

Order Form

Date	2 nd June 2020	Order Reference	Con_17187
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FROM:

Contracting Body	Judicial Office "Customer"
Contracting Body's Address	Judicial Office, EB02, Royal Courts of Justice, London, WC2A 2LL
Invoice Address	Shared Services Connected Limited, Po Box 769, Newport, NP20 9BB
Principal Contact	[REDACTED]

TO:

Supplier	EBSCO International Inc. "Supplier"
Supplier's Address	[REDACTED]
Account Manager	[REDACTED]

1. GENERAL

- 1.1** This Order is entered into pursuant to the Framework Agreement.
- 1.2** This Order incorporates the Call-Off Terms (as amended herein) and constitutes a separate contract between the parties set out above.
- 1.3** In this Order (except where the context otherwise requires), words and phrases shall have the meaning set out in the Framework Agreement and this Call-Off Agreement or as otherwise defined in this Order.

2. TERM

2.1 Commencement Date

This Call-Off Agreement commences on the 1st of June 2020

2.2 Expiry Date

This Call-Off Agreement shall expire on 31/03/2021 unless terminated earlier in accordance with the Call-Off Terms or otherwise at Law.

2.3 Goods Requirements

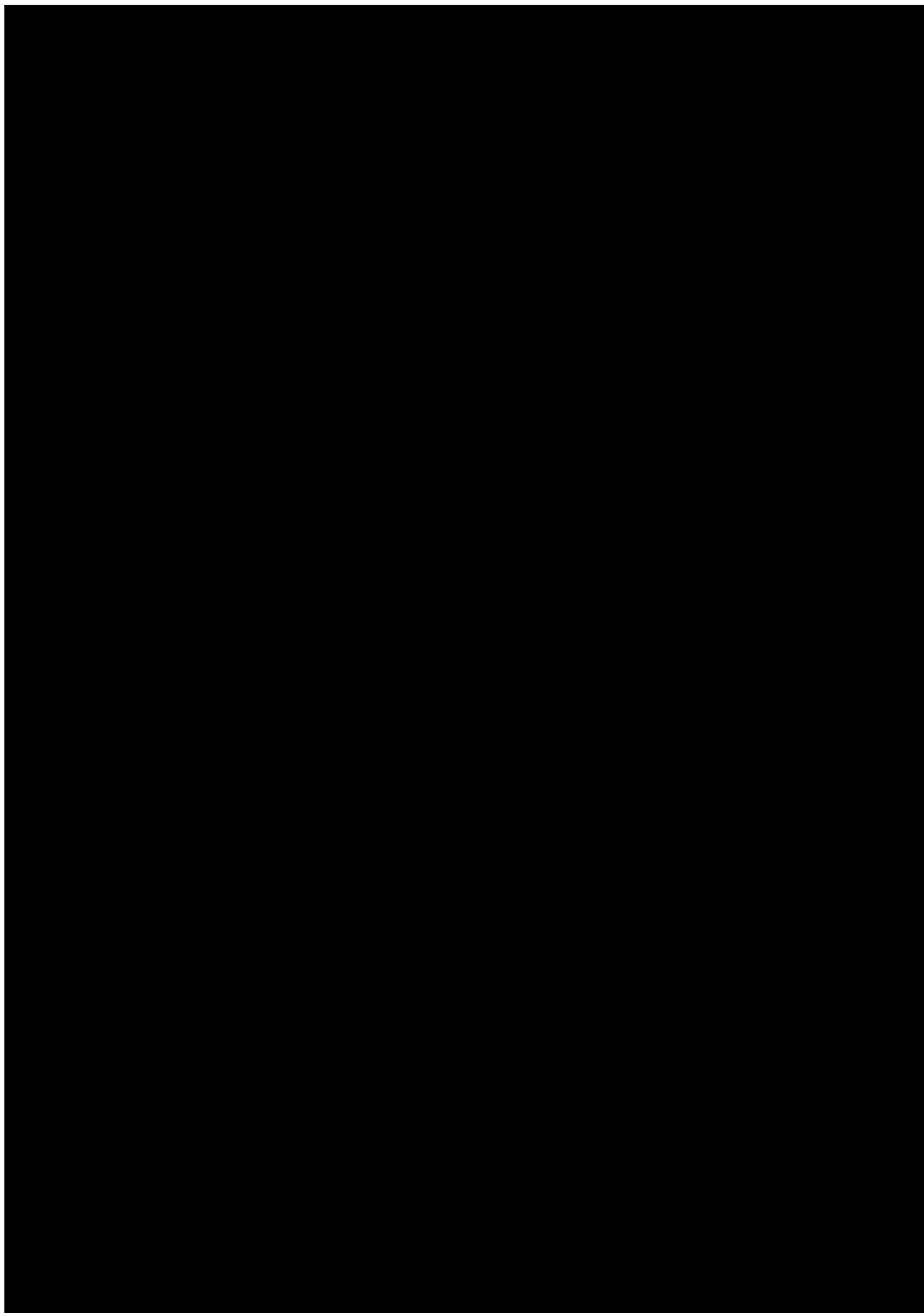
This Order is for the provision of the Goods by the Supplier to the Customer to meet the Customer's Service Requirements, such Service Requirements being set out in Schedule 1

