;
"Health Assurance Inspection Report"	means a report issued by the Authority following a Health Assurance Inspection;
"Health Assurance Inspection"	means a process conducted by the Authority, either at the Supplier's premises or remotely, to assess compliance with Section 5 of Annex A to Part A Framework Schedule 2 (Services and Key Performance Indicators), accuracy of Management Information submissions, Supplier internal policy and procedures and insurance requirements;
"Hiring Manager"	means an officer of the Customer with the responsibility for hiring Temporary Workers;
"Implementation Plan"	means detailed listing of activities, costs, timelines, expected difficulties, and schedules that are required to achieve the introduction of a managed service provision of temporary staff to the Authority
"Improvement Plan"	means the plan required by the Authority from the Supplier which shall detail how the Supplier will improve the provision of the Services pursuant to Clause 31.1.1 (Authority Remedies);
"Induction Pack"	means a welcome pack designed to provide information to employers and employees on basic induction material such as Health and Safety, HR policies and procedures and organisational facilities
"Information"	has the meaning given under section 84 of the Freedom of Information Act 2000 as amended from time to time;

"Insolvency Event"	means, in respect of the Supplier or Framework Guarantor (as applicable): a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or g) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or h) where the Supplier or Framework Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or i) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;
"Intellectual Property Rights" or "IPR"	means: a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in Internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information; b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and c) all other rights having equivalent or similar effect in any country or jurisdiction;
"Invitation to Tender" or "ITT"	has the meaning given to it in the recitals to this Framework Agreement;
"In Writing"	shall be interpreted to include any document which is recorded in manuscript, typescript, and electronic communication as defined in Section 15 of the Electronic Communications Act 2000 (and any subsequent amendment or re-enactment thereof) but excluding mobile telephone text messages;

"Introduction "	means: a) the passing to the Customer of a curriculum vitae or information which identifies the Candidate; or b) the Customer's interview of the Candidate (in person or by telephone or by any other means), following the Customer's instruction to the Supplier to supply a Temporary Work Seeker or Work Seeker; or c) the supply provision of a Candidate and in any case, which leads to an Engagement of the Candidate and "Introduces" and "Introduced" shall be construed accordingly;
"IR35 legislation"	means Chapter 8 of Part 2 of the Income Tax (Earnings and Pensions) Act 2003 and the Social Security Contributions (Intermediaries) Regulations 2000;
"IPR Claim"	means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority in the fulfilment of its obligations under this Framework Agreement;
"Key Performance Indicators" or "KPIs"	means the performance measurements and targets set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators);
"KPI Target"	means the acceptable performance level for a KPI as set out in relation to each KPI;
"Law"	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
"Losses"	means all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation on otherwise and "Loss" shall be interpreted accordingly;
"Lot"	means any of the 8 lots specified in Framework Schedule 2 (Services and Key Performance Indicators) and "Lots" shall be construed accordingly;
"Management Charge"	means the sum paid by the Supplier to the Authority being an amount of half (0.5) percent of all Charges for the Services invoiced to the Contracting Bodies (net of VAT) in each Month throughout the Term and thereafter until the expiry or earlier termination of any Call-Off Agreement;
"Managed Services"	means where one MSP takes responsibility for delivering the Services on behalf of the Customer, as an alternative to the Customer managing a framework of individual Employment Agencies or Employment Businesses. Managed Services can often involve the Supplier operating a Tiered structure of either other Framework Suppliers or other third-party Employment Agencies or Employment Businesses, as applicable, to deliver the Services;

"Master Vendor "	means a Supplier who will supply Temporary Workers from its own pool of labour, and also manage a supply chain or tier of Employment Businesses or Employment Agencies, as applicable, to provide Temporary Workers to fulfil bookings that it cannot fill itself. For the Customer receiving the Managed Services, the provision is seamless and the Customer contracts only with the Master Vendor and not with the third-party Employment Businesses or Agencies directly;
"Management Information" or "MI"	means the management information specified in Framework Schedule 9 (Management Information);
"MI Default"	has the meaning given to it in paragraph 6.1 of Framework Schedule 9 (Management Information);
"MI Failure"	means when an MI report: a) contains any material errors or material omissions or a missing mandatory field; or b) is submitted using an incorrect MI reporting Template; or c) is not submitted by the reporting date(including where a Nil Return should have been filed);
"MI Report"	means a report containing Management Information submitted to the Authority in accordance with Framework Schedule 9 (Management Information);
"MI Reporting Template"	means the form of report set out in the Annex to Framework Schedule 9 (Management Information) setting out the information the Supplier is required to supply to the Authority;
"MISO"	<u>means 'Management Information System Online'. An online portal located at https://miso.buyingsolutions.gov.uk provided by the Authority for collection and receipt of Management Information;</u>
"Month"	means a calendar month and "Monthly" shall be interpreted accordingly;
Neutral Vendor	means a Supplier who will not personally supply any Temporary Workers from its own pool of labour, but instead manages a supply chain or tier of Employment Businesses or Employment Agencies, as applicable, to provide Temporary Workers to fulfil bookings. For the Customer receiving the Managed Services, the provision is seamless and the Customer contracts only with the Neutral Vendor and not with the third-party Employment Businesses or Agencies directly;
"NHS"	means National Health Service

"NHS Body"	means any or all of: a) the Secretary of State for Health, the Department of Health and all agencies thereof (England and Wales); or the Minister of the Department of Health, Social Services and Public Safety, the Department of Health, Social Services and Public Safety and all agencies thereof (Northern Ireland); or the Cabinet Secretary for Health and Wellbeing, the Scottish Government Health Department and all agencies thereof (Scotland) or the Minister for Health and Social Services, the Department for Health and Social Services and all agencies thereof (Wales); b) the health service bodies referred to in Section 9 (4) of the National Health Service Act 2006; any care trust as defined in Section 77 of the National Health Service Act 2006 and any NHS foundation trust listed in the register of NHS foundation trusts maintained pursuant to Section 39 of the National Health Service Act 2006; c) the Clinical Commissioning Groups referred to in Section 10 of Part 1 of the Health and Social Care Act 2012; any GP practices and CCS; d) the Medical Research Council; e) any body replacing or providing similar or equivalent services to the above; and f) any statutory successor to any of the above, and "NHS Bodies" shall be construed accordingly;
"NHS Employers"	means the organisation set up in 2004 to be 'the voice of employers in the NHS' (see http://www.nhsemployers.org);
"NHS Protect"	means NHS Protect (where the Customer is located with England and Wales) which on behalf of Contracting Bodies within the health sector leads on work to identify and tackle crime across the health service [or Counter Fraud and Probity Services (where the Customer is located within Northern Ireland) [or NHS Scotland Counter Fraud Services (where the Customer is located within Scotland)] and any organisation replacing or providing similar or equivalent services;
"NMNC"	means non medical non clinical;
"Nil Return"	means an MI Report containing no data regarding the supply of Temporary Workers
"Occasion of Tax Non – Compliance"	a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax abuse principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax abuse principle; ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Framework Commencement Date or to a civil penalty for fraud or evasion;
"OJEU Notice"	has the meaning given to it in Recital A;

"Open Book Data"	means complete and accurate financial and non-financial information which is sufficient to enable the Authority to verify the Charges already paid or payable and Charges forecast to be paid during the Framework Period and term of any Call-Off Agreements, including details and all assumptions relating to: a) the Supplier's Costs broken down against each Good and/or Service and/or deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all hardware and software; b) operating expenditure relating to the provision of the Services including an analysis showing: i) the unit costs and quantity of Goods and any other consumables and bought-in services; ii) manpower resources broken down into the number and grade/role of all Supplier Personnel (free of any contingency) together with a list of agreed rates against each manpower grade; iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and iv) [Reimbursable Expenses]; [Guidance Note to Authority: see Framework Schedule 3 (Framework Prices and Charging Structure) - delete if not being used] c) Overheads; d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Services; e) the Supplier Profit achieved over the Framework Period and term of any Call-Off Agreements and on an annual basis; f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier; g) an explanation of the type and value of risk and contingencies associated with the provision of the Services, including the amount of money attributed to each risk and/or contingency; and h) the actual Costs profile for each Service Period under any Call-Off Agreements;
"Order"	means an order for the provision of the Services placed by a Contracting Body with the Supplier under a Call-Off Agreement;
"Other Contracting Bodies"	means all Contracting Bodies except the Authority and "Other Contracting Body" shall be construed accordingly;
"Overhead"	means those amounts which are intended to recover a proportion of the Supplier's or the Sub-Contractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Personnel and accordingly included within limb (a) of the definition of "Costs";
"Party"	means the Authority or the Supplier and "Parties" shall mean both of them;
"PAYE"	means Pay As You Earn;

"Period of Extended Hire"	means, the period for which the Temporary Worker continues temporary employment with the Customer having been supplied by the Supplier working as an Employment Business after the Supplier is given notice by the Customer that the Temporary Worker has been appointed to a permanent or fixed term position by the Customer or has been transferred to another temporary employer;
"Personal Data"	has the meaning given to it in the Data Protection Act 1998 as amended from time to time;
"Processing"	has the meaning given to it in the Data Protection Legislation but, for the purposes of this Framework Agreement, it shall include both manual and automatic processing and "Process" and "Processed" shall be interpreted accordingly;
"Prohibited Act"	means: a) to directly or indirectly offer, promise or give any person working for or engaged by a Contracting Body and/or the Authority a financial or other advantage to: i) induce that person to perform improperly a relevant function or activity; or ii) reward that person for improper performance of a relevant function or activity; b) or c) committing any offence: i) under the Bribery Act 2010; or ii) under legislation creating offences concerning Fraud; or iii) at common law concerning Fraud; or iv) committing (or attempting or conspiring to commit) Fraud; Call-Off Agreement
"Qualifying Period"	has the same meaning as it is given in Regulation 7 of the AWR;
"Regulations"	means the Public Contracts Regulations 2006 (as amended) and/or the Public Contracts (Scotland) Regulations 2012 (as amended) (as the context requires) as amended from time to time;
"Regulated Activities"	has the same meaning as defined in the Safeguarding Vulnerable Groups Act 2006 (and any subsequent amendment or re-enactment thereof);
"Relevant Requirements"	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
"Relevant Transfer"	a transfer of employment to which the Employment Regulations apply;
"Relevant Tax Authority"	means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
"Relevant Supplier"	means a third party bidding to provide new Services;
"Replacement Candidate"	means in the case of a Work Seeker provision, any Candidate Introduced by the Supplier to the Customer to fill the Engagement following the Introduction of another Candidate whose Engagement either did not

	commence or was terminated during the first twelve (12) Weeks of the Engagement
"Replacement Services"	means any services which are substantially similar to any of the Services and which are received in substitution for the Services following the expiry or termination of this Framework Agreement;
"Replacement Supplier"	means any third party provider of Replacement Services appointed by or at the direction of the Authority from time to time;
"Reporting Date"	means the 7th day of each Month following the Month to which the relevant Management Information relates, or such other date as may be agreed between the Parties;
"Requests for Information"	means a request for information relating to this Framework Agreement or the provision of the Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the EIRs;
"Restricted Countries"	shall have the meaning given to it in Clause 26.5.3 (Protection of Personal Data);
"Safeguarding and Employment Checks"	means the vetting and compliance checks as described in paragraph 5 of Annex A to Part A Framework Schedule 2 ;
"Self Audit Certificate"	means the certificate in the form as set out in Framework Schedule 10 (Annual Self Audit Certificate) to be provided to the Authority in accordance with Clause 17 (Records, Audit Access and Open Book Data);
"Services"	means the services provided by the Supplier under this Framework Agreement. The same being more particularly described in Framework Schedule 2 (Services and Key Performance Indicators);
"Service Period"	has the meaning given to it in Framework Schedule 4 (Order Form and Call Off Terms and Template Call Off Terms) as refined by a Contracting Body in a Call-Off Agreement between that Contracting Body and the Supplier;
"SME"	means a Small Medium Enterprise, which employs fewer than 250 persons and has an annual turnover not exceeding EUR 50million and/or an annual balance sheet total not exceeding EUR 43million
"Specific Change in Law"	means a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;
"Standards"	means: a) any standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; b) any standards detailed in the specification in Framework Schedule 2 (Services and Key Performance Indicators); c) any standards detailed by the Contracting Body in the Call-Off Agreement following a Further Competition Procedure or agreed between the Parties from time to time;

	d) any relevant Government codes of practice and guidance applicable from time to time.
"Statement of Requirements"	means a statement issued by the Authority or any Other Contracting Body detailing its Services Requirements issued in accordance with the Call Off Procedure;
"Sub-Contract"	means any contract or agreement or proposed agreement between the Supplier and any third party whereby that third party agrees to provide to the Supplier the Services (or any part thereof) or to provide facilities or services necessary for the provision of the Services (or any part thereof) or necessary for the management, direction or control of the provision of the Services or any part thereof;
"Sub-Contractor"	means the third party from the list of sub-contractors in Framework Schedule 7 (Sub-Contractors) or any third party engaged by the Supplier from time to time under a Sub-Contract permitted pursuant to this Framework Agreement;
"Supplier"	means the person, firm or company stated in the preamble to this Framework Agreement; Sub-Contractors
"Supplier Action Plan"	means a document, maintained by the Authority, capturing information about the relationship between the Parties including, but not limited to strategic objectives, actions, initiatives, communication channels, risks and supplier performance;
"Supplier Personnel"	means all persons employed or engaged by the Supplier together with the Supplier's servants, agents, suppliers, consultants and Sub-Contractors (and all persons employed by any Sub-Contractor together with the Sub-Contractor's servants, consultants, agents, suppliers and sub-contractors) used in the performance of its obligations under this Framework Agreement or any Call-Off Agreements;
"Supplier Profit"	means, in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions (as defined in Call Off Schedule 1 (Definitions)) and total Costs (in nominal cash flow terms) in respect of any Call-Off Agreements for the relevant period;
"Supplier Profit Margin"	means, in relation to a period, the Supplier Profit for the relevant period divided by the total Charges over the same period in respect of any Call-Off Agreements and expressed as a percentage;
"Supplier Representative"	means the representative appointed by the Supplier from time to time in relation to this Framework Agreement;
"Supplier's Confidential Information"	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential;
"Supply Chain"	means a system of organizations, people, activities, information, and resources involved in moving a product or service from supplier to customer;