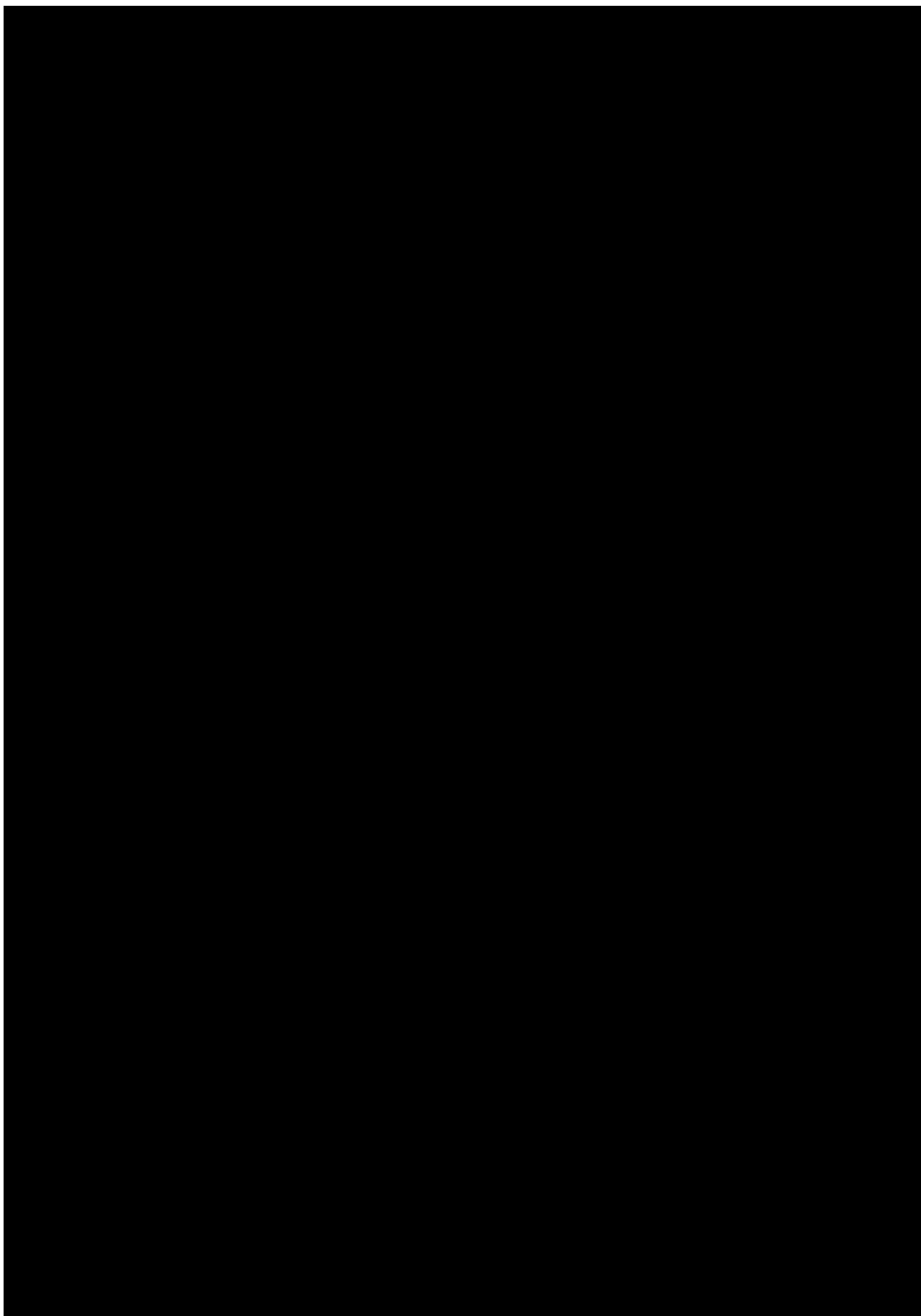
3. PAYMENT

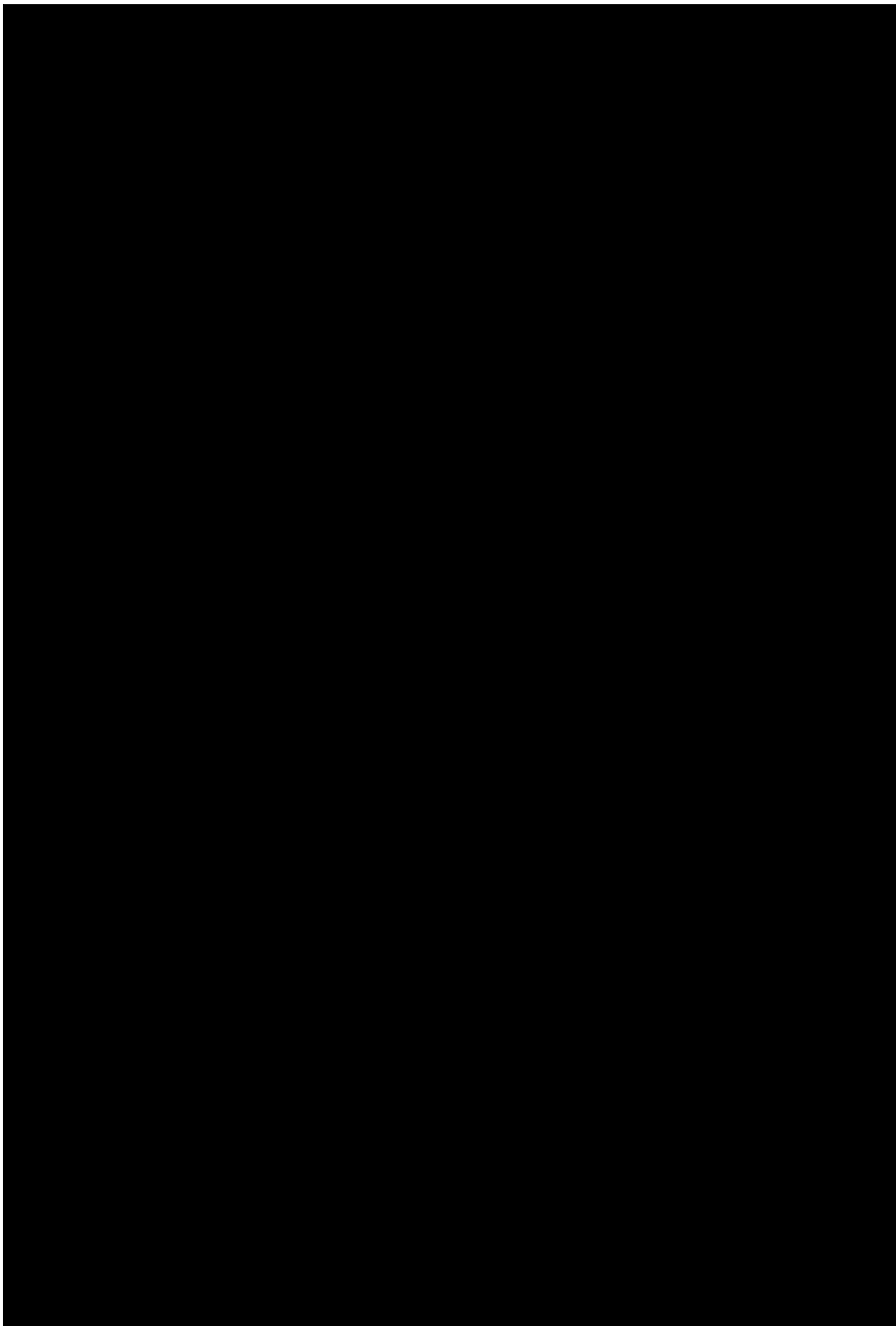
3.1 Payment Profile

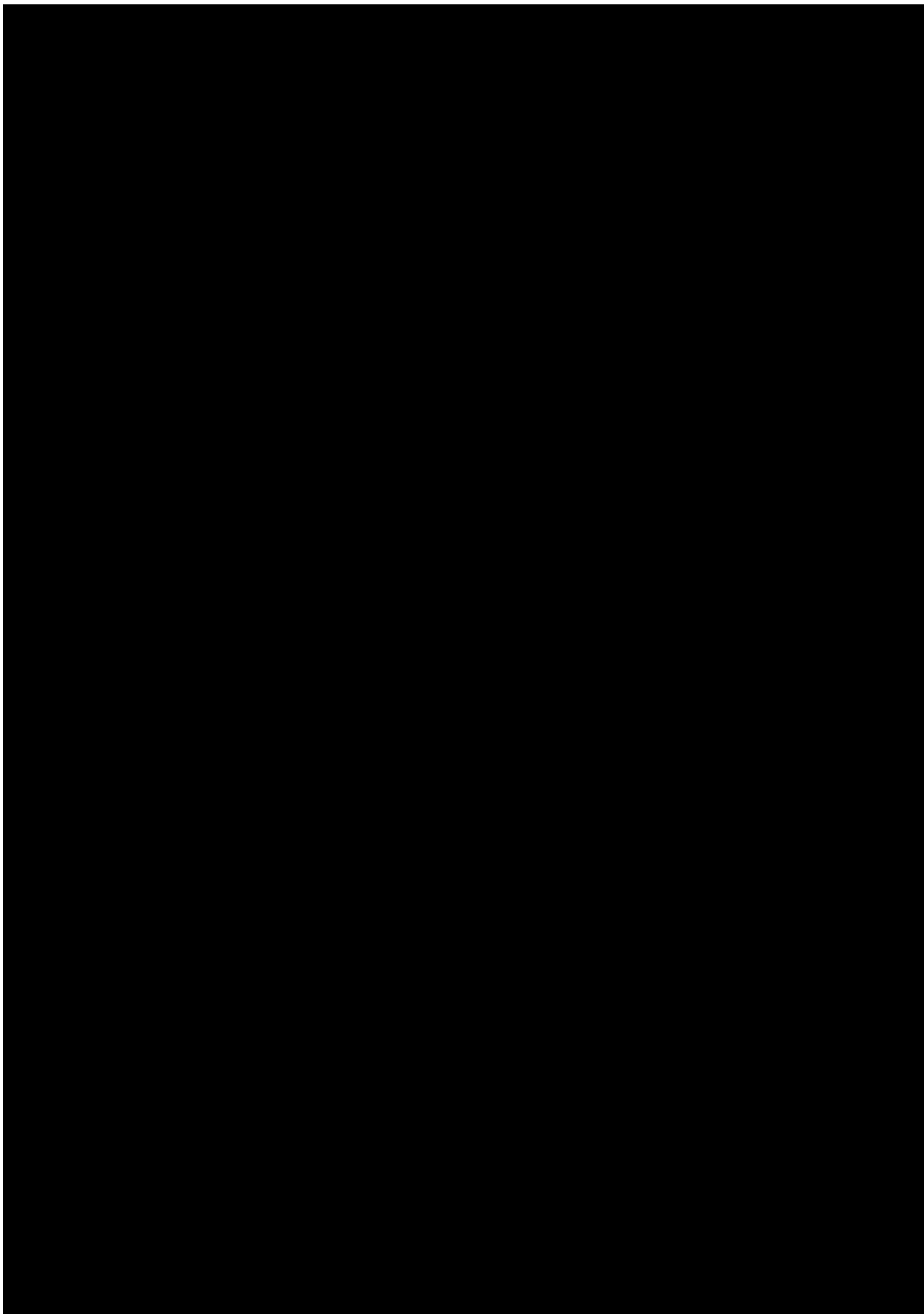
These baskets have been awarded to EBSCO as a result of the Further Competition reference ITT_4198 conducted via the MoJ eSourcing Portal.

[REDACTED]









Volumes provided at Further Competition stage are indicative only for the purposes of the further competition. The Customer reserves the right to vary the quantities of products. For the avoidance of doubt, order quantities will be confirmed via the Customer's Acqua ordering process.

3.2 Invoicing

The Supplier shall raise its invoice upon dispatch of goods, in accordance with 4.3

3.3 Invoice format

When goods are dispatched or services provided Suppliers should send a draft invoice to the jLIS Finance mailbox: jlisfinance@judiciary.uk for checking prior to submission for payment. This will ensure that invoice details match the original order and therefore enable speedy payment when submitted to the MoJ's external partner for managing payment services – Shared Services Connected Limited, (SSCL).

jLIS Finance will notify Suppliers when the invoice has been approved, and Suppliers should then submit the invoice for payment. Failure to comply with this process will result in the invoice being rejected and will delay payment.

Invoice requirements

- o Draft invoices are submitted to both Acquisitions and JLIS Finance mailboxes within 3 days of supply of goods or services – KPI
- o Approved invoices should be submitted to SSCL within 10 working days after approval from jLIS - KPI. SSCL email address is APinvoices-MoJ-U@sscl.gse.gov.uk;
- o The invoice must be sent in PDF format – SSCL are unable to accept electronic invoices in any other format;
- o The invoice must be sent in a stand-alone email with PDF attachment, without cc'd recipients;
- o SSCL are unable to accept emails that form part of a chain, and that have cc'd recipients;

Emails can include more than one invoice PDF attachment per email, but each invoice must be a separate PDF.

4. LIABILITY

4.1 The Supplier's Limit on Liability

Subject to provisions of Clause 34.1 and 34.5 of the Call-Off Terms, the total aggregate liability of the Supplier under and in connection with this Call-Off Agreement) whether those liabilities are expressed as an indemnity or otherwise (whether in contract, tort (including negligence), breach of statutory duty or howsoever arising) shall be limited to the greater of:

(a) £5,000,000 or

(b) 150% of the total Charges due and payable by the Customer in respect of the provision by the Supplier of the Goods under this Call-Off Agreement.

For the avoidance of doubt, the Parties acknowledge and agree that this Clause shall not limit the Supplier's liability under the Framework Agreement which liability shall be governed by the terms of the Framework Agreement.

4.2 The Customer's Limit on Liability

Subject to provisions of Clauses 34.1 and 34.5 of the Call-Off Terms, the total aggregate liability of the Customer under and in connection with this Call-Off Agreement) whether those liabilities are expressed as an indemnity or otherwise (whether in contract, tort (including negligence), breach of statutory duty or howsoever arising) shall be limited to the greater of:



(b) 100% of the total Charges due and payable by the Customer in respect of the provision by the Supplier of the Goods under this Call-Off Agreement. (For the avoidance of doubt, this does not affect the Customer's obligation to pay properly invoiced sums in accordance with this Call-Off Agreement).

For the avoidance of doubt, the Parties acknowledge and agree that where the Customer and the Authority are the same entity, this Clause shall not limit the Authority's liability under the Framework Agreement, which liability shall be governed by the terms of the Framework Agreement.

5. INSURANCE

5.1 Minimum Insurance Period and Insurance Requirements

The Supplier shall maintain the following insurances throughout the duration of this Call-Off Agreement and for a period of six (6) years following the expiration or earlier termination of this Call-Off Agreement:

- **professional indemnity insurance** with a minimum limit of indemnity of £ 5,000,000 for each individual claim;
- **employers' liability insurance** with a minimum limit of £ 5,000,000.