“Supply Contracts”	means a contract for supply of Temporary Workers between the Supplier and the Contracting Bodies under the conditions of this Framework;
“System”	means the Supplier's system that enables the Customer to request, accept and Engage the Temporary Worker (in the case of Temporary Worker provision) or a Worker (in the case of Worker provision) Introduced by the Supplier;
"Template Call Off Terms"	means the template terms and conditions in Annex 2 to Framework Schedule 4 (Order Form and Call Off Terms and Template Call Off terms);
"Order Form and Call Off Terms"	means the template form in Annex 1 to Framework Schedule 4 (Order Form and Call Off Terms and Template Call Off terms);
“Temporary Worker”	means a Temporary Work-Seeker and/or a Work Seeker.
“Temporary Work-Seeker”	means: a) the person supplied to a Customer under this Framework Agreement on a temporary basis by a Supplier acting as an Employment Business; and/or b) Any worker supplied to a Customer under this Framework Agreement on a temporary basis, by a Supplier acting as an Employment Business, being a person who carries on business of their own account, through a limited company or otherwise and who works under supervision and direction of whoever has hired his services;
“Temp-to-Perm”	means where a Temporary Worker supplied by the Supplier to the Customer either transfers or is subsequently taken on directly by the Customer to whom s/he has been supplied under a temporary Assignment. The words do not mean that employment or engagement by the Customer must be permanent, but simply that the Temporary Worker has a direct contractual relationship with the Customer;
“Temp-to-Temp”	means where a Temporary Work-Seeker is supplied to the same Customer by a different Employment Business. For example, where a Customer puts the work its requirement of the Services out to tender and requests Temporary Work-Seekers currently supplied by one Employment Business to transfer to the books of another Employment Business whose tender was accepted by the Customer;
“Temp-to-Third Party”	means where a Customer introduces the Temporary Worker to another person, organisation or Bank who employs the Temporary Worker directly. This may be an individual employer, a subsidiary or Parent company or any other third party;
“Tender”	means the tender submitted by the Supplier to the Authority a copy of which is set out in Framework Schedule 20 (Tender);
“Tenderer”	means an organisation submitting a tender to the Authority for inclusion on the Framework;
"Termination Notice"	means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Agreement on a specified date and setting out the grounds for termination;

“Transfer fee”	means, in the case of Temporary Worker provision, the fee payable by the Customer in the circumstances set out at paragraphs 4.55 to 4.65 of Annex A to Part A of Framework Schedule 2 if a Temporary Worker is appointed by a Customer and the conditions of the Extended Hire Period are not met. (This was formerly referred to as a placement fee);
“TUPE”	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended;
“UKBA”	means UK Border Agency (see http://www.ukba.homeoffice.gov.uk/)
“Unspent Conviction”	means a conviction for an offence that has not been “spent” in accordance with the Rehabilitation of Offenders Act 1974 ;
“Validation”	means the process of ensuring that the documents presented by the Temporary Worker or Worker are genuine and the holder is the rightful owner. It is an integral part of the Safeguarding and Employment checks and “Validate” shall be construed accordingly;
“Variation”	has the meaning given to it in Clause 18.1.1 (Variation Procedure);
“Variation Form”	means the form that will be completed and signed by the Parties to effect a Variation which shall be in the form set out in Framework Schedule 19 (Variation Form);
“Variation Procedure”	means the procedure for carrying out a Variation as set out in Clause 18.1 (Variation Procedure);
“VAT”	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
“Vulnerable Person”	means any person who by reason of age, infirmity, illness, disability or any other circumstance is in need of care or attention, and includes any person under the age of eighteen (18);
“Wider public sector”	means, in addition to NHS bodies, Non-central Government Departments , their Non-Departmental Public Bodies, Agencies and Arms Length Bodies.
“Without delay”	means on the same day, or where that is not reasonably practicable, on the next Working Day;
“Work Health Assessment”	means the process of compliance with the minimum requirements of NHS Employers Work health assessment standard which may be found here:
“Work-Seeker”	means a worker supplied on a fixed term basis by the Supplier acting as an Employment Agency and who will be employed directly by a Contracting Body;
“Working Day”	means 7½ hours, excluding meal breaks being the standard time to be worked per day by full time NHS staff and Temporary Workers on an assignment
“WTR”	means Working Time Regulations 1998 (and any subsequent amendment or re-enactment thereof);
“Year”	means a calendar year (365.25 days) and “Years” shall be construed accordingly

FRAMEWORK SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS

PART A –SERVICES

1. GENERAL

1.1 The purpose of this Part A of Framework Schedule 2 (Services and Key Performance Indicators) is to set out the intended scope of the Services that the Supplier will be required to make available to all Contracting Bodies under this Framework Agreement and to provide a description of what the Services entail (including in each Lot) together with any specific Standards applicable to the Services.

1.2 The Services and any Standards set out in paragraph 2 below may be refined (to the extent permitted and set out in Framework Schedule 5 (Call Off Procedure)) by a Contracting Body during a Further Competition Procedure to reflect its Services Requirements for entering a particular Call-Off Agreement.

2. SPECIFICATION

2.1 The specification for the supply of Non Medical Non Clinical temporary and fixed term staff is attached as Annex A to this Part A Framework Schedule 2 (Services and Key Performance Indicators)

PART B – KEY PERFORMANCE INDICATORS

3. GENERAL

- 3.1 The purpose of this Part B is to set out the KPIs by which the Supplier's overall performance under this Framework Agreement shall be monitored and managed. The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier in accordance with Clause 19.1 (Variation Procedure).
- 3.2 The Supplier shall comply with all its obligations related to KPIs set out in this Framework Agreement including Framework Schedule 8 (Framework Management) and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.
- 3.3 The KPIs from which performance by the Supplier of this Framework Agreement will be reported against are set out below:

Key Performance Indicator (KPI)	KPI Target	Measured by
1. FRAMEWORK MANAGEMENT		
1.1 MI returns: All MI returns to be returned to the Authority by the 7th of each month	100%	Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's data warehouse (MISO) system)
1.2 All invoices to be paid within 30 calendar days of issue	100%	Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's CODA system)
1.3 Supplier self-audit certificate to be issued to the Authority in accordance with the Framework Agreement	100%	Confirmation of receipt and time of receipt by the Authority
1.4 Actions identified in an Audit Report to be delivered by the dates set out in the Audit Report	100%	Confirmation by the Authority of completion of the actions by the dates identified in the Audit Report
1.5 Actions identified in a Health Assurance Inspection Report to be delivered by the dates set	100%	Confirmation by the Authority of completion of the actions by the

out in the Assurance Report		dates identified in the Assurance Report
2. SPEND UNDER MANAGEMENT		
2.1In each Contract Year, the Supplier to achieve a minimum of [£X*] spend with new customers under this Framework Agreement	100%	Score calculated by the Authority as a proportion of spend target achieved over each Contract Year
3. OPERATIONAL EFFICIENCY / PRICE SAVINGS		
3.1The Supplier to deliver against the Supplier Action Plan to derive further cost savings over the Framework Period via continuous improvement and innovation	100%	Confirmation by the Authority of the cost savings achieved by the dates identified in the Supplier Action Plan
4. DEMAND MANAGEMENT SAVINGS		
4.1The Supplier to deliver against the Supplier Action Plan to derive further cost savings over the Framework Period continuous improvement and innovation	100%	Confirmation by the Authority of the cost savings achieved by the dates identified in the Supplier Action Plan
5. CUSTOMER SATISFACTION		
5.1Services to be provided under Call-Off Agreements to the satisfaction of Contracting Bodies	100%	Confirmation by the Authority of the Supplier's performance against customer satisfaction surveys

2. REMEDIES FOR FAILURE TO ACHIEVE KPIs

2.1 Without prejudice to any other rights or remedies accruing to the Authority under this Framework Agreement if the Supplier fails to achieve any of the KPI Targets in accordance with paragraph 3.3 above on any two or more occasions, the Supplier acknowledges and agrees that the Authority shall have the right to exercise (in its sole and absolute discretion) all or any of the remedial actions set out in Clause 30 (Authority Remedies).

FRAMEWORK SCHEDULE 3: FRAMEWORK PRICES AND CHARGING STRUCTURE

1. DEFINITIONS

- 1.1 The following terms used in this Framework Schedule 3 shall have the following meanings:

"Supporting Documentation"

means sufficient information in writing to enable the Contracting Body reasonably to assess whether the Charges due from the Contracting Body under a Call-Off Agreement detailed in the information are properly payable.

2. GENERAL PROVISIONS

- 2.1 The Framework Prices set out in Annex 3 to this Framework Schedule 3 are the maximum that the Supplier may charge pursuant to any Call-Off Agreement.
- 2.2 The Supplier acknowledges and agrees that any prices submitted in relation to a further competition held in accordance with Framework Schedule 5 (Call Off Procedure) shall be equal to or lower than the Framework Prices.
- 2.3 The Supplier acknowledges and agrees that, subject to paragraph 3 of this Framework Schedule 3 (Adjustment of the Framework Prices), the Framework Prices cannot be increased during the Framework Period.

3. ADJUSTMENT OF THE FRAMEWORK PRICES

- 3.1 The Framework Prices shall only be varied:
- 3.1.1 due to a Specific Change in Law in relation to which the Parties agree that a change is required to all or part of the Framework Prices in accordance with Clause 19.2 of this Framework Agreement (Legislative Change);
 - 3.1.2 where all or part of the Framework Prices are reviewed and reduced in accordance with Framework Schedule 12 (Continuous Improvement and Benchmarking);
 - 3.1.3 where all or part of the Framework Prices are reviewed and reduced in accordance with paragraph 4 of this Framework Schedule 3 (Supplier Periodic Assessment of Framework Prices); or
 - 3.1.4 In accordance with amendments to Agenda for Change pay rates made by NHS Employers as described in paragraph 6 below.
- 3.2 Subject to paragraphs 3.1.1 to 3.1.4 of this Framework Schedule 3, the Framework Prices will remain fixed for the first Contract Year.

4. SUPPLIER PERIODIC ASSESSMENT OF FRAMEWORK PRICES

- 4.1 Every six (6) Months during the Framework Period, the Supplier shall assess the level of the Framework Prices to consider whether it is able to reduce them.
- 4.2 Such assessments by the Supplier under paragraph 4.1 shall be carried out on [1 April] and [1 October] in each Contract Year (or in the event that such dates do

not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates). To the extent that the Supplier is able to decrease all or part of the Framework Prices it shall promptly notify the Authority in writing and such reduction shall be implemented in accordance with paragraph 7.1.3 below.

5. SUPPLIER REQUEST FOR INCREASE OF THE FRAMEWORK PRICES

5.1 The Supplier may request an increase in all or part of the Framework Prices in accordance with the remaining provisions of this paragraph 5 subject always to:

5.1.1 the Supplier's request being submitted in writing at least three (3) Months before the effective date for the proposed increase in the relevant Framework Prices ("**Review Adjustment Date**") which shall be subject to paragraph 5.2;

5.1.2 the Approval of the Authority which shall be granted in the Authority's sole discretion.

5.2 The earliest Review Adjustment Date will be the first (1st) Working Day following the [first (1st)] anniversary of the Framework Commencement Date. Thereafter any subsequent increase to any of the Framework Prices in accordance with this paragraph 5 shall not occur before the anniversary of the previous Review Adjustment Date during the Framework Period.

5.3 To make a request for an increase in some or all of the Framework Prices in accordance with this paragraph 5, the Supplier shall provide the Authority with:

5.3.1 a list of the Framework Prices it wishes to review;

5.3.2 for each of the Framework Prices under review, written evidence of the justification for the requested increase including:

- (a) a breakdown of the profit and cost components that comprise the relevant Framework Price;
- (b) details of the movement in the different identified cost components of the relevant Framework Price;
- (c) reasons for the movement in the different identified cost components of the relevant Framework Price;
- (d) evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components; and
- (e) evidence that the Supplier's profit component of the relevant Framework Price is no greater than that applying to Framework Prices using the same pricing mechanism as at the Framework Commencement Date.

6. AGENDA FOR CHANGE PAY

6.1 Agenda for Change (AfC) is the current National Health Service (NHS) grading and pay system for all NHS staff, with the exception of doctors, dentists and some senior managers.

- 6.2 NHS Employers are responsible for deciding the pay rates of NHS staff and issuing pay and conditions circulars to inform staff of changes to pay and the terms and conditions for those staff to whom the Agenda for Change applies
- 6.3 These pay and conditions circulars are usually issued annually by NHS Employers.
- 6.4 The pay points affected and details of amendments to the AfC terms and conditions of service handbook are set out in the pay and conditions circulars.
- 6.5 The Authority will publish revised pay rates for Temporary Workers covered by the Agency Workers Regulations 2010 (AWR) to match any amended pay rates decided by NHS Employers pursuant to the AfC.
- 6.6 The Authority reserves the right to decide whether to amend pay rates in accordance with AfC in respect of Temporary Workers not covered by AWR (i.e. usually those Temporary Workers who are not PAYE or have worked for the same Customer for less than 12 weeks).

7. IMPLEMENTATION OF ADJUSTED FRAMEWORK PRICES

- 7.1 Variations in accordance with the provisions of this Framework Schedule 3 to all or part the Framework Prices (as the case may be) shall be made by the Authority to take effect:
 - 7.1.1 in accordance with Clause 19.2 (Legislative Change) where an adjustment to the Framework Prices is made in accordance with paragraph 3.1.1 of this Framework Schedule;
 - 7.1.2 in accordance with paragraph 3.3.3 and 4.8 of Framework Schedule 12 (Continuous Improvement and Benchmarking) where an adjustment to the Framework Prices is made in accordance with paragraph 3.1.2 of this Framework Schedule 3; [or]
 - 7.1.3 on 1 July for assessments made on [1 June] and on [1 January] for assessments made on [1 November] where an adjustment to the Framework Prices is made in accordance with paragraph 4 of this Framework Schedule 3; or
 - 7.1.4 on the Review Adjustment Date where an adjustment to the Framework Prices is made in accordance with paragraph 3.1.3 of this Framework Schedule 3. and the Parties shall amend the Framework Prices shown in Annex 3 to this Framework Schedule 3 to reflect such variations.

8. CHARGES UNDER CALL-OFF AGREEMENTS

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

ANNEX 2: RATES AND PRICES

Temporary Work-Seeker pricing structure

1. The charge rate for a Temporary Work-Seeker consists of:
 - a. The pay to the Temporary Work-Seeker
 - b. WTR (Working Time Regulations) to cover payments for holiday
 - c. Employers National Insurance (NI) contribution
 - d. Supplier Fee

The pay to the Temporary Work-Seeker

2. The Supplier shall use the Agenda for Change pay structure to determine the hourly pay to the Temporary Work-Seeker. The annual salary for each of the Agenda for Change pay points will be divided by 52 weeks and 37.5 hours (this equates to the annual salary divided by 1950) to calculate the hourly pay rate.
3. The daily pay rate can be calculated by multiplying the hourly charges by 7.5 (this equates to the annual salary divided by 260). The Authority will produce Supplier rate cards containing information described in this Annex 2 which will include the hourly/daily pay rates.
4. The most current Agenda for Change pay-scales, which are set annually on 1 April by NHS Employers, will be used for Temporary Work-Seeker's with 12 week's consecutive service as they will qualify under Agency Workers Regulations (AWR). The pay-scales, effective from 1 April 2014 can be found at table in paragraph 6 below, and updates can be found [here](#).
5. Pay Band 0 and Pay Band 10 have been added to the Agenda for Change pay structure to accommodate lower/higher wages outside of Agenda for Change to provide customers with greater flexibility. The customer will determine the appropriate Agenda for Change pay band / pay point for the role.
6. Agenda for Change pay-scales from 1 April 2014



over 12 weeks
AfC.xlsx

7. Where the Temporary Work-Seeker does not qualify under AWR the following 'up to 12 week's' salary structure will be applicable.
8. Up to 12 week's Agenda for Change pay-scales



upto 12 weeks
AfC.xlsx

Working Time Regulations (WTR)

9. WTR is the holiday entitlement for the Temporary Work-Seeker, and is set at a statutory 28 days. This is the equivalent to 12.07%, and calculated as 28 (number of days holiday) divided by 232 (number of non-holiday days within the 260 available working days, as per paragraph 3)
10. On 1st October 2011 AWR came into effect. This ensures that any Temporary Work-Seeker in the same job after 12 weeks will receive equal treatment to pay and basic working conditions (including annual leave).

11. The holiday allowance (WTR) for Temporary Work-Seeker's with 12 weeks service increases to 35 days in line with NHS conditions of service. This is the equivalent to 15.56%, and calculated as 35 (number of days holiday) divided by 225 (number of non-holiday days within the 260 available working days, as per paragraph 3)
12. Customers with different holiday entitlement to the NHS Conditions of service can calculate the appropriate holiday entitlement using the calculation as described in paragraphs 9 and 11.

Employer's National Insurance (NI) Contributions

13. Suppliers charges for National Insurance shall not exceed 13.8%, and is charged on pay plus WTR over the secondary threshold (£153 for 2014/15)

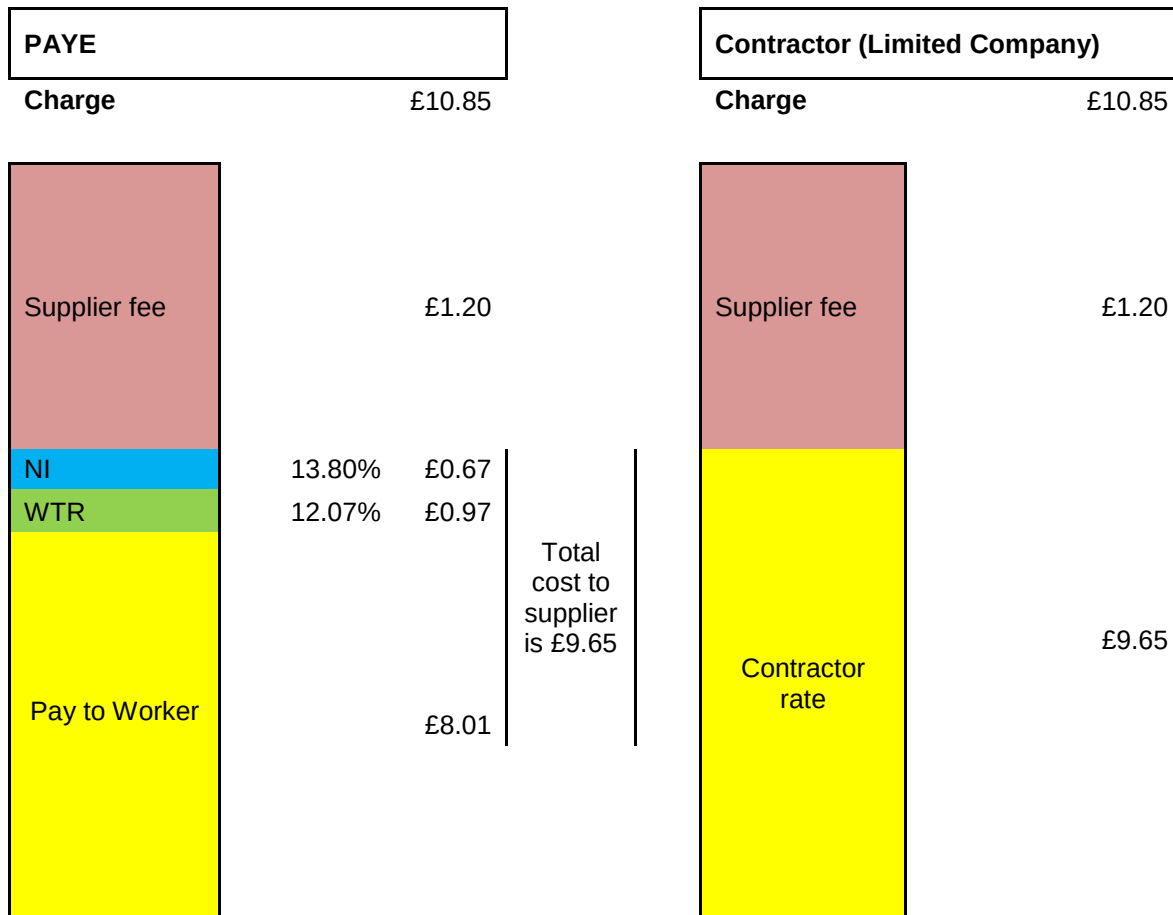
Supplier Fee

14. The Supplier Fee for the appropriate Agenda for Change Pay Band and fee type, as listed within Annex 3 (Framework Prices) of this Framework Schedule 3 (Framework Prices and Charging Structure), is then added to obtain the Charge Rate.

Total Charge Rate Calculation

15. The total charge rate a Supplier will charge is calculated in accordance with the following example:
 - a. Based on a PAYE Temporary Work-Seeker at pay point 6 that has not qualified under AWR, therefore a pay rate of £8.01 per hour and WTR of 12.07% applies.
 - b. The contractor or Limited Company rate is where the a Temporary Work-Seeker is not a PAYE employee of the Employment Business but has their own Limited Company, which charges £12.19 per hour to the Employment Business. The Employment Business then include their Supplier fee so the Customer is charged identically irrespective of whether the Temporary Work-seeker is PAYE or a contractor.

and illustrated as below:



High Cost Area Supplements (HCAS)

16. High Cost Area Supplements are a discretionary charge which must be agreed by the Contracting Body before the Supplier may charge them. HCAS payments may be paid to Customers working in inner and outer London and the fringe zones. These supplements are expressed as a proportion of basic pay (including the value of any long term recruitment and retention premia) but are subject to a minimum and maximum level of extra pay. If agreed by the Contracting Body the Supplier will add HCAS will be added to the pay to worker rate.
17. HCAS are reviewed annually by NHS Employers. The HCAS, effective from 1 April 2014 can be found in the table below, and updates can be found [here](#).

Area	Level
Inner London	20% of basic salary, subject to a: Minimum payment of £4,076 and a maximum payment of £6,279
Outer London	15% of basic salary, subject to a: Minimum payment of £3,448 and a maximum payment of £4,395
Fringe	5% of basic salary, subject to a: Minimum payment of £942 and a maximum payment of £1,632

Unsocial Hours

18. Unsocial hours payments are a discretionary charge to the basic pay of the Temporary Work-Seeker which must be agreed by the Contracting Body before the Supplier may charge them. If unsocial hours uplift payment are agreed these should be calculated on the pay to the Temporary Work-Seeker, and after any HCAS has been applied where appropriate. The current unsocial hours rates of pay are below:

Unsocial hours payments		
Pay band	All time on Saturday (midnight to midnight) and any week day after 8 pm and before 6 am	All time on Sundays and Public Holidays (midnight to midnight)
1	Time plus 50%	Double Time
2	Time plus 44%	Time plus 88%
3	Time plus 37%	Time plus 74%
4 – 9	Time plus 30%	Time plus 60%

Discounts

19. The Supplier will apply these discounts to the Supplier Fee only, as set out in Annex 3, in the following circumstances
- Prompt payment discount** where the Customer agrees to pay within the stated timescale
 - Candidate introductory discount** where the Temporary Work-Seeker is introduced to the Supplier by Customer. The Supplier remains responsible for all appropriate pre-placement checks in accordance with paragraph 5 of Annex A to Part A of Framework Schedule 2 (Services and Key Performance Indicators).
 - Volume discount** where a service level agreement (SLA) is in place based on achievement of an agreed level of business.
The discount to the Supplier Fee will be applied to the whole expenditure through the SLA, not just that exceeding the set level. For the avoidance of doubt, if the expected volume is not reached then there will be no extra paid to the Supplier; similarly if the expected volume is surpassed there will be no credit from the Supplier.
 - Over 12 week discount** where the Temporary Work-Seeker is within an Assignment for a consecutive period of 12 weeks.
20. For the avoidance of doubt, where more than one level of discount may apply, for instance prompt payment discount and volume discount, all appropriate discounts will be added together. The table below illustrates this, where for example, the Supplier Fee of £1.00 for Band 1 Temporary Work-Seeker has been discounted by 1% for prompt payment and 2% for volume discounts agreed through an SLA, giving a reduced Supplier Fee of 97p.