6. PROVISION OF THE GOODS, TRANSITION ACTIVITIES AND DELIVERABLES

In accordance with the framework agreement Schedule 1, para 6.2:

Specification Number	KPI	• Target
4.1.1	Draft invoices are submitted to both Acquisitions and jLIS Finance mailboxes within 3 days of supply of goods or services	98%
4.1.1	Compliant invoices are supplied to SSCL within 10 working days after approval from jLIS	98%
5.2	Confirmation by email that personal details have been updated or deleted within 5 working days of receipt	95%

OFFICIAL – SENSITIVE
EBSCO CALL OFF TERMS AND CONDITIONS TO FWA CON_17187

6.4	Complaints or issues raised by the Contract/Operational Manager responded to within 5 working days	95%
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BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter into a legally binding contract with the Customer to provide the Goods. The Parties hereby acknowledge and agree that they have read the Call-Off Terms and the Order Form and by signing below agree to be bound by the terms of this Call-Off Agreement.

SIGNED for and on behalf of The Lord Chancellor/
Customer
Signature:
Name (block capitals):
Position:
Date:

SIGNED for and on behalf of the **EBSCO International Inc.**
Signature:
Name (block capitals):
Position:
Date:

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Part 2

Call-Off Terms

DATED the date of the last signature

THE LORD CHANCELLOR

and

EBSCO International Inc.

CALL-OFF AGREEMENT

relating to

the Provision of Legal Publications – Print and eBook

STANDARD TERMS

1. DEFINITIONS AND INTERPRETATIONS

1.1 Definitions

In these Call-Off Terms words and phrases shall have the meaning set out in the Framework Agreement unless otherwise defined below or otherwise in these Call-Off Terms:

"Approval" means the written consent of the Customer.

"Call-Off Agreement Price" means the amount (exclusive of any applicable VAT), payable to the Supplier by the Customer under this Call-Off Agreement, as set out in the Order forming part of this Call-Off Agreement, before taking into account the effect of any price adjustment, for the full and proper performance by the Supplier of its obligations under this Call-Off Agreement.

"Call-Off Commencement Date" means the date specified in the Order forming part of this Call-Off Agreement.

"Call-Off Period" means the period commencing on the Call-Off Commencement Date and expiring on:

- (a) the date of expiry set out in Clause 2 (Initial Call-Off Period); or
- (b) following an extension pursuant to Clause 31 (Extension of Initial Call-Off Period), the date of expiry of the extended period;

or such earlier date of termination or partial termination of this Call-Off Agreement in accordance with the Law or the provisions of this Call-Off Agreement

"Condition" means a condition of this Call-Off Agreement.

"Confidential Information" means the Customer Confidential Information and/or the Supplier's Confidential Information but does not include any information which relates to:

- (a) the Supplier's performance under this Call-Off Agreement; or
- (b) the Supplier's failure to pay any sub-contractor as required pursuant to Clause 20.

"Contractors' Personnel Vetting Procedure" means the Customer's procedures for the vetting of Supplier Staff, as advised to the Supplier by the Customer.

"Control" means that a person possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of another person (whether through the ownership of voting shares, by contract or otherwise) and **"Controls"** and **"Controlled"** shall be interpreted accordingly.

"Customer" means the Contracting Body identified as such in the Order forming part of this Call-Off Agreement.

"Customer Confidential Information" means all Customer 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 Customer, including all Intellectual Property Rights, together with all information derived from any of the above, and any other information of the Customer clearly designated as being confidential or which ought reasonably to be considered to be confidential (whether or not it is marked "confidential").

"Customer Data" means:

- (a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are
 - (i) supplied to the Supplier by or on behalf of the Customer
 - (ii) which the Supplier is required to generate, process, store or transmit pursuant to this Call-Off Agreement; or
- (b) any Personal Data for which the Customer is the Data Controller

"Customer Representative" means the representative appointed by the Customer from time to time in relation to this Call-Off Agreement.

"Data Protection Legislation" means (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;

"DPA" and "DPA 2018" means the Data Protection Act 2018;

"Data Protection Impact Assessment" means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;

"Controller", "Processor", "Data Subject", "Personal Data", "Personal Data Breach", "Data Protection Officer" each take the meaning given in the GDPR;

"Data Loss Event" means any event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach;

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

"Data Subject" has the meaning given under the Data Protection Act 2018.

"Default" means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant Party or in the case of the Supplier, the Supplier Staff or in the case of the Customer, its Personnel, in connection with or in relation to the subject matter of this Call-Off Agreement and in respect of which such Party is liable to the other.

"Deliverable" means a deliverable required by the Customer to be provided by the Supplier as part of the Transition Activities.

"Equalities Provisions" means the provisions set out in Clause 12 of the Framework Agreement.

"Equipment" means the Supplier's equipment, plant, materials and such other items supplied and used by the Supplier in the performance of its obligations under this Call-Off Agreement.

"Exit Day" means as it is defined in the European Union (Withdrawal) Act 2018.

"Force Majeure" means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; or any other disaster, natural or man-made, but excluding:

- (a) any industrial action occurring within the Supplier's or any sub-contractor's organisation; or

(b) the failure by any sub-contractor to perform its obligations under any sub-contract.

"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 in relation to this Call-Off Agreement or defrauding or attempting to defraud or conspiring to defraud the Crown;

"GDPR" means the General Data Protection Regulation (Regulation (EU) 2016/679)

"Good Industry Practice" means standards, practices, methods and procedures conforming to the Law and 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 in a similar type of undertaking under the same or similar circumstances.

"Goods" means the Goods to be supplied as detailed in the Specification Schedule.

"Information" has the meaning given under section 84 of the FOIA.

"Information Security Schedule" means the Schedule setting out the Customer's security requirements.

"Initial Call-Off Period" means the period commencing on the Call-Off Commencement Date and expiring on the date of expiry set out in Clause 2 (Initial Call-Off Period), or such earlier date of termination of this Call-Off Agreement in accordance with the Law or the provisions of this Call-Off Agreement.

"Key Personnel" means those members of the Supplier Staff identified as such in the Specification.

"Know-How" means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Goods or any part thereof but excluding know-how already in the Supplier's or the Customer's possession before the Call-Off Commencement Date.

"Long Stop Date" means the date described as such in the Order forming part of this Call-Off Agreement.

"Modern Slavery Helpline" means the point of contact for reporting suspicion, seeking help or advice and information on the subject of modern slavery available by telephone on 08000 121 700 or online at:

<https://www.modernslaveryhelpline.org/report>

"Order" means the order entered into between the Parties pursuant to the Framework Agreement for the provision of Goods under these Call-Off Terms.

"Party" means a party to this Call-Off Agreement and **"Parties"** shall be interpreted accordingly.

"Personal Data" shall have the same meaning as set out in the Data Protection Act 2018.

"Personnel" means all employees, agents, consultants and sub-contractors of either Party (as the context requires).

"Policies" means the Authority's policies and standards contained in Schedule 8 and as advised by the Authority to the Supplier from time to time

"Property" means the property, other than the real property, issued or made available to the Supplier by the Customer in connection with this Call-Off Agreement.

"Quality Standards" means the quality standards published by the British Standards Institute, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (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, together with any quality standards further detailed in the Specification.

"Receipt" means the physical or electronic arrival of the invoice at the address of the Customer detailed at Clause 6.4 or at any other address given by the Customer to the Supplier for the submission of invoices.

"Relevant Conviction" means a conviction that is relevant to the nature of the Goods or as listed by the Customer and/or relevant to the work of the Customer.

"Replacement Contractor" means any third party service provider appointed by the Customer to supply any Goods which are substantially similar to any of the Goods or any part thereof, and which the Customer receives in substitution for any of the Goods following the expiry, termination or partial termination of this Call-Off Agreement.

"Schedule" means a schedule attached to these Call-Off Terms, and forming part of, this Call-Off Agreement.

"SME" means an enterprise falling within the category of micro, small and medium-sized enterprises defined by the European Commission's Recommendation of 6 May 2003 available at:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF>

"Specification" means the description of the Goods to be supplied under this Call-Off Agreement as set out in the Specification Schedule including, where appropriate, the Key Personnel and the Quality Standards.

"Sub-Contract" means the Supplier's contract with a Sub-Contractor whereby that Sub-Contractor agrees to provide to the Supplier the Services or any part thereof or facilities or other services necessary for the provision of the Services or any part thereof or

"Sub-Contractor" means **"Sub-Contractor"** means any person appointed by the Supplier to carry out any and or all of the Supplier's obligations under a Call-Off Agreement;

"Supplier" means the entity identified as such in the Order forming part of this Call-Off Agreement and who is also a party to the Framework Agreement.

"Supplier Representative" means the representative appointed by the Supplier from time to time in relation to this Call-Off 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 Intellectual Property Rights, together with all information derived from any of the above, and any other information clearly designated as being confidential or which ought reasonably to be considered to be confidential (whether or not it is marked as "confidential").

"Tender" means the Supplier's tender submitted in response to the Customer's invitation to suppliers for offers to supply the Goods.

"Transition Activities" means the activities required by the Customer to be conducted by the Supplier pursuant to Clause 9C.1.1.

"Transition Plan" means the plan to be created by the Supplier in accordance with Clause 9C.1.2.

"VCSE" means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives.

"Working Day" means a day (other than a Saturday or Sunday) on which banks are open for general business in the City of London.

In the Contract, unless the context implies otherwise:

- (a) the singular includes the plural and vice versa;
- (b) words importing the masculine include the feminine and the neuter;
- (c) reference to a clause is a reference to the whole of that clause unless stated otherwise;
- (d) references to a person include natural persons, a company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or central Government body;
- (e) the words “other”, “in particular”, “for example”, “including” 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) headings are included for ease of reference only and shall not affect the interpretation or construction of the Contract;
- (g) the Schedules form an integral part of the Contract and have effect as if set out in full in the body of the Contract. A reference to the Contract includes the Schedules;
- (h) a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- (i) references to the Contract are references to the Contract as amended from time to time; and
- (j) any reference in the Contract which immediately before Exit Day is a reference to (as it has effect from time to time):
 - (i) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“**EU References**”) which is to form part of domestic law by application of s.3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of s.3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - (ii) any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred.