CHARGE RATES										
PAY BAND	PAY POINT	BASIC PAY RATE	HOLIDAY PAY (WTR)	EMPLOYEES NATIONAL INSURANCE	LIMITED COMPANY RATE	SUPPLIER FEE	PROMPT PAY DISCOUNT EXAMPLE 1%	VOLUME DISCOUNT EXAMPLE 2%	SUPPLIER FEE AFTER DISCOUNTS APPLIED	TOTAL CHARGE
Band 1	1	£7.00	£0.85	£0.52	£8.37	£1.00	£0.01	£0.02	£0.97	£9.34

ANNEX 3: FRAMEWORK PRICES

[REDACTED]

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



Attachment 6 - Order
Form and Call Off Ter

ANNEX 1: ORDER FORM

ORDER FORM

THE SUPPLY OF NON MEDICAL NON CLINICAL (NMNC) TEMPORARY AND FIXED TERM STAFF

FRAMEWORK AGREEMENT: RM971

FROM:

CUSTOMER	
SERVICE ADDRESS	
INVOICE ADDRESS (if different)	
CONTACT REFERENCE	Authoriser Name: Tel: e-mail:
ORDER NUMBER	<i>[GUIDANCE NOTE: To be quoted on all correspondence relating to this Order:]</i>
ORDER DATE	

TO:

SERVICE PROVIDER	
SERVICE PROVIDER'S ADDRESS	
ACCOUNT MANAGER	Name: Address: Tel: E-mail:

PART 1: SERVICE REQUIREMENT <i>[GUIDANCE NOTE: Contracting Bodies Service requirements to be inserted in below]</i>	
PART 1.1: SERVICE AND DELIVERABLES REQUIRED: Temporary Worker Requirements:	
RM971 LOT:	
NUMBER OF ROLES REQUIRED:	
JOB ROLE/TITLE:	
AGENDA FOR CHANGE PAY BAND:	
AGENDA FOR CHANGE PAY POINT: (LOWEST WITHIN AFC PAY BAND UNLESS STATED)	
HOURS/DAYS REQUIRED:	

ANY UNSOCIAL HOURS REQUIRED? (GIVE DETAIL) [OUTSIDE 8AM TO 6PM MON TO FRIDAY]		
FEE TYPE:	1. Patient Facing 2. Non-Patient Facing (Disclosure) 3. Non-Patient Facing (No Disclosure)	
IMMUNISATION REQUIREMENTS (FEE TYPE 1 ONLY)		
DBS REQUIRED (FEE TYPE 1 AND 2 ONLY)	1. Basic 2. Standard 3. Enhanced	
HIGH COST AREA SUPPLEMENT?	1. None 2. Inner London 3. Outer London 4. Fringe	
REGULATED OR CONTROLLED ACTIVITY (ISA)?		
SKILLS, TRAINING AND QUALIFICATIONS NECESSARY TO PERFORMANCE OF THE ROLE:		
PERSON AND DEPT TO WHOM WORK-SEEKER SHOULD REPORT AT START:		
POST CODE OF LOCATION WITH REQUIREMENT:		
RM971 LOT:		
NUMBER OF ROLES REQUIRED:		
JOB ROLE/TITLE:		
AGENDA FOR CHANGE PAY BAND:		
ADDITIONAL REQUIREMENTS:	[GUIDANCE NOTE: Service Level Agreement etc.]	
PART 1.2: ANTICIPATED DURATION OF CONTRACT		
COMMENCEMENT DATE:		
ANTICIPATED END DATE:		
TEMPORARY / FIXED TERM ASSIGNMENT:	[GUIDANCE NOTE: Fixed term on Customer's Payroll]	
PART 1.3: MILESTONES AND KEY DELIVERABLES		
[GUIDANCE NOTE: Insert details of milestones/key deliverables if relevant]		
PART 1.4: CHARGES PAYABLE BY CUSTOMER (INCLUDING ANY APPLICABLE DISCOUNT AND METHOD OF PAYMENT E.G. GOVERNMENT PROCUREMENT CARD OR BACS):		
[GUIDANCE NOTE: This should not be substantially of materially different from the Charges set out in Schedule 3 to the Framework Agreement]		
	Pre-AWR	Post-AWR
Pay to Worker(s)	£ (Hour/Day)	£ (Hour/Day)
Total Charge	£ (Hour/Day)	£ (Hour/Day)
DISCOUNTS APPLICABLE:	[GUIDANCE NOTE: Volume/Prompt Payment/Introducing Candidate]	
PART 1.5: ACCEPTANCE PRIOR TO PAYMENT		
[GUIDANCE NOTE:		

PART 2: CUSTOMER CONTRACTUAL REQUIREMENTS

GUIDANCE NOTE:

Provide details of the duration of the Call Off Contract, the Call Off award procedure, details of any discounts agreed as part of a Service Level Agreement.

Insert a statement of work to confirm the scope of the work under the Call Off Contract. Provide details of any contractual obligations which differ than as set out in the Order Form and Call Off Terms. For instance, revisions to the Service Levels and Service Credits table as set out in Call Off Schedule 6.

Provide details if Clause 26 (Staff Transfer) will apply to this Call Off Contract]

Include any supplemental requirements to the Call-Off Terms as stated in your statement of requirements under a further competition procedure bearing in mind that the Call-Off Terms issued by Crown Commercial Service at the tender stage cannot be substantially amended. Also, specify above whether any of the alternative/Additional Clauses set out in Schedule 14 (Alternative and/or Additional Clauses) are needed.]”

PART 3: FURTHER-COMPETITION ORDER - ADDITIONAL REQUIREMENTS

[GUIDANCE NOTE:

This Part 3 must only be used if a further competition is being used to select the Service Provider. Completion of this section for direct ordering is in breach of the Public Contracts Regulation 2006]

PART 3.1: SUPPLEMENTAL REQUIREMENTS IN ADDITION TO CALL-OFF TERMS AND CONDITIONS:

PART 3.2: VARIATIONS TO CALL-OFF TERMS AND CONDITIONS:

PART 4: PERFORMANCE OF THE SERVICES AND DELIVERABLES

PART 4.1: KEY PERSONNEL OF THE SERVICE PROVIDER TO BE INVOLVED IN THE SERVICES AND DELIVERABLES:

PART 4.2: SUB-CONTRACTORS TO BE INVOLVED IN THE SERVICES AND DELIVERABLES:

PART 5: CONFIDENTIAL INFORMATION

PART 5.1: THE FOLLOWING INFORMATION SHALL BE DEEMED COMMERCIALLY SENSITIVE INFORMATION OR CONFIDENTIAL INFORMATION:

BY SIGNING AND RETURNING THIS ORDER FORM THE SERVICE PROVIDER AGREES to enter a legally binding contract with the Customer to provide to the Customer the Services specified in the Service Order Requirements set out in this Order Form [(together with where completed and applicable, the further-competition order (additional requirements))] incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement between the Service Provider and the Minister for the Cabinet Office.

FOR AND ON BEHALF OF THE SERVICE PROVIDER:

NAME:	
TITLE:	
SIGNATURE:	
DATE:	

FOR AND ON BEHALF OF THE CUSTOMER:

NAME:	
TITLE:	
SIGNATURE:	
DATE:	

ORDER FORM: LOTS 1 OR 2 – EMAIL VERSION

DIRECT CALL OFF ORDER TEMPLATE: LOTS 1 AND 2 MASTER VENDOR AND NEUTRAL VENDOR ONLY	
TEMPORARY STAFF TEMPLATE DIRECT CALL OFF FORM	
CROWN COMMERCIAL SERVICE RM971: SUPPLY OF NON MEDICAL NON CLINICAL FRAMEWORK AGREEMENT	
REQUEST NUMBER:	
NAME OF AUTHORISED OFFICER:	
CUSTOMER ORGANISATION NAME:	
JOB ROLE/TITLE:	
RM971 FRAMEWORK LOT	
AGENDA FOR CHANGE PAY BAND	
DATE REQUIRED:	
ANTICIPATED END DATE:	
HOURS/DAYS PER WEEK REQ'D:	
ANY UNSOCIAL HOURS REQUIRED? (GIVE DETAIL)	
[OUTSIDE 8AM TO 6PM MON TO FRIDAY]	
ROUTINE PATIENT CONTACT?	
DETAILS IF ROLE INVOLVES CHILDREN:	
DBS REQUIRED?	
REGULATED OR CONTROLLED ACTIVITY (ISA)?	
NAME OF PROFESSIONAL BODY IF REGISTRATION REQ'D:	
QUALIFICATIONS NECESSARY TO PERFORMANCE OF THE ROLE:	
TRAINING ESSENTIAL TO PERFORMANCE OF THE ROLE:	
SKILLS ESSENTIAL TO THE ROLE:	
REQ'D TO USE IT SYSTEM?	
HEALTH & SAFETY RISKS RELEVANT TO THE ROLE:	
KEY DELIVERABLES OF THE ROLE:	
ARE CVS REQ'D?	
ARE INTERVIEWS REQ'D?	
PERSON TO WHOM WORK-SEEKER SHOULD REPORT AT START:	
POST CODE OF LOCATION WITH REQUIREMENT:	
RM971 FRAMEWORK SUPPLIER TO CONFIRM BOOKING BY COMPLETION OF ASSIGNMENT CHECKLIST	

ORDER FORM: LOTS 3 TO 8 – EMAIL VERSION

DIRECT AWARD ORDER TEMPLATE : LOTS 3 TO 8	
TEMPORARY STAFF TEMPLATE DIRECT ORDER FORM	
CROWN COMMERCIAL SERVICE RM971: SUPPLY OF NON MEDICAL NON CLINICAL FRAMEWORK AGREEMENT	
ORDER NUMBER:	
NAME OF AUTHORISED OFFICER:	
CUSTOMER ORGANISATION NAME:	
CUSTOMER ORGANISATION ADDRESS:	
SUPPLIER NAME:	
SUPPLIER ADDRESS:	
JOB ROLE/TITLE:	
RM971 FRAMEWORK LOT:	
AGENDA FOR CHANGE PAY BAND:	
HOURLY/DAILY TOTAL CHARGE RATE EXC VAT:	
AGENCY TEMPORARY WORKER NAME:	
DATE REQUIRED:	
ANTICIPATED END DATE:	
HOURS/DAYS PER WEEK REQ'D:	
ANY UNSOCIAL HOURS REQUIRED? (GIVE DETAIL)	
[OUTSIDE 8AM TO 6PM MON TO FRIDAY]	
ROUTINE PATIENT CONTACT?	
DETAILS IF ROLE INVOLVES CHILDREN:	
DBS REQUIRED?	
REGULATED OR CONTROLLED ACTIVITY (ISA)?	
NAME OF PROFESSIONAL BODY IF REGISTRATION REQ'D:	
QUALIFICATIONS NECESSARY TO PERFORMANCE OF THE ROLE:	
TRAINING ESSENTIAL TO PERFORMANCE OF THE ROLE:	
SKILLS ESSENTIAL TO THE ROLE:	
REQ'D TO USE IT SYSTEM?	
HEALTH & SAFETY RISKS RELEVANT TO THE ROLE:	
PERSON TO WHOM WORK-SEEKER SHOULD REPORT AT START:	
RM971 FRAMEWORK SUPPLIER TO CONFIRM BOOKING BY COMPLETION OF ASSIGNMENT CHECKLIST	

ANNEX 2: TEMPLATE CALL OFF TERMS

FRAMEWORK SCHEDULE 5: CALL OFF PROCEDURE

1. AWARD PROCEDURE

- 1.1 If the Authority or any Other Contracting Body decides to source the Services through this Framework Agreement then it will award its Services requirements in accordance with the procedure in this Framework Schedule 5 (Call-Off Procedure) and the requirements of the Regulations and the Guidance. For the purposes of this Framework Schedule 5, "Guidance" shall mean any guidance issued or updated by the UK Government from time to time in relation to the Regulations.
- 1.2 If a Contracting Body can determine that:
 - 1.2.1 its Services requirements can be met by the Framework Supplier's description of the Services as set out in Framework Schedule 2 (Services and Key Performance Indicators); and all of the terms of the proposed Call-Off Agreement are laid down in this Framework Agreement and the Template Call Off Terms and do not require amendment or any supplementary terms and conditions (other than the inclusion of optional provisions already provided for in the Template Call Off Terms); then the Contracting Body may award a Call-Off Agreement in accordance with the procedure set out in paragraph 2 below.
- 1.3 If all of the terms of the proposed Call-Off Agreement are not laid down in this Framework Agreement and a Contracting Body:
 - 1.3.1 requires the Supplier to develop proposals or a solution in respect of such Contracting Body's Services requirements; and/or
 - 1.3.2 needs to amend or refine the Template Call Off Terms to reflect its Services requirements to the extent permitted by and in accordance with the Regulations and Guidance; then the Contracting Body shall award a Call-Off Agreement in accordance with the Further Competition Procedure set out in paragraph 3 below.

2. DIRECT ORDERING WITHOUT A FURTHER COMPETITION

- 2.1 Subject to paragraph 1 above any Contracting Body awarding a Call-Off Agreement under this Framework Agreement without holding a further competition shall:
 - 2.1.1 develop a clear Statement of Requirements;
 - 2.1.2 apply the Direct Award Criteria to all Suppliers capable of meeting the Statement of Requirements in order to establish which of the Framework Suppliers provides the most economically advantageous solution; and
 - 2.1.3 on the basis set out above, award the Call-Off Agreement to the successful Framework Supplier in accordance with paragraph 7 below.

3. FURTHER COMPETITION PROCEDURE

Contracting Body's Obligations

- 3.1 Any Contracting Body awarding a Call-Off Agreement under this Framework Agreement through a Further Competition Procedure shall:
 - 3.1.1 develop a Statement of Requirements setting out its requirements for the Services and identify the Framework Suppliers capable of supplying the Services;

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

The Supplier's Obligations

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

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

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

- (a) an email response subject line to comprise unique reference number and Supplier name, so as to clearly identify the Supplier;
- (b) a brief summary, in the email (followed by a confirmation letter), stating that the Supplier is bidding for the Statement of Requirements;
- (c) a proposal covering the Services Requirements.
- (d) CVs of key personnel – as a minimum any lead consultant, with others, as considered appropriate along with required staff levels; and
- (e) confirmation of discounts applicable to the Services, as referenced in Framework Schedule 3 (Framework Prices and Charging Structure).

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

3.2.4 The Supplier agrees that:

- (a) all tenders submitted by the Supplier in relation to a Further Competition Procedure held pursuant to this paragraph 3 shall remain open for acceptance by the Contracting Body for ninety (90) Working Days (or such other period specified in the invitation to tender issued by the relevant Contracting Body in accordance with the Call Off Procedure); and
- (b) all tenders submitted by the Supplier are made and will be made in good faith and that the Supplier has not fixed or adjusted and will not fix or adjust the price of the tender by or in accordance with any agreement or arrangement with any other person.

3.2.5 The Supplier certifies that it has not and undertakes that it will not:

3.2.6 (i) communicate to any person other than the person inviting these tenders the amount or approximate amount of the tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain quotations required for the preparation of the tender; and

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

4. E-AUCTIONS

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

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

5. NO AWARD

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

6. RESPONSIBILITY FOR AWARDS

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

7. CALL OFF AWARD PROCEDURE

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

7.3 On receipt of the signed order form from the Supplier, the Contracting Body shall send (including by electronic means) a written notice of receipt to the Supplier within two (2) Working Days and a Call-Off Agreement shall be formed.

FRAMEWORK SCHEDULE 6: AWARD CRITERIA

1. GENERAL

- 1.1 This Framework Schedule 6 is designed to assist Contracting Bodies when drafting an invitation to tender for a Further Competition Evaluation Procedure.
- 1.2 A Call-Off Agreement may be awarded on the basis of the most economically advantageous tender ("MEAT") in accordance with this Framework Schedule 6 and the Regulations.
- 1.3 This Framework Schedule 6 will include details of the evaluation criteria that will be used by Contracting Bodies to award Call-Off Agreements under this Framework Agreement and any weightings that will be applied to those criteria where a Contracting Body chooses to award a Call Off Agreement based on MEAT.
- 1.4 Evaluation criteria:

LOT	QUALITY EVALUATION	PRICE EVALUATION	MAXIMUM SCORE AVAILABLE
All 8 Lots	15	85	100

Part A: Direct Award CRITERIA

1. Contracting Bodies who wish to directly award a Call-Off Agreement under the Framework Agreement must follow the procedure as set out below and more widely, the process set out in Regulation 19 of the Regulations. The Contracting Body shall:
- 1.1. determine its requirements in accordance with paragraph 1.2 of Framework Schedule 5 (Ordering Procedures); and
- 1.2. identify all Suppliers capable of meeting the Contracting Body's Statement of Requirements.
- 1.3. If there is only one Supplier capable of meeting the Contracting Body's Statement of Requirements or the Contracting Body selects a Supplier based on which offering provides the most economically advantageous solution which shall be done by utilising information available from the Award Support Tool;
- and
- 1.4. all of the Contracting Body's Services requirements are set out in the Framework Agreement and the Template Call Off Terms and do not require amendment or any supplementary terms and conditions, then, in such circumstances, the Contracting Body may place a direct Order with that Supplier.

- 1.5. If a Contracting Body decides to place a direct Order with the, the specimen Order Forms set out in Framework Schedule 4 Annex 1 (Order Form and Call Off Terms and Template Call Off Terms) shall be used.

PART B: FURTHER COMPETITION AWARD CRITERIA

1. Where a Contracting Body requires Suppliers to develop proposals or a solution in respect of its Statement of Requirements or needs to amend or refine the terms of the Call-Off Agreement to reflect its Statement of Requirements to the extent permitted by and in accordance with applicable Laws (including the law governing public procurement and all necessary guidance), the following procedure shall be applied to Suppliers' compliant tenders submitted through a Further Competition Procedure:
 - 1.1. The Contracting Body shall determine its requirements in accordance with paragraph 1.3 of Framework Agreement Schedule 5 (Ordering Procedures);
 - 1.2. Due to the range and complexity of the NHS and Wider Public Sector Contracting Bodies' Statement of Requirements, the Contracting Bodies shall define the sub-criteria for the Services, including weightings, as part of the Further Competition Award process.
 - 1.3. The weightings to be applied to the sub-criteria may be disclosed at a later stage but before bids are opened provided that the decision to do so:-
 - (1) does not alter the Further Competition Award Criteria set out in paragraph 1.4 of this Part B (Further Competition Award Criteria) Framework Schedule 6;
 - (2) does not contain elements that, if they had been known at the time the tenders were prepared, could have affected that preparation; and
 - (3) is not adopted on the basis of matters likely to give rise to discrimination against Suppliers.
- 1.4 The Further Competition Award Criteria shall be set by the Contracting Body to evaluate the tenders submitted by Suppliers as part of a Further Competition Procedure.

FRAMEWORK SCHEDULE 7: SUB-CONTRACTORS

2. INTRODUCTION

2.1 This Framework Schedule 7 contains:

1.1.1 details of the Sub-Contractors to be engaged or employed by the Supplier in the provision of Services pursuant to individual Call-Off Agreements; and

1.1.2 the procedure to select, appoint and manage Sub-Contractors.

3. NOTIFICATION

3.1 The Supplier shall comply with Clause 23.1 (Appointment of Sub-Contractors) before appointing any such additional Sub-Contractor to undertake any obligation pursuant to a Call-Off Agreement.

3.2 Such notification will contain confirmation that the selection and appointment of the Sub-Contractor was in accordance with the procedure to select, appoint and manage Sub-Contractors set out in paragraph 4.

4. TABLE OF SUB-CONTRACTORS

Name and full contact details	Obligation
[REDACTED]	[REDACTED]

5. PROCEDURE TO SELECT, APPOINT AND MANAGE SUB-CONTRACTORS

5.1 The Supplier shall comply with requirements under Clause 23.1 (Appointment of Sub-Contractors).

5.2 The Supplier shall ensure that it puts in place and maintains throughout the Framework Period and the duration of all Call-Off Agreements robust systems and procedures for the management of Sub-Contractors utilised by the Supplier in relation to the Framework Agreement, to ensure that the work carried out by such Sub-Contractors is delivered in the manner and to the standard required by this Framework Agreement and any Call-Off Agreement entered into pursuant to it. Such management systems shall include effective monitoring of service delivery and price management approaches.

5.3 The following procedure shall be followed by the Supplier when selecting, appointing and managing Sub-Contractors under this Framework Agreement and each Call-Off Agreement:

5.3.1 The Supplier shall be responsible for ensuring that the Sub-Contractor meet:

- (a) requirements of the Framework Schedule 2 (Services and Key-Performance Indicators) and Framework Agreement Schedule 4 (Order Form and Call Off Terms), the Call-Off Contract and the Order; and
- (b) required standards and policies of the Contracting Body as advised in writing by that Contracting Body in the completed Order Form for the provision of Temporary Work-Seekers and Order Form for the provision of work-seekers

5.3.2 In the case of a Sub-Contractor who is not also a Framework Supplier, the Supplier shall:

- (a) have made enquiries to ascertain that the y Sub-Contractor is suitable to act as a Sub-Contractor in the provision of the Services under the Framework Agreement and Call Agreement and have received satisfactory answers to those enquiries: and
- (b) have vetted the Sub-Contractor and found them to be suitable both in terms of their business and financial suitability;
- (c) have carried out, and on a quarterly basis thereafter will carry out, an audit and any additional spot checks (as and when specified by the Authority or Contracting Body) of the Sub-Contractor's compliance with relevant policy and Law, the Call Off Agreement and the Order Form.

5.3.3 The Supplier will operate a process for addressing different levels of anomalies/non-compliance, including implementation of a plan to address/act upon the issues identified and suspension from providing the Services for serious breaches.

5.3.4 The Supplier shall report to the Authority any anomalies/non-compliance in the form of an Assurance Issues Exception Report. Where an anomaly/non-compliance is sufficiently serious to cause suspension of the Sub-Contractor from the provision of the Services then the Contracting Body shall be notified immediately.

- 5.3.5 The Supplier will re-assess the suitability of any such Sub-Contractor on at least an annual basis and/or as and when specified by the Authority.
- 5.3.6 The Supplier will have arrangements in place to ensure that its Sub-Contractors understand and recognise the Supplier's obligations under this Framework Agreement and that they shall need to work with the Supplier to fulfil its said obligations:
- 5.3.7 The Supplier will operate a documented process for managing and working with Sub-Contractors so that they can work together to fulfil the Supplier's obligations under this Framework Agreement;
- 5.3.8 The Supplier will conduct quarterly reviews to assess whether the Sub-Contractor is meeting the KPI Targets agreed between the Contracting Body and the Supplier and the Supplier will provide the outcome of such reviews to the Authority Manager, where required/requested
- 5.3.9 The Supplier will ensure that any feedback received from the Authority is shared with the Sub-Contractor so that the Sub-Contractor it can learn from the feedback given and act upon it. The Supplier shall also seek feedback from the Sub-Contractor to identify issues with the Supplier and/or the Contracting Body that are affecting the Services or to provide opportunities for savings.

FRAMEWORK SCHEDULE 8: FRAMEWORK MANAGEMENT

1. INTRODUCTION

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

"Supplier Framework Manager"	has the meaning given to it in paragraph 2.1.1 of this Framework Schedule 8
"Supplier Review Meetings"	has the meaning given to it in paragraph 2.2.1. of this Framework Schedule 8

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

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

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

2. FRAMEWORK MANAGEMENT

2.1 Framework Management Structure:

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

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

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

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

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

2.2 Supplier Review Meetings

2.2.1 Regular performance review meetings will take place at the Authority's premises throughout the Framework Period and thereafter until the Framework Expiry Date (**"Supplier Review Meetings"**).

2.2.2 The exact timings and frequencies of such Supplier Review Meetings will be determined by the Authority following the conclusion of the Framework Agreement. It is anticipated that the frequency of the Supplier Review Meetings will be once every month or less. The Parties shall be flexible about the timings of these meetings.

2.2.3 The purpose of the Supplier Review Meetings will be to review the Supplier's performance under this Framework Agreement and, where applicable, the Supplier's adherence to the Supplier Action Plan. The agenda for each Supplier Review Meeting shall be set by the Authority and communicated to the Supplier in advance of that meeting.

2.2.4 The Supplier Review Meetings shall be attended, as a minimum, by the Authority Representative(s) and the Supplier Framework Manager.

3. KEY PERFORMANCE INDICATORS

3.1 The KPIs applicable to this Framework Agreement are set out in Framework Schedule 2 (Services and Key Performance Indicators).

3.2 The Supplier shall establish processes to monitor its performance against the agreed KPIs. The Supplier shall at all times ensure compliance with the standards set by the KPIs.

3.3 The Authority shall review progress against these KPIs to evaluate the effectiveness and efficiency of which the Supplier performs its obligations to fulfil this Framework Agreement.

3.4 The Supplier's achievement of KPIs shall be reviewed during the Supplier Review Meetings, in accordance with paragraph 2.2 above, and the review and ongoing monitoring of KPIs will form a key part of the framework management process as outlined in this Framework Schedule 8.

3.5 The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier.

3.6 The Authority reserves the right to use and publish the performance of the Supplier against the KPIs without restriction.

4. EFFICIENCY TRACKING PERFORMANCE MEASURES

4.1 The Supplier shall cooperate in good faith with the Authority to develop efficiency tracking performance measures for this Framework Agreement. This shall include but is not limited to:

4.1.1 tracking reductions in product volumes and product costs, in order to demonstrate that Contracting Bodies are consuming less and buying more smartly;

4.1.2 developing additional KPIs to ensure that the Framework Agreement supports the emerging target operating model across central government (particularly in line with centralised sourcing and category management, procurement delivery centres and payment processing systems and shared service centres).