1.2 Interpretation

The interpretation and construction of this Call-Off Agreement shall be subject to the following provisions:

- 1.2.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- 1.2.2 words importing the masculine include the feminine and the neuter and vice versa;
- 1.2.3 the words “include”, “includes”, “including”, “for example” and “in particular” and words of similar effect shall be construed as if they were immediately followed by the words “without limitation”;
- 1.2.4 references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- 1.2.5 references to any statute, enactment, order, regulation, code, official guidance or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation, code, official guidance or instrument as amended or replaced from time to time by any subsequent enactment, modification, order, regulation, code, official guidance or instrument (whether such amendment or replacement occurs before or after the date of this Call-Off Agreement);
- 1.2.6 headings are included in this Call-Off Agreement for ease of reference only and shall not affect the interpretation or construction of this Call-Off Agreement;

- 1.2.7 references in this Call-Off Agreement to any Clause, sub-Clause or Schedule without further designation shall be construed as a reference to the Clause or sub-clause of, or schedule to, this Call-Off Agreement so numbered;
- 1.2.8 references in a Schedule to any paragraph or further designation shall be construed as a reference to the paragraph of the relevant Schedule so numbered;
- 1.2.9 a reference to a Clause is a reference to the whole of that Clause unless stated otherwise; and
- 1.2.10 in the event and to the extent only of any conflict between the Clauses and the Schedules, the following order of precedence shall apply:
 - (a) the Clauses;
 - (b) the Schedules; and
 - (c) any documents referred to in the Schedules.

1.3 Should there be any conflict between the Framework Agreement and the Call-Off Contract then the Framework Agreement shall take precedence.

1.4 If the Supplier becomes aware of any inconsistency in the provisions of the standards, guidance and policies notified to the Supplier from time to time, the Supplier shall immediately notify the Authority of such inconsistency and the Authority shall, as soon as practicable, notify the Supplier of the provision that takes precedence.

2. INITIAL CALL-OFF PERIOD

This Call-Off Agreement shall take effect on the Call-Off Commencement Date and shall expire automatically on the date specified in the Order forming part of this Call-Off Agreement, unless it is terminated earlier or extended under Clause 31.

3. SUPPLIER'S OBLIGATIONS

3.1 The Supplier shall employ at all times a sufficient number of Supplier Staff to fulfil its obligations under this Call-Off Agreement. All Supplier Personnel shall possess competence appropriate to the tasks for which they are employed.

3.2 The Supplier shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of the Goods has not been specified in this Call-Off Agreement, the Supplier shall agree the relevant standard of the Goods with the Customer prior to the supply of the Goods and, in any event, the Supplier shall perform its obligations under this Call-Off Agreement in accordance with the Law and Good Industry Practice. The Supplier shall ensure that all Supplier Staff supplying the Goods shall do so with all due skill, care and diligence as are necessary for the proper supply of the Goods.

3.3 The Customer, whose decision shall be final and conclusive, reserves the right under this Call-Off Agreement to refuse to admit to, or to withdraw permission to remain on, any Premises occupied by or on behalf of the Customer in respect of:

3.3.1 any member of the Supplier Staff; or

3.3.2 any person employed or engaged by a sub-contractor, agent or servant of the Supplier,

.whose admission or continued presence would be, in the opinion of the Customer, undesirable

- 3.4 If and when directed by the Customer, the Supplier shall provide a list of the names of all persons who it is expected may require admission in connection with this Call-Off Agreement to any premises occupied by or on behalf of the Customer, specifying the capacities in which they are concerned with this Call-Off Agreement and giving such other particulars as the Customer may reasonably desire.
- 3.5 The Supplier Staff, engaged within the boundaries of a Government establishment, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of Supplier Staff when at that establishment and when outside that establishment.
- 3.6 The Supplier shall not employ any person where the Supplier knows, or by reason of the circumstances might reasonably be expected to know, that the person concerned is involved in any unlawful procurement of Social Security benefits or tax exemptions in connection with his employment by the Supplier. The Supplier shall not make, facilitate or participate in the procurement of any unlawful payments to any person employed by the Supplier, whether in the nature of Social Security fraud, evasion of tax or otherwise.
- 3.7 Save as the Authority may otherwise direct, the Supplier is deemed to have completed due diligence in relation to all matters connected with the performance of its obligations under the Framework Agreement.
- 3.8 The Supplier shall ensure that delivery is carried out in accordance with Schedule 5 (Delivery) and this Call-Off Contract generally.
- 3.9 The Supplier shall comply with the Policies contained in Schedule 7 and any other Policies that the Customer advises the Supplier of from time to time.
- 3.10 The Supplier shall be subject to the provisions of the Schedules to this Call-Off Agreement.

4. CUSTOMER'S OBLIGATIONS

- 4.1 Subject to reasonable notification by the Supplier of its requirements, the Customer shall give to the Supplier such instructions and/or decisions as pursuant to this Call-Off Agreement are required to be given by the Customer at such a time and in such a manner as shall enable the Supplier properly to perform its obligations under this Call-Off Agreement.
- 4.2 The Customer shall supply or make available to the Supplier, without charge, such information as it is required to provide in accordance with the Specification in such time so as not to delay or disrupt the performance of the Supplier's duties under this Call-Off Agreement.
- 4.3 Subject to Clauses 3.3, and 9B.3, the Customer shall provide reasonable access to areas of land and building (including details of any restrictions) as stated in the Specification to enable the Supplier to carry out this Call-Off Agreement.
- 4.4 The Customer may provide site facilities to the Supplier for the carrying out of this Call-Off Agreement, which, if required, shall be as detailed and on such terms as set out in the Specification.
- 4.5 The Customer shall be subject to the provisions of the Schedules to this Call-Off Agreement as applicable.

5. SCOPE OF CALL-OFF AGREEMENT

- 5.1 At all times during the Call-Off Period the Supplier shall be an independent contractor and nothing in this Call-Off Agreement shall be construed as creating a partnership, a contract of employment or a relationship of principal and agent between the Customer and the Supplier and accordingly neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of this Call-Off Agreement.

- 5.2 Other than as set out in this Call-Off Agreement, the Supplier agrees and acknowledges that it has not been given any rights of exclusivity or any volume guarantees whatsoever in relation to the volume of the Goods provided under this Call-Off Agreement.

6. NOTICES

- 6.1 Any notices given under or in relation to this Call-Off Agreement shall be in writing by letter, (signed by or on behalf of the Party giving it) sent by hand, post, or recorded signed for delivery service, by facsimile transmission or by electronic mail (confirmed by letter) to the address or facsimile number and for the attention of the relevant Party set out in Clause 6.4 or to such other address or facsimile number as that Party may have stipulated in accordance with Clause 6.4.

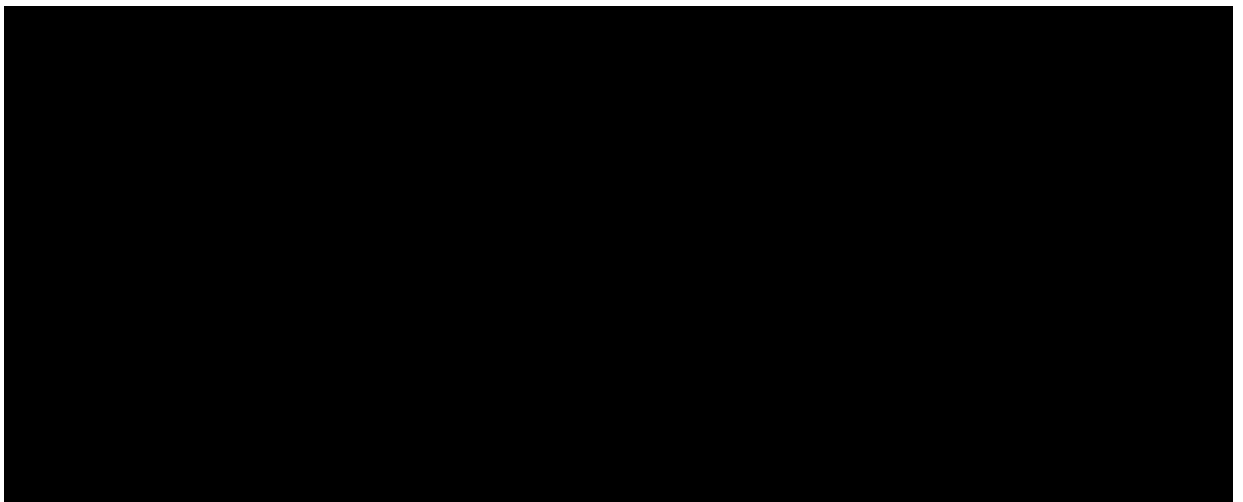
- 6.2 A notice shall be deemed to have been received:

- 6.2.1 if delivered personally, at the time of delivery;
- 6.2.2 in the case of pre-paid first class post, special or other recorded delivery two (2) Working Days from the date of posting; and
- 6.2.3 in the case of electronic communication, two (2) Working Days after posting of a confirmation letter.

- 6.3 In proving service, it shall be sufficient to prove that personal delivery was made, or (including for the purposes of electronic mail confirmation letter) that the envelope containing the notice was addressed to the relevant Party set out in Clause 6.4 (or as otherwise notified by that Party) and delivered either to that address or into the custody of the postal authorities as prepaid first class post, recorded signed-for delivery or pre-paid airmail letter and in the case of facsimile, that a transmission report generated from a facsimile machine evidences that the facsimile was transmitted to the relevant facsimile number.

- 6.4 For the purposes of Clause 6.1, the postal address and email address of each Party shall be:

- 6.4.1 for the Customer:



Either Party may change its address for service by serving a notice in accordance with this Clause 6.

- 6.5 For the avoidance of doubt, any notice given under this Call-Off Agreement shall not be validly served if sent by electronic mail (email) and not confirmed by a letter.

7. MISTAKES IN INFORMATION

- 7.1 The Supplier shall be responsible for the accuracy of all documentation and information supplied to the Customer by the Supplier in connection with the supply of the Goods and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein.
- 7.2 The Supplier acknowledges that it has:
- 7.2.1 made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Customer;
 - 7.2.2 raised all relevant due diligence questions with the Customer before the Call-Off Commencement Date;
 - 7.2.3 satisfied itself that it has sufficient information to ensure that it can provide the Goods; and
 - 7.2.4 entered into this Call-Off Agreement in reliance on its own due diligence alone.
- 7.3 Without prejudice to Clause 7.3, the Supplier shall:
- 7.3.1 use its reasonable endeavours to check and verify that the data, information, plans, drawings, documents, handbooks and codes of practice supplied by the Customer are accurate; and
 - 7.3.2 notify the Customer immediately if it discovers errors or discrepancies in the data, information, plans, drawings, documents, handbooks and codes of practice supplied by the Customer.
- 7.4 For the avoidance of doubt, this clause does not apply to any content, information or data in the Supplier's Services

8. CONFLICTS OF INTEREST

- 8.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Supplier Staff is placed in a position where, in the reasonable opinion of the Customer:
- 8.1.1 there is or may be an actual conflict or potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Customer under the provisions of this Call-Off Agreement; or
 - 8.1.2 the behaviour of the Supplier or the Supplier Staff is not in the Customer's best interest or might adversely affect the Customer's reputation.
- The Supplier will as soon as reasonably practicable disclose to the Customer full particulars of any .behaviour which might give rise to the acts complained of in sub-Clauses 8.1.1 or 8.1.2
- 8.2 The Customer reserves the right to terminate this Call-Off Agreement immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Customer, there is or may be an actual conflict or potential conflict, between the financial or personal interests of the Supplier or the Supplier Staff and the duties owed to the Customer under the provisions of this Call-Off Agreement. The actions of the Customer pursuant to this Clause shall not prejudice or affect any right of action or remedy which has accrued or will accrue to the .Customer

9. PREVENTION OF BRIBERY AND CORRUPTION AND TAX NON-COMPLIANCE

Bribery and Corruption

9.1 The Supplier shall not:

9.1.1 offer or give, or agree to offer or give, any gift or other consideration of any kind to any employee, agent, servant or representative of the Customer, which gift or consideration could act as an inducement or a reward for any act or failure to act in relation to this Call-Off Agreement or any other contract with the Customer; or

9.1.2 engage in and shall procure that all Supplier Staff or any person acting on the Supplier's behalf shall not commit, in connection with this Call-Off Agreement or any other contract with the Customer or any other Contracting Body, a Prohibited Act.

9.2 The Supplier warrants and undertakes to the Customer that it has not:

9.2.1 in entering into this Call-Off Agreement breached the undertakings in Clause 9.1;

9.2.2 paid commission or agreed to pay commission to the Customer, any other Contracting Body or any other Public Body or any person employed by or on behalf of the Customer, in connection with this Call-Off Agreement; or

9.2.3 entered into this Call-Off Agreement with knowledge, that, in connection with it, any money has been, or will be, paid to any person working for or engaged by the Customer in connection with this Call-Off Agreement, or any other Contracting Body, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to the Customer before execution of this Call-Off Agreement.

9.3 The Supplier shall:

9.3.1 in relation to this Call-Off Agreement, act in accordance with Good Industry Practice and the standards and policies of the Customer;

9.3.2 immediately notify the Customer if it suspects or becomes aware of any breach of this Clause 9; and

9.3.3 respond promptly to any of the Customer's enquiries regarding any breach, potential breach or suspected breach of this Clause 9 and the Supplier shall co-operate with any investigation and allow the Customer to audit the Supplier's books, records and any other relevant documentation in connection with the breach.

9.4 If the Supplier, the Supplier Staff or any person acting on the Supplier's behalf, in all cases whether or not acting with the Supplier's knowledge, breaches Clause 9.1 the Customer shall be entitled to terminate this Call-Off Agreement by serving on the Supplier notice in writing with effect from the date specified in that notice.

9.5 Without prejudice to its other rights and remedies under this Clause 9, the Customer shall be entitled to recover the amount of value of any such gift, consideration or commission in full from the Supplier and the Supplier shall on demand indemnify the Customer in full from and against any other loss sustained by the Customer in consequence of any breach of this Clause 9.

Promoting Tax Compliance

9.6 If, at any point during the Call-Off Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:

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

9.6.2 promptly provide to the Customer:

- (a) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, 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 Customer may reasonably require.

9A SAFEGUARD AGAINST FRAUD

9A.1 The Supplier shall take all reasonable steps, in accordance with Good Industry Practice, to prevent any Fraud by the Supplier or the Supplier Staff.

9A.2 The Supplier shall immediately notify the Customer in writing if it has reason to suspect that any Fraud has occurred, is occurring or is likely to occur save where complying with this provision would cause the Supplier or its employees to commit an offence under the Proceeds of Crime Act 2002 or the Terrorism Act 2000.

9A.3 If the Supplier or the Supplier Staff commits Fraud, the Customer may:

9A.3.1 terminate this Call-Off Agreement in accordance with Clause 36.2 and recover from the Supplier the amount of any loss suffered by the Customer resulting from such termination, including the costs reasonably incurred by the Customer of making other arrangements for the supply of the Goods and any additional expenditure incurred by the Customer throughout the remainder of the Call-Off Period; or

9A.3.2 recover in full from the Supplier, and the Supplier shall on demand indemnify in full and hold the Customer harmless from and against, any other loss sustained by the Customer in consequence of any breach of this Clause 9A.

9B THE GOODS

9B.1 General

9B.1.1 In consideration of the payment of the Call-Off Agreement Price, the Supplier shall supply the Goods during the Call-Off Period in accordance with the Customer's requirements as set out in the Specification and the Tender and the provisions of this Call-Off Agreement.

9B.1.2 Without prejudice to the Customer's rights in Clause 9C.2, if the Customer informs the Supplier in writing that the Customer reasonably believes that any part of the Goods do not meet the requirements of this Call-Off Agreement or differ in any way from those requirements, and this is other than as a result of a Default by the Customer, the Supplier shall at its own expense re-schedule and carry out the Services in accordance with the requirements of this Call-Off Agreement within such reasonable time as may be specified by the Customer.

9B.1.3 Timely supply of the Goods shall be required, and the Supplier shall meet the requirements stated in the Specification and as advised from time to time, and in relation to commencing the supply of the Goods within the time agreed or on any specified date.

9B.1.4 Delivery of the Goods shall be made in compliance with Schedule 5 (Delivery).

9B.2 Key Personnel

9B.2.1 The Supplier acknowledges that the Key Personnel are essential to the proper provision of the Goods to the Customer.

- 9B.2.2 The Key Personnel shall not be released from supplying the Goods without the agreement of the Customer, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.
- 9B.2.3 Any replacements of the Key Personnel shall be subject to the agreement of the Customer. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to obligations within this Call-Off Agreement.
- 9B.2.4 The Customer shall not unreasonably withhold its agreement under Clause 9B.2.2 or Clause 9B.2.3. Such agreement shall be conditional on appropriate arrangements being made by the Supplier to minimise any adverse impact on this Call-Off Agreement which could be caused by a change in Key Personnel.

9B.3 Remedies in the Event of Inadequate Performance

- 9B.3.1 Where a complaint is received about the standard of the Goods or about the manner in which any Goods have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Supplier's obligations under this Call-Off Agreement, then the Customer shall notify the Supplier, and where considered appropriate by the Customer, investigate the complaint. The Customer may, in its sole discretion, uphold the complaint and take further action in accordance with Clause 36.7.
- 9B.3.2 In the event that the Customer is of the reasonable opinion that the Supplier is in Default in relation to the performance of their obligations under this Call-Off Agreement, then the Customer may withhold from payment or recover from the Supplier any payment attributable to the Default or non-conforming Goods, which shall be paid or reimbursed on rectification of the Default to the reasonable satisfaction of the Customer.
- 9B.3.3 In the event that the Customer is of the reasonable opinion that there has been a material Default of this Call-Off Agreement by the Supplier, then the Customer may, without prejudice, to its rights under Clause 36 or otherwise at Law, do any of the following:
- 9B.3.3.1 without terminating the whole of this Call-Off Agreement, terminate this Call-Off Agreement in respect of part delivery of the Goods only (whereupon a corresponding reduction in the Call-Off Agreement Price shall be made) and thereafter itself provide or procure a third party to provide such part of the Goods; and/or
- 9B.3.3.2 terminate, in accordance with Clause 36, the whole of this Call-Off Agreement.
- 9B.3.4 If the Supplier fails to supply any of the Goods in accordance with the provisions of this Call-Off Agreement and such failure is capable of remedy, then the Customer shall instruct the Supplier to remedy the failure and the Supplier shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within ten (10) Working Days or such other period of time as the Customer may direct.
- 9B.3.5 In the event that:
- 9B.3.5.1. the Supplier fails to comply with Clause 9B.3.4 above and the failure is materially adverse to the interests of the Customer or prevents the Customer from discharging a statutory duty; or
- 9B.3.5.2. the Supplier persistently fails to comply with Clause 9B.3.4 above;
- the Customer may terminate this Call-Off Agreement (or that part of this Call-Off Agreement) with immediate effect by notice in writing.

- 9B.3.6 The remedies of the Customer under this Clause 9B.3 may be exercised successively in respect of any one or more failures by the Supplier.

9C TRANSITION

9C.1 Transition Planning

- 9C.1.1 If the Customer requires the Supplier to supply Goods which, immediately prior to the commencement of this Call-Off Agreement or at any point during the Call-Off Contract Period, were provided to the Customer by a third party supplier the Customer may require the Supplier to conduct activities to ensure a smooth transition of those Goods from that third party supplier to the Supplier. The Supplier shall conduct any such Transition Activities in accordance with the Transition Plan and the timescales set out therein.
- 9C.1.2 The Supplier shall deliver a draft Transition Plan in accordance with any timescales reasonably requested by the Customer for the Customer's approval. The draft Transition Plan shall be sufficiently detailed as is necessary to manage and conduct the Transition Activities effectively.
- 9C.1.3 Once approved, the Supplier shall monitor the completion of the Transition Activities against the Transition Plan and shall provide any reasonable assistance to the Customer (at the Supplier's cost) to facilitate Transition.