4.2 The list in paragraph 4.1 is not exhaustive and may be developed during the Framework Period.

4.3 The metrics that are to be implemented to measure efficiency shall be developed and agreed between the Authority and the Supplier. Such metrics shall be incorporated into the list of KPIs set out in Framework Schedule 2 (Services and Key Performance Indicators).

4.4 The ongoing progress and development of the efficiency tracking performance measures shall be reported through framework management activities as outlined in this Framework Schedule 8.

5. ESCALATION PROCEDURE

5.1 In the event that the Authority and the Supplier are unable to agree the performance score for any KPI during a Supplier Review Meeting, the disputed score shall be recorded and the matter shall be referred to the Authority Representative and the Supplier Representative in order to determine the best course of action to resolve the matter (which may involve organising an ad-hoc meeting to discuss the performance issue specifically).

5.2 In cases where the Authority Representative and the Supplier Representative fail to reach a solution within a reasonable period of time, the matter shall be dealt with in accordance with the procedure set out in Clause 47 (Dispute Resolution).

FRAMEWORK SCHEDULE 9: MANAGEMENT INFORMATION

1. GENERAL REQUIREMENTS

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

2. MANAGEMENT INFORMATION AND FORMAT

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

3. FREQUENCY AND COVERAGE

- 3.1All MI Reports must be completed by the Supplier using the MI Reporting Template and returned to the Authority on or prior to the Reporting Date every Month during the Framework Period and thereafter, until all transactions relating to Call-Off Agreements have permanently ceased.
- 3.2The MI Report should be used (among other things) to report Orders received and transactions occurring during the Month to which the MI Report relates, regardless of when the work was actually completed. For example, if an invoice is raised for October but the work was actually completed in September, the Supplier must report the invoice in October's MI Report and not September's. Each Order received by the Supplier must be reported only once when the Order is received.
- 3.3The Supplier must return the MI Report for each Month even where there are no transactions to report in the relevant Month (a "Nil Return").
- 3.4The Supplier must inform the Authority of any errors or corrections to the Management Information:

3.4.1 in the next MI Report due immediately following discovery of the error by the Supplier; or

3.4.2 as a result of the Authority querying any data contained in an MI Report.

4. SUBMISSION OF THE MONTHLY MI REPORT

4.1 The completed MI Report shall be completed electronically and returned to the Authority by uploading the electronic MI Report computer file to MISO in accordance with the instructions provided in MISO.

4.2 The Authority reserves the right (acting reasonably) to specify that the MI Report be submitted by the Supplier using an alternative communication to that specified in paragraph 4.1 above such as email. The Supplier agrees to comply with any such instructions provided they do not materially increase the burden on the Supplier.

5. DEFECTIVE MANAGEMENT INFORMATION

5.1 The Supplier acknowledges that it is essential that the Authority receives timely and accurate Management Information pursuant to this Framework Agreement because Management Information is used by the Authority to inform strategic decision making and allows it to calculate the Management Charge.

5.2 Following an MI Failure the Authority may issue reminders to the Supplier or require the Supplier to rectify defects in the MI Report provided to the Authority. The Supplier shall rectify any deficient or incomplete MI Report as soon as possible and not more than five (5) Working Days following receipt of any such reminder.

Meetings

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

Admin Fees

5.4 If, in any rolling three (3) Month period, two (2) or more MI Failures occur, the Supplier acknowledges and agrees that the Authority shall have the right to invoice the Supplier Admin Fees and (subject to paragraph 5.5) in respect of any MI Failures as they arise in subsequent Months.

5.5 If, following activation of the Authority's right to charge Admin Fee(s) in respect of MI Failures pursuant to paragraph 5.4, the Supplier submits the Monthly MI Report for two (2) consecutive Months and no MI Failure occurs then the right to charge the Admin Fee(s) shall lapse. For the avoidance of doubt the Authority shall not be prevented from exercising such right again during the Framework Period if the conditions in paragraph 5.4 are met.

5.6 The Supplier acknowledges and agrees that the Admin Fees are a fair reflection of the additional costs incurred by the Authority as a result of the Supplier failing to supply Management Information as required by this Framework Agreement.

5.7 The Authority shall notify the Supplier if any Admin Fees arise pursuant to paragraph 5.4 above and shall be entitled to invoice the Supplier for such Admin Fees which shall be payable in accordance with Clause 20 (Management Charge) as a supplement to the Management Charge. Any exercise by the Authority of its rights under this paragraph 5.7 shall be without prejudice to any other rights that may arise pursuant to the terms of this Framework Agreement.

6. DEFAULT MANAGEMENT CHARGE

6.1If:

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

6.1.2 Two (2) consecutive MI Failures occur;

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

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

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

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

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

6.4If an MI Default occurs, the Authority shall be entitled to invoice the Supplier the Default Management Charge (less any Management Charge which the Supplier has already paid to the Authority in accordance with Clause 20 for any Months in which the Default Management Charge is payable) calculated in accordance with paragraph 6.3 above:

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

6.4.2 on an ongoing Monthly basis, until all and any MI Failures have been rectified to the reasonable satisfaction of the Authority.

6.5For the avoidance of doubt the Parties agree that:

6.5.1 the Default Management Charge shall be payable as though it was the Management Charge due in accordance with the provisions of Clause 20 of this Framework Agreement; and

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

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

6.6.1 the Supplier has overpaid the Management Charges as a result of the application of the Default Management Charge then the Supplier shall be entitled to a refund of the overpayment, net of any Admin Fees where applicable; or

6.6.2 the Supplier has underpaid the Management Charges during the period when a Default Management Charge was applied, then the Authority shall be entitled to immediate payment of the balance as a debt together with interest pursuant to Clause 20 (Management Charge).

ANNEX 1: MI REPORTING TEMPLATE

“This is a draft version to show the format of the MI template. The final version will be available to download from the Crown Commercial Service MISO system, post award.”



MISO Data Template
headings NMNC 110⁵

Completion of your MI return: Download a new template from MISO each month (typically in Microsoft Excel format) to ensure that you have the latest copy. If you have no data to submit, please use the nil return function within MISO.	
Template Column Headings: Each column has one of the following colour codes:	
Fields	in orange are fields which are 'mandatory' and therefore must be populated. Failure to populate these fields will result in your MISO submission and you being asked to resubmit your MI return.
Fields	in blue are fields which are 'required' and must be populated where relevant. Failure to populate these fields where relevant will result in you being asked to resubmit your MI return.
Each column heading contains comments which will provide you with details of what is required in the column. Please check this before you populate.	
Acceptable Values Where applicable, acceptable values are available within a drop down menu within the cells for certain columns. These are also listed within the comments field (indicated by a red triangle in the top right hand corner of the heading cell) in each of the headings of the columns where drop down menus have been applied. Please note that drop down menus within some of the columns will drive the options that are made available in other drop down menus in other columns. Please ensure you use these acceptable values, these are case sensitive and must be completed as shown. Any other values entered within these fields will cause validation errors when loading onto MISO	
Format of Data Please ensure you enter the MI data in the correct data format for example date, currency or number. Please do not enter values as N/A, dashes or TBC in any cells unless instructed to do so by the cell comments. Please also avoid using speech marks (") in any cell.	
Further Guidance If your MI return fails to upload onto MISO please send a copy of your completed MI return and a screen shot of any error message to the below email address. Please contact the MISO support team using the contact details below if you require any assistance. MISO Mailbox: MISO.Mailbox@gps.gsi.gov.uk MISO Support Number: 0151 672 2040	

Further information may be found on the CCS website:

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/management-information>

Lot No.
Customer Name
Customer URN
Customer Postcode
Job Category
Cost Centre
Contract Number
Job Title
Pay Band
Pay Point
Date of invoice
Salary
PAYE / Contractor Rate
Pre/Post AWR
Shift Type
Checking Level / Fee Type
HCAS
Supplier Fee
Unit of time (hour/day)
Number of hours/days
Total Value (Credit) ex VAT and Expenses
Invoice Number
Comments
Cost Centre
Contract Number

FRAMEWORK SCHEDULE 10: SELF AUDIT CERTIFICATES

1. ANNUAL SELF AUDIT CERTIFICATE

Dear Sirs

In accordance with the Framework Agreement entered into on 01/07/2015 between **Service Care Solutions Limited** and the Authority, we confirm the following:

2. In our opinion based on the testing undertaken **Service Care Solutions Limited** has in place suitable systems for identifying and recording the transactions taking place under the provisions of the above Framework Agreement.
3. We have tested the systems for identifying and reporting on framework activity and found them to be operating satisfactorily.
4. We have tested a sample of [] Orders and related invoices during our audit for the financial year ended [insert financial year] and confirm that they are correct and in accordance with the terms and conditions of the Framework Agreement.
5. We have tested from the order processing and invoicing systems a sample of [] public sector orders placed outside the Framework Agreement during our audit for the financial year ended [insert financial year] and confirm they have been identified correctly as orders placed outside the Framework Agreement, an appropriate and legitimately tendered procurement route has been used to place those orders, and those orders should not otherwise have been routed via centralised and mandated procurement processes executed by the Authority.
6. We have also attached an Audit Report which provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.

Name:.....

Signed:.....

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

Date:.....

Professional Qualification held by Signatory:.....

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

2. QUARTERLY DECLARATION OF COMPLIANCE

Quality Assurance System declaration/statement of compliance for the Period xx/xx/xxxx to xx/xx/xxxx

Dear Sirs

In accordance with the Framework Agreement for the supply of Non Medical Non Clinical (NMNC) temporary and fixed term staff, entered into between **Service Care Solutions Limited**, whose company registration number is 5381795 and the Crown Commercial Service, we confirm the following:-

1. during the previous 3 calendar months from the date of this letter, we maintained adequate procedures, processes and working practices to ensure that the provision of the "Services" have been, and continue to be, performed at all times in accordance with the terms and conditions of the above Framework Agreement; and,
2. we have inspected our procedures, processes and working practices and found them to be operating satisfactorily; and,
3. we have inspected a random sample of the supply contracts entered into with customers. The total number inspected include contracts with Temporary Work-Seekers which constitute at least 10% of the total number of Temporary Work-Seekers supplied in the reporting period referred to in paragraph 1 above.
4. In support of this inspection, we confirm the names of those customers to which the random sample relates below:-

Customer name
Customer name
Customer name
Customer name
Customer name

5. In conclusion we now confirm:
 - a. all supply contracts have been performed in accordance with the terms and conditions of the above mentioned Framework Agreement; and,
 - b. the Temporary Work-Seekers supplied have been sourced or engaged in accordance with the terms and conditions of the above Framework Agreement *prior* to supply to the Customer; and,
 - c. both the supply contracts entered into with Customers and the findings of the inspection we conducted shall be made available to the Crown Commercial Service as part of any audit of the provision of the Services; and,
6. we confirm that the sales management information (MI) submitted to the Crown Commercial Service in respect of the provision of the "Services" is accurate and complete.

Duly authorised signatory for and on behalf of the Supplier:

Name:

Position:

Signature:

Date:

FRAMEWORK SCHEDULE 11: MARKETING

1. INTRODUCTION

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

2. MARKETING

- 2.1 Marketing contact details:

2.1.1 [REDACTED]

2.1.2 [REDACTED]

2.1.3 [REDACTED]

3. AUTHORITY PUBLICATIONS

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

4. SUPPLIER PUBLICATIONS

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

FRAMEWORK SCHEDULE 12: CONTINUOUS IMPROVEMENT AND BENCHMARKING

1. DEFINITIONS

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

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

2. BACKGROUND

2.1 The Supplier acknowledges that the Authority wishes to ensure that the Services represent value for money to the taxpayer throughout the Framework Period.

2.2 This Framework Schedule 12 sets out the following processes to ensure this Framework Agreement represents value for money throughout the Framework Period and subsequently while any Call-Off Agreements remain in force:

2.2.1 Benchmarking;

2.2.2 Continuous Improvement;

3. BENCHMARKING

3.1 Frequency Purpose and Scope of Benchmark Review

3.1.1 The Supplier shall carry out Benchmark Reviews of the Services when so requested by the Authority.

3.1.2 The Authority shall not be entitled to request a Benchmark Review during the first six (6) Month period from the Framework Commencement Date nor at intervals of less than twelve (12) Months after any previous Benchmark Review.

3.1.3 The purpose of a Benchmark Review will be to establish whether the Benchmarked Services are, individually and/or as a whole, Good Value.

3.1.4 The Services that are to be the Benchmarked Services will be identified by the Authority in writing.

3.2 Benchmarking Process

3.2.1 The Supplier shall produce and send to the Authority for Approval, a draft plan for the Benchmark Review.

3.2.2 The plan must include:

- (a) a proposed timetable for the Benchmark Review;
- (b) a description of the benchmarking methodology to be used;
- (c) a description that demonstrates objectively and transparently that the benchmarking methodology to be used is capable of fulfilling the benchmarking purpose; and
- (d) a description of how the Supplier will scope and identify the Comparison Group.