9C.2 Delays to Transition

- 9C.2.1 If the Supplier becomes aware that there is or there is likely to be a delay ("**Delay**") in the conducting of the Transition Activities or the provision of Deliverables, the Supplier shall notify the Customer promptly upon becoming aware and the Supplier shall, when required by the Customer, take such steps as may be reasonably necessary and as the Customer approves, to mitigate any delay in the conducting of the Transition Activities and/or the provision of Deliverables by the dates set out in the Transition Plan. The Supplier shall not be entitled to any additional payment for taking such steps.
- 9C.2.2 If there is a Delay, the Customer may elect at its sole discretion to do any of the following:
- (a) revise any timescales set out in the Transition Plan to a later timescale;
 - (b) claim liquidated damages in the amounts set out in the Order forming part of this Call-Off Agreement until the Long Stop Date; or
 - (c) terminate this Call-Off Agreement.
- 9C.2.3 The Parties agree that liquidated damages set out in the Order forming part of this Call-Off Agreement represent a genuine pre-estimate of loss which may be incurred by the Customer for any Delay. Such liquidated damages may be recovered by the Customer in its sole discretion either as a sum of money payable by the Supplier or as a credit against any sum of money which is or may subsequently become due to the Supplier under this Call-Off Agreement.
- 9C.2.4 Liquidated damages will accrue on a daily basis from the relevant date set out in the Transition Plan until either the Long Stop Date or the date on which the Transition Activity or Deliverable is met, whichever is the earlier.
- 9C.2.5 Nothing in this Call-Off Agreement shall be construed as preventing or limiting the exercise by the Customer of any rights and remedies which it may have under this Call-Off Agreement or otherwise at Law (whether in contract, tort or otherwise) in addition to its right to claim liquidated damages.

- 9C.2.6 If a Delay is attributable in part to a Default by the Supplier and in part to a Default by the Customer, the Parties shall negotiate in good faith with a view to agreeing, in writing, a fair and reasonable apportionment of responsibility to the Delay, a proportionate amount of any liquidated damages set out in the Order forming part of this Call-Off Agreement and any revisions to the timescales set out in the Transition Plan.

9D EXIT MANAGEMENT

- 9D.1 On termination of the Call-Off Agreement the Supplier shall render reasonable assistance to the Customer to the extent necessary and required by the Customer (acting reasonably), including, but not limited to in relation to a Replacement Supplier, which shall include the preparation of an Exit Plan (“**Exit Plan**”) which may include, milestone, target dates and key actions for the Supplier to complete.
- 9D.2 (Where applicable) if the Customer requires a continuation of all or any of the Services on expiry or termination of the Call-Off Agreement, either by performing them itself or by engaging a third party to perform them, the Supplier shall co-operate fully with the Customer and any such third party and shall take all reasonable steps to ensure the timely and effective transfer of the Services without disruption to routine operational requirements.
- 9D.3 When requested to do so by the Customer, the Supplier shall deliver to the Customer details of all licences for software used in the provision of the Services including the software licence agreements.
- 9D.4 Within one Month of receiving the software licence information described in Clause 9D.3, the Customer shall notify the Supplier of the licences it wishes to be transferred and the Supplier shall provide for the approval of the Customer a plan for licence transfer.

PAYMENT AND CONTRACT PRICE

10. CALL-OFF AGREEMENT PRICE

- 10.1 In consideration of the performance by the Supplier of the Supplier's obligations under this Call-Off Agreement, the Customer shall pay the Call-Off Agreement Price in accordance with Clause 11 below.
- 10.2 The Customer shall, in addition to this Call-Off Agreement Price and following Receipt of a valid VAT invoice, pay the Supplier a sum equal to the VAT chargeable (where applicable) on the value of the Goods supplied in accordance with this Call-Off Agreement.

11. PAYMENT AND VAT

- 11.1 The Supplier shall ensure that each invoice contains all appropriate references, including the date of the invoice, the Supplier's name and address, the Supplier's banking details, the relevant purchase order number supplied by the Customer, a relevant jLIS Order Reference the agreed payment and a detailed breakdown of the Goods supplied and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice.
- 11.2 The Supplier shall add VAT to the Call-Off Agreement Price at the prevailing rate where applicable.
- 11.3 The Customer shall pay all sums due to the Supplier within thirty (30) days of Receipt of a valid undisputed invoice, submitted in accordance with the requirements set out in the Order forming part of this Call-Off Agreement. The Customer shall make payment by BACS to the bank account details set out in the Order forming part of this Call-Off Agreement.
- 11.4 The Supplier shall indemnify the Customer on a continuing basis against any liability, including any interest, penalties or costs incurred, levied, demanded or assessed on the Customer at any time in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the

Supplier under this Call-Off Agreement. Any amounts due under this Clause 11.4 shall be paid by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

- 11.5 The Customer may reduce payment in respect of any Goods which the Supplier has either failed to provide or has provided inadequately, without prejudice to any other rights or remedies of the Customer.
- 11.6 The Customer shall pay Interest on the late payment of any undisputed sums of money properly invoiced.
- 11.7 The Supplier shall pay any undisputed sums which are due from it to a sub-contractor within thirty (30) days from receipt of a valid invoice.

12. RECOVERY OF SUMS DUE

- 12.1 Whenever under this Call-Off Agreement any sum of money is recoverable from or payable by the Supplier (including any sum which the Supplier is liable to pay to the Customer in respect of any Default), the Customer may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Supplier from the Customer under this Call-Off Agreement or under any other agreement or contract with the Customer or the Crown.
- 12.2 Any overpayment by either Party, whether of this Call-Off Agreement Price or of VAT, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- 12.3 The Supplier shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Supplier has a valid court order requiring an amount equal to such deduction to be paid by the Customer to the Supplier.

13. NOT USED

14. EURO

- 14.1 Any legislative requirement to account for the Goods in Euro € (or to prepare for such accounting), instead of and/or in addition to Pounds Sterling £, shall be implemented by the Supplier at nil charge to the Customer.
- 14.2 The Customer shall provide all reasonable assistance to facilitate compliance with Clause 14.1 by the Supplier.

15. STATUTORY OBLIGATIONS AND REGULATIONS

- 15.1 The Supplier shall provide such information as the Customer may reasonably require for the purpose of assessing the Supplier's compliance with the Equalities Provisions.
- 15.2 The Supplier shall notify the Customer immediately in writing upon becoming aware of any investigation or legal proceedings brought against the Supplier or its sub-contractors in respect of any aspect of the subject matter of the Equalities Provisions.
- 15.3 In the event of any finding of unlawful discrimination being made against the Supplier or its sub-contractors in respect of any aspect of the subject matter of the Equalities Provisions during the period of this Call-Off Agreement, the Supplier shall inform the Customer of this finding forthwith and shall (but, in the event of an appeal, only after the final and unsuccessful outcome of the appellate process) take appropriate steps to the reasonable satisfaction of the Customer to prevent repetition of the unlawful discrimination.
- 15.4 In the event of repeated findings of unlawful discrimination against the Supplier during the period of this Call-Off Agreement (whether arising from the same or different acts or omissions, and

regardless of any steps it has taken in accordance with Clause 15.3 above) the Customer shall be entitled to terminate this Call-Off Agreement with immediate effect.

- 15.5 If requested to do so by the Customer, the Supplier shall fully co-operate with the Customer at its own expense in connection with any investigation, legal proceedings, ombudsman inquiries or arbitration in which the Customer may become involved arising from any breach of any of the Customer's duties in respect of any aspect of the subject matter of the Equalities Provisions due to the alleged acts or omissions of the Supplier.

16. **THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999**

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

INFORMATION

17. **CUSTOMER DATA**

- 17.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- 17.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier of its obligations under this Call-Off Agreement or as otherwise expressly authorised in writing by the Customer.
- 17.3 To the extent that Customer Data is held and/or processed by the Supplier, the Supplier shall supply that Customer Data to the Customer as requested by the Customer in the format specified in the Specification.
- 17.4 The Supplier shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- 17.5 If at any time the Supplier suspects or has reason to believe that Customer Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Customer immediately and inform the Customer of the remedial action the Supplier proposes to take.

18. **DATA PROTECTION**

- 18.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Supplier is the Processor unless otherwise specified in Schedule 4. The only processing that the Processor is authorised to do is listed in Schedule 4 by the Controller and may not be determined by the Processor.
- 18.2 The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 18.3 The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:
- 18.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;
- 18.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;

- 18.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
- 18.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 18.4 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
 - 18.4.1 process that Personal Data only in accordance with Schedule 4, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller before processing the Personal Data unless prohibited by Law;
 - 18.4.2 ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures), having taken account of the:
 - (a) nature of the data to be protected;
 - (b) harm that might result from a Data Loss Event;
 - (c) state of technological development; and
 - (d) cost of implementing any measures;
 - 18.4.3 ensure that:
 - (a) the Processor's personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule 4);
 - (b) it takes all reasonable steps to ensure the reliability and integrity of any of the Processor's personnel who have access to the Personal Data and ensure that they:
 - (i) are aware of and comply with the Processor's duties under this Clause;
 - (ii) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
 - (iii) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Controller or as otherwise permitted by this Agreement; and
 - (iv) have undergone adequate training in the use, care, protection and handling of Personal Data; and
 - 18.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
 - (a) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
 - (b) the Data Subject has enforceable rights and effective legal remedies;
 - (c) the Processor complies with its obligations under the Data Protection

Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and

- (d) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data;

18.4.5 at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Agreement unless the Processor is required by Law to retain the Personal Data.

18.5 Subject to Clause 18.6, the Processor shall notify the Controller immediately if it:

18.5.1 receives a Data Subject Request (or purported Data Subject Request);

18.5.2 receives a request to rectify, block or erase any Personal Data;

18.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

18.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;

18.5.5 receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or

18.5.6 becomes aware of a Data Loss Event.

18.6 The Processor's obligation to notify under Clause 18.5 shall include the provision of further information to the Controller in phases, as details become available.

18.7 Taking into account the nature of the processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 18.5 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:

18.7.1 the Controller with full details and copies of the complaint, communication or request;

18.7.2 such assistance as is reasonably requested by the Controller to enable the Controller to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;

18.7.3 the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;

18.7.4 assistance as requested by the Controller following any Data Loss Event;

18.7.5 assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

18.8 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Clause.

18.9 The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.

18.10 Each Party shall designate its own data protection officer if required by the Data Protection Legislation.

- 18.11 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Processor must:
- 18.11.1 notify the Controller in writing of the intended Sub-processor and processing;
 - 18.11.2 obtain the written consent of the Controller;
 - 18.11.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 18 such that they apply to the Sub-processor; and
 - 18.11.4 provide the Controller with such information regarding the Sub-processor as the Controller may reasonably require.
- 18.12 The Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 18.13 The Controller may, at any time on not less than 30 Working Days' notice, revise this Clause by replacing it with any applicable controller to processor standard Clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).
- 18.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Controller may on not less than 30 Working Days' notice to the Processor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.
19. **FREEDOM OF INFORMATION**
- 19.1 The Supplier acknowledges that the Customer is subject to the requirements of the Code of Practice on Government Information, FOIA and the Environmental Information Regulations and shall assist and co-operate with the Customer to enable the Customer to comply with its Information disclosure obligations.
- 19.2 The Supplier shall and shall procure that its sub-contractors shall:
- 19.2.1 transfer to the Customer all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;
 - 19.2.2 provide the Customer with a copy of all Information that is relevant to a Request for Information and in its control, possession or power, in the form that the Customer requests within five (5) Working Days (or such other period as the Customer may specify) of the Customer's request; and
 - 19.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- 19.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Call-Off Agreement or any other agreement whether any Information is exempt from disclosure in accordance with the provisions of the Code of Practice on Government Information, FOIA or the Environmental Information Regulations.
- 19.4 In no event shall the Supplier respond directly to a Request for Information without prior Approval.
- 19.5 The Supplier acknowledges that (notwithstanding the provisions of this Clause 19) the Customer may be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Supplier or the provision of Goods:
- 19.5.1 in certain circumstances without consulting the Supplier; or

19.5.2 following consultation with the Supplier and having taken their views into account, provided always that where Clause 19.5 applies the Customer shall take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure

19.6 The Supplier shall ensure that all Information is retained for disclosure and shall permit the Customer to inspect such records as requested from time to time.

20. CONFIDENTIALITY

20.1 Except to the extent set out in this Clause 20 or where disclosure is expressly permitted elsewhere in this Call-Off Agreement, each Party shall:

20.1.1 treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and

20.1.2 not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of this Call-Off Agreement or except where disclosure is otherwise expressly permitted by the provisions of this Call-Off Agreement or is a requirement of Law.

20.2 The Supplier shall ensure that the Supplier Staff are aware of, and shall ensure that the Supplier Staff comply with, the Supplier's confidentiality obligations under this Call-Off Agreement.

20.3 The Supplier shall not, and shall procure that the Supplier Staff do not, use any of the Customer Confidential Information received otherwise than for the purposes permitted by this Call-Off Agreement.

20.4 The provisions of Clauses 20.1 to 20.3 shall not apply to any Confidential Information received by one Party from the other which:

20.4.1 is or becomes public knowledge (otherwise than by breach of this Clause 20);

20.4.2 is provided to professional advisers for the purpose of obtaining professional advice;

20.4.3 was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;

20.4.4 is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;

20.4.5 is information independently developed without access to the Confidential Information; or

20.4.6 must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the Party making the disclosure, including any requirements for disclosure under Clause 20A and/or the FOIA or the Environmental Information Regulations pursuant to Clause 19.

20.5 Nothing in this Call-Off Agreement shall prevent the Customer from disclosing the Supplier Confidential Information:

20.5.1 for the purpose of the examination and certification of the Customer's accounts;

20.5.2 for the purpose of any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources; or

20.5.3 to any government department or any other Contracting Body,

and the Supplier hereby acknowledges that all government departments or Contracting Bodies receiving such Supplier Confidential Information may further disclose the Supplier Confidential Information to other government departments or Contracting Bodies on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any government department or any Contracting Body (unless disclosure is required by Law or is permitted under this Call-Off Agreement).

- 20.6 The Supplier acknowledges and agrees that information relating to this Call-Off Agreement, including pricing information and these Call-Off Terms may be shared with a Contracting Body or any other government department from time to time. The Customer shall use reasonable endeavours to notify the recipient of such information that its contents are confidential.
- 20.7 Nothing in Clauses 20.1 to 20.3 shall prevent either Party or any Contracting Body from using any techniques, ideas or Know-How gained during the performance of its obligations under this Call-Off Agreement in the course of its normal business, to the extent that this does not result in a disclosure of the other Party's (or relevant Contracting Body's) Confidential Information or an infringement of the other Party's (or relevant Contracting Body's) Intellectual Property Rights.
- 20.8 Clauses 20.1 to 20.3 shall operate without prejudice to and be read subject to the application of the Official Secrets Acts 1911 to 1989 to any Confidential Information.
- 20.9 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in performance of this Call-Off Agreement, the Supplier undertakes to maintain adequate security arrangements that meet the requirements of Good Industry Practice.
- 20.10 The Supplier shall immediately notify the Customer of any breach of security in relation to Customer Confidential Information obtained in the performance of this Call-Off Agreement and shall keep a record of such breaches. The Supplier shall use its best endeavours to recover any Customer Confidential Information however it may have been recorded, which has been lost or corrupted due to any act or omission of the Supplier or the Supplier Staff. This obligation is in addition to the Supplier's obligations under Clauses 20.1 to 20.3. The Supplier shall co-operate with the Customer in any investigation that the Customer considers necessary to undertake as a result of any breach of security in relation to Customer Confidential Information.
- 20.11 The Supplier shall, at its own expense, alter any security systems used in connection with the performance of this Call-Off Agreement at any time during the Call-Off Period at the request of the Customer if the Customer believes (acting reasonably) the Supplier has failed to comply with Clause 20.2 or 20.9.
- 20.12 No changes shall be made by the Supplier in the way they handle or mark any Government information under this Call-Off Agreement until those changes have been specifically agreed by the Customer by means of a variation in accordance with Clause 28.

20A TRANSPARENCY

- 20A.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 Call-Off Agreement is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of this Call-Off Agreement is exempt from disclosure in accordance with the provisions of the FOIA.
- 20A.2 Notwithstanding any other term of this Call-Off Agreement, the Supplier hereby gives its consent for the Customer to publish this Call-Off Agreement in its entirety (subject only to redaction of any information that the Customer determines is exempt from disclosure in accordance with the provisions of FOIA) including from time to time agreed changes to this Call-Off Agreement.

20A.3 The Customer may consult with the Supplier to help with its decision regarding any exemptions under Clause 20A.1 but the Customer shall have the final decision in its absolute discretion.

20A.4 The Supplier shall assist and co-operate with the Customer to enable the Customer to publish this Call-Off Agreement.

21. OFFICIAL SECRETS ACTS

21.1 The Supplier shall comply with and shall ensure that the Supplier Staff comply with, the provisions of:

(a) the Official Secrets Acts 1911 to 1989; and

(b) Section 182 of the Finance Act 1989.

21.2 In the event that the Supplier or Supplier Staff fail to comply with this Clause, the Customer reserves the right to terminate this Call-Off Agreement by giving notice in writing to the Supplier

22. PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES

22.1 The Customer shall be entitled to publicise this Call-Off Agreement in accordance with any legal obligation upon the Customer, including any examination of this Call-Off Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

22.2 The Supplier shall not make any press announcements or publicise this Call-Off Agreement or any part thereof in any way, except with the prior Approval of the Customer.

22.3 The Supplier shall not have any right to use any of the Customer's names, logos or trade marks on any of its products or services without prior Approval.

22.4 The Supplier shall not do anything or cause anything to be done which may damage the reputation of the Customer or bring the Customer into disrepute.

23. INTELLECTUAL PROPERTY RIGHTS

23.1 Intellectual Property Rights in any guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models, designs or other material (the "**IP Materials**"):

23.1.1 furnished or made available to the Supplier by or on behalf of the Customer shall remain the property of the Customer; and

23.1.2 prepared by or for the Supplier on behalf of the Customer for use, or intended use, in relation to the performance by the Supplier of its obligations under this Call-Off Agreement shall belong to the Customer,

and the Supplier shall not, and the Supplier shall procure that the Supplier Staff shall not, (except when necessary for the performance of this Call-Off Agreement) without prior Approval, use or disclose any such Intellectual Property Rights in the IP Materials.