3.2.3 The Authority must give notice in writing to the Supplier within ten (10) Working Days after receiving the draft plan, advising whether it Approves the draft plan, or, if it does not approve the draft plan, suggesting amendments to that plan. The Authority may not unreasonably withhold or delay its Approval of the draft plan and any suggested amendments must be reasonable.

3.2.4 Where the Authority suggests amendments to the draft plan under paragraph 3.2.3, the Supplier must produce an amended draft plan. Paragraph 3.2.2 shall apply to any amended draft plan.

3.2.5 Once it has received the Approval of the draft plan, the Supplier shall:

- (a) finalise the Comparison Group and collect data relating to Comparable Rates. The selection of the Comparable Rates (both in terms of number and identity) shall be a matter for the Supplier's professional judgment using:
 - (i) market intelligence;
 - (ii) the Supplier's own data and experience;
 - (iii) relevant published information; and
 - (iv) pursuant to paragraph 3.2.7 below, information from other suppliers or purchasers on Comparable Rates;
- (b) by applying the adjustment factors listed in paragraph 3.2.7 and from an analysis of the Comparable Rates, derive the Equivalent Data;
- (c) using the Equivalent Data to calculate the Upper Quartile;
- (d) determine whether or not each Benchmarked Rate is, and/or the Benchmarked Rates as a whole are, Good Value.

3.2.6 The Supplier agrees to use its reasonable endeavours to obtain information from other suppliers or purchasers on Comparable Rates.

3.2.7 In carrying out the benchmarking analysis the Supplier may have regard to the following matters when performing a comparative assessment of the Benchmarked Rates and the Comparable Rates in order to derive Equivalent Data:

- (a) the contractual terms and business environment under which the Comparable Rates are being provided (including the scale and geographical spread of the customers);
- (b) exchange rates;
- (c) any other factors reasonably identified by the Supplier, which, if not taken into consideration, could unfairly cause the Supplier's pricing to appear non-competitive.

3.3 Benchmarking Report:

3.3.1 For the purposes of this Framework Schedule 12 **“Benchmarking Report”** shall mean the report produced by the Supplier following the Benchmark Review and as further described in this Framework Schedule 12;

3.3.2 The Supplier shall prepare a Benchmarking Report and deliver it to the Authority, at the time specified in the plan Approved pursuant to paragraph 3.2.3 of this Schedule 12, setting out its findings. Those findings shall be required to:

- (a) include a finding as to whether or not a Benchmarked Service and/or whether the Benchmarked Services as a whole are, Good Value;
- (b) if any of the Benchmarked Services are, individually or as a whole, not Good Value, specify the changes that would be required to make that Benchmarked Service or the Benchmarked Services as a whole Good Value; and

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

3.3.3 The Parties agree that any changes required to this Framework Agreement identified in the Benchmarking Report may be implemented at the direction of the Authority in accordance with Clause 19.1 (Variation Procedure).

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

4. CONTINUOUS IMPROVEMENT

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

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

4.2.1 identifying the emergence of new and evolving technologies which could improve the Services;

4.2.2 identifying changes in behaviour at Contracting Bodies that result in a cost saving and a reduction in the Framework Prices;

4.2.3 improving the way in which the Services are sold via the Framework Agreement that may result in reduced Framework Prices;

4.2.4 identifying and implementing efficiencies in the Supplier's internal processes and administration that may lead to cost savings and reductions in the Framework Prices;

4.2.5 identifying and implementing efficiencies in the way the Authority and/or Contracting Bodies interact with the Supplier that may lead to cost savings and reductions in the Framework Prices;

4.2.6 identifying and implementing efficiencies in the Supplier's supply chain that may lead to cost savings and reductions in the Framework Prices;

4.2.7 base lining the quality of the Supplier's Services and its cost structure and demonstrating the efficacy of its Continuous Improvement Plan on each element during the Framework Period; and

4.2.8 measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains pertaining to the Services, and identifying

opportunities to assist Contracting Bodies in meeting their sustainability objectives.

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

FRAMEWORK SCHEDULE 13: GUARANTEE – NOT USED

[INSERT THE NAME OF THE GUARANTOR]

- AND -

[INSERT THE NAME OF THE BENEFICIARY]

DEED OF GUARANTEE

DEED OF GUARANTEE

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

BETWEEN:

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

WHEREAS:

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

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

1. DEFINITIONS AND INTERPRETATION

In this Deed of Guarantee:

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

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

"Authority"	has the meaning given to it in the Framework Agreement;
"Beneficiary"	means [the Authority] [insert name of the Contracting Body with whom the Supplier enters into a Call-Off Agreement] and "Beneficiaries" shall be construed accordingly;
"Call-Off Agreement"	has the meaning given to it in the Framework Agreement;
"Framework Agreement"	means the Framework Agreement for the Services dated on or about the date hereof made between the Authority and the Supplier;
"Goods"	has the meaning given to it in the Framework Agreement;
"Guaranteed Agreement"	means [the Framework Agreement] [the Call-Off Agreement] made between the Beneficiary and the Supplier on [insert date];
"Guaranteed Obligations"	means all obligations and liabilities of the Supplier to the Beneficiary under the Guaranteed Agreement together with all obligations owed by the Supplier to the Beneficiary that are supplemental to, incurred under, ancillary to or calculated by reference to the Guaranteed Agreement;
["Services"]	has the meaning given to it in the Framework Agreement;

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

2. GUARANTEE AND INDEMNITY

- 2.1 The Guarantor irrevocably and unconditionally guarantees and undertakes to the Beneficiary to procure that the Supplier duly and punctually performs all of the Guaranteed Obligations now or hereafter due, owing or incurred by the Supplier to the Beneficiary.
- 2.2 The Guarantor irrevocably and unconditionally undertakes upon demand to pay to the Beneficiary all monies and liabilities which are now or at any time hereafter shall have become payable by the Supplier to the Beneficiary under or in connection with the Guaranteed Agreement or in respect of the Guaranteed Obligations as if it were a primary obligor.
- 2.3 If at any time the Supplier shall fail to perform any of the Guaranteed Obligations, the Guarantor, as primary obligor, irrevocably and unconditionally undertakes to the Beneficiary that, upon first demand by the Beneficiary it shall, at the cost and expense of the Guarantor:
 - 2.3.1 fully, punctually and specifically perform such Guaranteed Obligations as if it were itself a direct and primary obligor to the Beneficiary in respect of the Guaranteed Obligations and liable as if the Guaranteed Agreement had been entered into directly by the Guarantor and the Beneficiary; and

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

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

3. OBLIGATION TO ENTER INTO A NEW CONTRACT

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

4. DEMANDS AND NOTICES

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

- 4.1.1 [Address of the Guarantor in England and Wales]
- 4.1.2 [Facsimile Number]
- 4.1.3 For the Attention of [insert details]

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

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

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

- 4.2.2 if posted, at 10.00 a.m. on the second Working Day after it was put into the post; or
- 4.2.3 if sent by facsimile, at the time of despatch, if despatched before 5.00 p.m. on any Working Day, and in any other case at 10.00 a.m. on the next Working Day.
- 4.3 In proving service of a notice or demand on the Guarantor or the Beneficiary it shall be sufficient to prove that delivery was made, or that the envelope containing the notice or demand was properly addressed and posted as a prepaid first class recorded delivery letter, or that the facsimile message was properly addressed and despatched, as the case may be.
- 4.4 Any notice purported to be served on the Beneficiary under this Deed of Guarantee shall only be valid when received in writing by the Beneficiary.

5. BENEFICIARY'S PROTECTIONS

- 5.1 The Guarantor shall not be discharged or released from this Deed of Guarantee by any arrangement made between the Supplier and the Beneficiary (whether or not such arrangement is made with or without the assent of the Guarantor) or by any amendment to or termination of the Guaranteed Agreement or by any forbearance or indulgence whether as to payment, time, performance or otherwise granted by the Beneficiary in relation thereto (whether or not such amendment, termination, forbearance or indulgence is made with or without the assent of the Guarantor) or by the Beneficiary doing (or omitting to do) any other matter or thing which but for this provision might exonerate the Guarantor.
- 5.2 This Deed of Guarantee shall be a continuing security for the Guaranteed Obligations and accordingly:
- 5.2.1 it shall not be discharged, reduced or otherwise affected by any partial performance (except to the extent of such partial performance) by the Supplier of the Guaranteed Obligations or by any omission or delay on the part of the Beneficiary in exercising its rights under this Deed of Guarantee;
- 5.2.2 it shall not be affected by any dissolution, amalgamation, reconstruction, reorganisation, change in status, function, control or ownership, insolvency, liquidation, administration, appointment of a receiver, voluntary arrangement, any legal limitation or other incapacity, of the Supplier, the Beneficiary, the Guarantor or any other person;
- 5.2.3 if, for any reason, any of the Guaranteed Obligations shall prove to have been or shall become void or unenforceable against the Supplier for any reason whatsoever, the Guarantor shall nevertheless be liable in respect of that purported obligation or liability as if the same were fully valid and enforceable and the Guarantor were principal debtor in respect thereof; and
- 5.2.4 the rights of the Beneficiary against the Guarantor under this Deed of Guarantee are in addition to, shall not be affected by and shall not prejudice, any other security, guarantee, indemnity or other rights or remedies available to the Beneficiary.
- 5.3 The Beneficiary shall be entitled to exercise its rights and to make demands on the Guarantor under this Deed of Guarantee as often as it wishes and the making of a demand (whether effective, partial or defective) in respect of the breach or non performance by the Supplier of any Guaranteed Obligation shall not preclude

the Beneficiary from making a further demand in respect of the same or some other default in respect of the same Guaranteed Obligation.

- 5.4 The Beneficiary shall not be obliged before taking steps to enforce this Deed of Guarantee against the Guarantor to obtain judgment against the Supplier or the Guarantor or any third party in any court, or to make or file any claim in a bankruptcy or liquidation of the Supplier or any third party, or to take any action whatsoever against the Supplier or the Guarantor or any third party or to resort to any other security or guarantee or other means of payment. No action (or inaction) by the Beneficiary in respect of any such security, guarantee or other means of payment shall prejudice or affect the liability of the Guarantor hereunder.
- 5.5 The Beneficiary's rights under this Deed of Guarantee are cumulative and not exclusive of any rights provided by law and may be exercised from time to time and as often as the Beneficiary deems expedient.
- 5.6 Any waiver by the Beneficiary of any terms of this Deed of Guarantee, or of any Guaranteed Obligations shall only be effective if given in writing and then only for the purpose and upon the terms and conditions, if any, on which it is given.
- 5.7 Any release, discharge or settlement between the Guarantor and the Beneficiary shall be conditional upon no security, disposition or payment to the Beneficiary by the Guarantor or any other person being void, set aside or ordered to be refunded pursuant to any enactment or law relating to liquidation, administration or insolvency or for any other reason whatsoever and if such condition shall not be fulfilled the Beneficiary shall be entitled to enforce this Deed of Guarantee subsequently as if such release, discharge or settlement had not occurred and any such payment had not been made. The Beneficiary shall be entitled to retain this security after as well as before the payment, discharge or satisfaction of all monies, obligations and liabilities that are or may become due owing or incurred to the Beneficiary from the Guarantor for such period as the Beneficiary may determine.

6. GUARANTOR INTENT

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

7. RIGHTS OF SUBROGATION

- 7.1 The Guarantor shall, at any time when there is any default in the performance of any of the Guaranteed Obligations by the Supplier and/or any default by the Guarantor in the performance of any of its obligations under this Deed of Guarantee, exercise any rights it may have:
- 7.1.1 of subrogation and indemnity;
- 7.1.2 to take the benefit of, share in or enforce any security or other guarantee or indemnity for the Supplier's obligations; and
- 7.1.3 to prove in the liquidation or insolvency of the Supplier, only in accordance with the Beneficiary's written instructions and shall hold any amount recovered as a result of the exercise of such rights on trust for the Beneficiary and pay the same to the Beneficiary on first demand. The Guarantor hereby acknowledges that it has not taken

any security from the Supplier and agrees not to do so until Beneficiary receives all moneys payable hereunder and will hold any security taken in breach of this Clause on trust for the Beneficiary.

8. DEFERRAL OF RIGHTS

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

- 8.1.1 exercise any rights it may have to be indemnified by the Supplier;
- 8.1.2 claim any contribution from any other guarantor of the Supplier's obligations under the Guaranteed Agreement;
- 8.1.3 take the benefit (in whole or in part and whether by way of subrogation or otherwise) of any rights of the Beneficiary under the Guaranteed Agreement or of any other guarantee or security taken pursuant to, or in connection with, the Guaranteed Agreement;
- 8.1.4 demand or accept repayment in whole or in part of any indebtedness now or hereafter due from the Supplier; or
- 8.1.5 claim any set-off or counterclaim against the Supplier;

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

9. REPRESENTATIONS AND WARRANTIES

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

- 9.1.1 the Guarantor is duly incorporated and is a validly existing company under the laws of its place of incorporation, has the capacity to sue or be sued in its own name and has power to carry on its business as now being conducted and to own its property and other assets;
- 9.1.2 the Guarantor has full power and authority to execute, deliver and perform its obligations under this Deed of Guarantee and no limitation on the powers of the Guarantor will be exceeded as a result of the Guarantor entering into this Deed of Guarantee;
- 9.1.3 the execution and delivery by the Guarantor of this Deed of Guarantee and the performance by the Guarantor of its obligations under this Deed of Guarantee including, without limitation entry into and performance of a contract pursuant to Clause 3) have been duly authorised by all necessary corporate action and do not contravene or conflict with:
 - (a) the Guarantor's memorandum and articles of association or other equivalent constitutional documents;
 - (b) any existing law, statute, rule or regulation or any judgment, decree or permit to which the Guarantor is subject; or

- (c) the terms of any agreement or other document to which the Guarantor is a Party or which is binding upon it or any of its assets;

9.1.4 all governmental and other authorisations, approvals, licences and consents, required or desirable, to enable it lawfully to enter into, exercise its rights and comply with its obligations under this Deed of Guarantee, and to make this Deed of Guarantee admissible in evidence in its jurisdiction of incorporation, have been obtained or effected and are in full force and effect; and

9.1.5 this Deed of Guarantee is the legal valid and binding obligation of the Guarantor and is enforceable against the Guarantor in accordance with its terms.

10. PAYMENTS AND SET-OFF

10.1 All sums payable by the Guarantor under this Deed of Guarantee shall be paid without any set-off, lien or counterclaim, deduction or withholding, howsoever arising, except for those required by law, and if any deduction or withholding must be made by law, the Guarantor will pay that additional amount which is necessary to ensure that the Beneficiary receives a net amount equal to the full amount which it would have received if the payment had been made without the deduction or withholding.

10.2 The Guarantor shall pay interest on any amount due under this Deed of Guarantee at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

10.3 The Guarantor will reimburse the Beneficiary for all legal and other costs (including VAT) incurred by the Beneficiary in connection with the enforcement of this Deed of Guarantee.

11. GUARANTOR'S ACKNOWLEDGEMENT

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

12. ASSIGNMENT

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

12.2 The Guarantor may not assign or transfer any of its rights and/or obligations under this Deed of Guarantee.

13. SEVERANCE

13.1 If any provision of this Deed of Guarantee is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions hereof shall

continue in full force and effect as if this Deed of Guarantee had been executed with the invalid, illegal or unenforceable provision eliminated.

14. THIRD PARTY RIGHTS

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

15. GOVERNING LAW

15.1 This Deed of Guarantee and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in all respects in accordance with English law.

15.2 The Guarantor irrevocably agrees for the benefit of the Beneficiary that the courts of England shall have jurisdiction to hear and determine any suit, action or proceedings and to settle any dispute which may arise out of or in connection with this Deed of Guarantee and for such purposes hereby irrevocably submits to the jurisdiction of such courts.

15.3 Nothing contained in this Clause shall limit the rights of the Beneficiary to take proceedings against the Guarantor in any other court of competent jurisdiction, nor shall the taking of any such proceedings in one or more jurisdictions preclude the taking of proceedings in any other jurisdiction, whether concurrently or not (unless precluded by applicable law).

15.4 The Guarantor irrevocably waives any objection which it may have now or in the future to the courts of England being nominated for the purpose of this Clause on the ground of venue or otherwise and agrees not to claim that any such court is not a convenient or appropriate forum.

15.5 [The Guarantor hereby irrevocably designates, appoints and empowers [the Supplier] [a suitable alternative to be agreed if the Supplier's registered office is not in England or Wales] either at its registered office or on facsimile number [insert fax no.] from time to time to act as its authorised agent to receive notices, demands, service of process and any other legal summons in England and Wales for the purposes of any legal action or proceeding brought or to be brought by the Beneficiary in respect of this Deed of Guarantee. The Guarantor hereby irrevocably consents to the service of notices and demands, service of process or any other legal summons served in such way.]

[Guidance Note: Include the above provision when dealing with the appointment of English process agent by a non English incorporated Guarantor]

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

EXECUTED as a DEED by

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

Director

Director/Secretary

FRAMEWORK SCHEDULE 14: INSURANCE REQUIREMENTS

1. OBLIGATION TO MAINTAIN INSURANCES

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

2. GENERAL OBLIGATIONS

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

3. FAILURE TO INSURE

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

4. EVIDENCE OF POLICIES

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

5. AGGREGATE LIMIT OF INDEMNITY

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

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

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

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

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

6. CANCELLATION

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

7. INSURANCE CLAIMS

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

- 7.2 Except where the Authority is the claimant party, the Supplier shall give the Authority notice within twenty (20) Working Days after any insurance claim relating to or arising out of the provision of the Services or this Framework Agreement on

any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Authority) full details of the incident giving rise to the claim.

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

ANNEX 1: REQUIRED INSURANCES

PART A: THIRD PARTY PUBLIC LIABILITY INSURANCE

1. INSURED

1.1 The Supplier

2. INTEREST

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

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

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

3. LIMIT OF INDEMNITY

3.1 Not less than £5,000,000 in respect of any one occurrence, the number of occurrences being unlimited, and in the aggregate per annum in respect of public liability.

4. TERRITORIAL LIMITS

4.1 The United Kingdom.

5. PERIOD OF INSURANCE

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

6. COVER FEATURES AND EXTENSIONS

6.1 Indemnity to principals clause.

7. PRINCIPAL EXCLUSIONS

7.1 War and related perils.

7.2 Nuclear and radioactive risks.

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

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

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

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

- 7.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.
- 7.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

PART B: PROFESSIONAL INDEMNITY INSURANCE

1. INSURED

1.1 The Supplier

2. INTEREST

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

3. LIMIT OF INDEMNITY

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

4. TERRITORIAL LIMITS

4.1 The United Kingdom.

5. PERIOD OF INSURANCE

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

6. COVER FEATURES AND EXTENSIONS

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

7. PRINCIPAL EXCLUSIONS

7.1 War and related perils

7.2 Nuclear and radioactive risks

PART C: EMPLOYERS LIABILITY INSURANCE GENERAL

1. THE SUPPLIER SHALL MEET ITS INSURANCE OBLIGATIONS UNDER APPLICABLE LAW IN FULL, INCLUDING EMPLOYERS' LIABILITY INSURANCE WITH A MINIMUM LIMIT OF INDEMNITY OF FIVE (5) MILLION POUNDS STERLING (£5,000,000) FOR EACH INDIVIDUAL CLAIM OR IF NOT SPECIFIED SUCH HIGHER LIMIT AS REQUIRED BY LAW FROM TI INSURED

1.1 The Supplier

2. INTEREST

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

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

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

3. LIMIT OF INDEMNITY

3.1 Not less than £5,000,000 in respect of any one occurrence, the number of occurrences being unlimited, and in the aggregate per annum in respect of public liability.

4. TERRITORIAL LIMITS

4.1 The United Kingdom.

5. PERIOD OF INSURANCE

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

6. COVER FEATURES AND EXTENSIONS

6.1 Indemnity to principals clause.

7. PRINCIPAL EXCLUSIONS

7.1 War and related perils.

7.2 Nuclear and radioactive risks.

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

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

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

- 7.6 Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.
- 7.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.
- 7.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

FRAMEWORK SCHEDULE 15 & 16: NOT USED

FRAMEWORK SCHEDULE 17: COMMERCIALLY SENSITIVE INFORMATION

1. INTRODUCTION

- 1.1 In this Framework Schedule 17 (Commercially Sensitive Information) the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA.
- 1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Framework Schedule 17 applies.
- 1.3 Without prejudice to the Authority's obligation to disclose Information in accordance with FOIA or Clause 26.4 (Freedom of Information), the Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

No.	Date	Item(s)	Duration of Confidentiality
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

FRAMEWORK SCHEDULE 18: DISPUTE RESOLUTION PROCEDURE

1. DEFINITIONS

1.1 In this Framework Schedule 18, the following definitions shall apply:

"CEDR"	means the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU;
"Counter Notice"	has the meaning given to it in paragraph 6.2;
"Exception"	means a deviation of project tolerances in accordance with PRINCE2 methodology in respect of this Framework Agreement or in the supply of the Services;
"Expedited Dispute Timetable"	means the accelerated timetable for the resolution of disputes as set out in paragraph 2.6;
"Expert"	means the person appointed by the Parties in accordance with paragraph 5.2 of this Framework Schedule 18;
"Mediation Notice"	has the meaning given to it in paragraph 3.2; and
"Mediator"	means the independent third party appointed in accordance with paragraph 4.2 of this Framework Schedule 18.

2. INTRODUCTION

2.1 If a Dispute arises then:

2.1.1 the Authority Representative and the Supplier Representative shall attempt in good faith to resolve the Dispute; and

2.1.2 if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.

2.2 The Dispute Notice shall set out:

2.2.1 the material particulars of the Dispute;

2.2.2 the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and

2.2.3 if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable as set out in paragraph 2.6, the reason why.

2.3 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Framework Agreement regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure set out in this Framework Schedule 18.

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

2.4.1 first by commercial negotiation (as prescribed in paragraph 3);

2.4.2 then by mediation (as prescribed in paragraph 4); and

2.4.3 lastly by recourse to arbitration (as prescribed in paragraph 6) or litigation (in accordance with Clause 48 (*Governing Law and Jurisdiction*)).

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

- 2.5 In exceptional circumstances where the use of the times in this Framework Schedule 18 would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use of the Expedited Dispute Timetable within five (5) Working Days of the issue of the Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Authority.
- 2.6 If the use of the Expedited Dispute Timetable is determined in accordance with paragraph 2.5 or is otherwise specified under the provisions of this Framework Agreement, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs of this Framework Schedule 18:
- 2.6.1 in paragraph 3.2.3, ten (10) Working Days;
 - 2.6.2 in paragraph 4.2, ten (10) Working Days;
 - 2.6.3 in paragraph 5.2, five (5) Working Days; and
 - 2.6.4 in paragraph 6.2, ten (10) Working Days.
- 2.7 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

3. COMMERCIAL NEGOTIATIONS

- 3.1 Following the service of a Dispute Notice, the Authority and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between the Authority's Category Manager and the Supplier's Account Manager Director, such discussions being commercial negotiations.
- 3.2 If:
- 3.2.1 either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution; or
 - 3.2.2 the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations in accordance with this paragraph 3; or
 - 3.2.3 the Parties have not settled the Dispute in accordance with paragraph 3.1 within thirty (30) Working Days of service of the Dispute Notice, either Party may serve a written notice to proceed to mediation (a "**Mediation Notice**") in accordance with paragraph 4.

4. MEDIATION

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

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

5. EXPERT DETERMINATION

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

6. ARBITRATION

- 6.1 The Authority may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragraph 6.4.
- 6.2 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Authority of its intentions and the Authority shall have fifteen (15) Working Days following receipt of such notice to serve a reply (a "Counter Notice") on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with paragraph 6.4 or be subject to the jurisdiction of the courts in accordance with Clause 48 (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.
- 6.3 If:
- 6.3.1 the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph 6.4 shall apply;
 - 6.3.2 the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 48 (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;
 - 6.3.3 the Authority does not serve a Counter Notice within the fifteen (15) Working Day period referred to in paragraph 6.2, the Supplier may either commence arbitration proceedings in accordance with paragraph 6.4 or commence court proceedings in the courts in accordance with Clause 48 (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.
- 6.4 In the event that any arbitration proceedings are commenced pursuant to paragraphs 6.1 to 6.3, the Parties hereby confirm that:
- 6.4.1 all disputes, issues or claims arising out of or in connection with this Framework Agreement (including as to its existence, validity or performance) shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration ("LCIA") (subject to paragraphs 6.4.5, 6.4.6 and 6.4.7);
 - 6.4.2 the arbitration shall be administered by the LCIA;
 - 6.4.3 the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Framework Agreement and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
 - 6.4.4 if the Parties fail to agree the appointment of the arbitrator within ten (10) days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
 - 6.4.5 the chair of the arbitral tribunal shall be British;
 - 6.4.6 the arbitration proceedings shall take place in London and in the English language; and
 - 6.4.7 the seat of the arbitration shall be London.

7. URGENT RELIEF

- 7.1 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:
- 7.1.1 for interim or interlocutory remedies in relation to this Framework Agreement or infringement by the other Party of that Party's Intellectual Property Rights; and/or
 - 7.1.2 where compliance with paragraph 2.1 and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

FRAMEWORK SCHEDULE 19: VARIATION FORM

Variation Form No:

.....

BETWEEN:

Crown Commercial Service ("the Authority")

and

Service Care Solutions Limited ("the Supplier")

1. This Framework Agreement is varied as follows and shall take effect on the date signed by both Parties:
2. Words and expressions in this Variation shall have the meanings given to them in the Framework Agreement.
3. The Framework Agreement, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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

Signature

Date

Name (in Capitals)

Address

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

Signature

Date

Name (in Capitals)

Address

.....