23.2 Title to all Intellectual Property Rights in relation to the Goods supplied under this Call-Off Agreement shall remain vested in the Supplier or its licensor as the case may be

23.3 The Supplier shall not infringe any Intellectual Property Rights of any third party in supplying the Goods (including any materials licensed or supplied to the Customer) and the Supplier shall, during and after the Call-Off Period, indemnify and keep indemnified and hold the Customer and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Customer or the Crown may suffer or incur as a result of or in connection with any breach of this Clause, except where such claim arises from:

- 23.3.1 items or materials based upon designs supplied by the Customer; or
- 23.3.2 the use of data supplied by the Customer which is not required to be verified by the Supplier under any provision of this Call-Off Agreement.
- 23.4 The Customer shall notify the Supplier in writing of any claim or demand brought against the Customer for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Supplier.
- 23.5 The Supplier shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Supplier, provided always that the Supplier shall:
- 23.5.1 consult the Customer on all substantive issues which arise during the conduct of such litigation and negotiations
- 23.5.2 take due and proper account of the interests of the Customer; and
- 23.5.3 not settle or compromise any claim without the Customer's prior written consent (not to be unreasonably withheld or delayed).
- 23.6 The Customer shall at the request of the Supplier afford to the Supplier all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Customer or the Supplier by a third party for infringement or alleged infringement of any third party Intellectual Property Rights in connection with the performance of the Supplier's obligations under this Call-Off Agreement and the Supplier shall indemnify the Customer for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Supplier shall not, however, be required to indemnify the Customer in relation to any costs and expenses incurred in relation to or arising out of a claim, demand or action which relates to the matters in Clause 23.3.1 or 23.3.2
- 23.7 The Customer shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by the Customer or the Supplier in connection with the performance of its obligations under this Call-Off Agreement.
- 23.8 If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with this Call-Off Agreement or in the reasonable opinion of the Supplier is likely to be made, the Supplier shall notify the Customer as soon as reasonably practicable and, at its own expense and subject to the consent of the Customer (not to be unreasonably withheld or delayed), use its best endeavours to:
- 23.8.1 modify any or all of the Goods without reducing the performance or functionality of the same, or substitute alternative Goods of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply mutatis mutandis to such modified Goods or to the substitute Goods; or
- 23.8.2 procure a licence to use and supply the Goods, which are the subject of the alleged infringement, on terms which are acceptable to the Customer,
- and in the event that the Supplier is unable to comply with Clauses 23.8.1 or 23.8.2 within twenty Working Days of receipt of the Supplier's notification the Customer may terminate this Call-Off Agreement by notice in writing
24. **MONITORING**
- 24.1 The Supplier shall comply with the monitoring arrangements set out in the Monitoring Schedule including, but not limited to, providing such data and information as the Supplier may be required to produce under the Call-Off Agreement

- 24.2 Where requested by the Customer, the Supplier shall supply the Management Information to the Customer in the form set out in the Monitoring Schedule during the Call-Off Agreement period
- 24.3 The Customer may make changes to the Management Information which the Supplier is required to supply and shall give the Supplier at least one (1) Month's written notice of any changes.
- 24.4 The Supplier shall, at its own cost, supply to the Authority on each anniversary of the Call-Off Commencement Date, for the previous 12 Months:
- 24.4.1 the total revenue received from the Authority pursuant to the Contract;
 - 24.4.2 the total value of all its Sub-Contracts;
 - 24.4.3 the total value of its Sub-Contracts with SMEs; and
 - 24.4.4 the total value of its Sub-Contracts with VCSEs.
25. **AUDIT**
- 25.1 The Supplier shall keep and maintain until six (6) Years after the date of termination or expiry (whichever is the earlier) of this Call-Off Agreement (or such other longer period as may be agreed between the Parties), full and accurate records and accounts of the operation of this Call-Off Agreement including the Goods provided under it and the Charges paid by the Customer.
- 25.2 The Supplier shall keep the records and accounts referred to in Clause 25.1 in accordance with Good Industry Practice.
- 25.3 Without prejudice to Clause 19.6, the Supplier shall afford each of the Customer, the National Audit Office and/or auditor appointed by the Audit Commission ("**Auditors**") and their respective representatives access to the records and accounts referred to in Clause 25.1 at the Supplier's premises and/or provide copies of such records and accounts, as may be required by the Customer or Auditors from time to time, in order that the Customer or Auditors may carry out an inspection including for the following purposes:
- 25.3.1 to verify the accuracy of Charges (and proposed or actual variations to them in accordance with this Call-Off Agreement);
 - 25.3.2 to identify or investigate actual or suspected Fraud, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Customer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
 - 25.3.3 to obtain such information as is necessary to fulfil the Customer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and the Auditor General;
 - 25.3.4 to review the integrity, confidentiality and security of the Customer Personal Data held or used by the Supplier;
 - 25.3.5 to review the Supplier's compliance with the Data Protection Legislation in accordance with this Call-Off Agreement and any other Laws;
 - 25.3.6 to review the Supplier's compliance with its security obligations;
 - 25.3.7 to review any books of accounts and the internal contract management accounts kept by the Supplier in connection with the provision of the Goods;

- 25.3.8 to carry out the Customer's internal and statutory audits and to prepare, examine and/or certify the Customer's annual and interim reports and accounts;
 - 25.3.9 to 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 Customer has used its resources;
 - 25.3.10 to verify the accuracy or completeness of any management information required to be provided by the Supplier under this Call-Off Agreement;
 - 25.3.11 to review any records relating to the Supplier's provision of the Goods; and
 - 25.3.12 to ensure that the Supplier is complying with its obligations under this Call-Off Agreement.
- 25.4 Nothing in this Call-Off Agreement shall prevent or restrict the rights of either the Comptroller and/or Auditor General and/or their representatives from carrying out an audit, examination or investigation of the Supplier and/or any of its sub-contractors for the purposes of and pursuant to applicable Law.
- 25.5 The Supplier shall provide such records and accounts (together with copies of the Supplier's published accounts) on request during the Call-Off Period and for a period of six (6) Years after expiry of the Call-Off Period or termination, to the Customer or Auditors and/or its internal and external auditors.
- 25.6 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of any Goods, 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 Customer.
- 25.7 The Customer shall give the Supplier reasonable written notice of its requirement to conduct an audit which in any event shall be conducted during normal working hours.
- 25.8 Subject to the Customer'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:
- 25.8.1 all information within the scope of the audit requested by the Auditors;
 - 25.8.2 reasonable access to any sites controlled by the Supplier and to equipment used in the provision of the Goods;
 - 25.8.3 reasonable access to any electronic systems or information technology communications systems used by the Supplier in the provision of the Goods or on which information relating to the provision of the Goods or this Call-Off Agreement is stored; and
 - 25.8.4 reasonable access to the Supplier Staff.
- 25.9 If an audit reveals:
- 25.9.1 a material Default; or
 - 25.9.2 Fraud or suspected Fraud,
- the Supplier shall reimburse the Customer its reasonable costs incurred in relation to the audit and the Customer be entitled to exercise its rights to terminate this Call-Off Agreement pursuant to Clause 36.

- 25.10 If an audit reveals:
- 25.10.1 the Customer has overpaid any charges, the Supplier shall pay to the Customer:
- (a) the amount overpaid;
 - (b) Interest on the amount overpaid, accruing on a daily basis from the date of overpayment by the Customer up to the date of repayment by the Supplier; and
 - (c) the reasonable costs incurred by the Customer in undertaking the audit; or
- 25.10.2 the Customer has underpaid any charges, the Supplier shall not be entitled to increase the Call-Off Agreement Price paid or payable by the Customer but the Customer shall pay to the Supplier the difference between the actual Call-Off Agreement Price paid and the Call-Off Agreement Price which should have been due within such timescale and/or instalments as agreed between the Parties in writing.
- 25.11 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 25, save as specified in Clause 25.9 and 25.10.

CONTROL OF THE CONTRACT

26. ASSIGNMENT AND SUB-CONTRACTING

- 26.1 Except where Clause 26.6 applies, the Supplier shall not assign, novate or otherwise dispose of or create any trust in relation to any or all rights and obligations under this Call-Off Agreement or any part thereof 28.1.3.
- 26.2 The Supplier shall not sub-contract this Call-Off Agreement or any part thereof without prior Approval.
- 26.3 The Supplier shall not substitute or remove a sub-contractor or appoint an additional subcontractor without the prior written consent of the Customer, such consent not be unreasonably withheld or delayed. Such consent shall not constitute approval or endorsement of such substitute or additional sub-contractor.
- 26.4 Notwithstanding any permitted sub-contract pursuant to this Clause 26, the Supplier at all times 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. An obligation on the Supplier to do, or refrain from doing, any act or thing shall include an obligation upon the Supplier to procure that the Supplier Staff also do, or refrain from doing, such act or thing.
- 26.5 Where the Customer has consented to the placing of sub-contracts for the provision of Goods, copies of each sub-contract shall, at the request of the Customer, be sent by the Supplier to the Customer as soon as reasonably practicable.
- 26.6 Notwithstanding Clause 26.1, the Supplier may assign to a third party ("**the Assignee**") the right to receive payment of the Call-Off Agreement Price or any part thereof due to the Supplier under this Call-Off Agreement (including any Interest which the Customer incurs under Clause 11). Any assignment under this Clause 26.6 shall be subject to:
- 26.6.1 reduction of any sums in respect of which the Customer exercises its right of recovery under Clause 12
 - 26.6.2 all related rights of the Customer under this Call-Off Agreement in relation to the recovery of sums due but unpaid; and
 - 26.6.3 the Customer receiving notification under both Clauses 26.7 and 26.8.

- 26.7 In the event that the Supplier assigns the right to receive the Call-Off Agreement Price under Clause 26.6, the Supplier or the Assignee shall notify the Customer in writing of the assignment and the date upon which the assignment becomes effective.
- 26.8 The Supplier shall ensure that the Assignee notifies the Customer of the Assignee's contact information and bank account details to which the Customer shall make payment.
- 26.9 The provisions of Clause 11 shall continue to apply in all other respects after the assignment and shall not be amended without the prior Approval of the Customer.
- 26.10 Subject to Clause 26.12, the Customer may assign, novate or otherwise dispose of its rights and obligations under this Call-Off Agreement or any part thereof as it sees fit provided that any such assignment, novation or other disposal shall not increase the burden of the Supplier's obligations under this Call-Off Agreement.
- 26.11 Any change in the legal status of the Customer such that it ceases to be a Contracting Body shall not affect the validity of this Call-Off Agreement. In such circumstances, this Call-Off Agreement shall bind and inure to the benefit of any successor body to the Customer.
- 26.12 If the rights and obligations of the Customer under this Call-Off Agreement are assigned, novated or otherwise disposed of pursuant to Clause 26.10 to a body which is not a Public Body, or if there is a change in the legal status of the Customer such that it ceases to be a Public Body (in the remainder of this Clause both such bodies being referred to as the "**Transferee**"):
- 26.12.1 the rights of termination of the Customer in Clauses 36.7, 36.10 and 36.11 shall be available to the Supplier in the event of respectively, the Default, bankruptcy or insolvency of the Transferee; and
- 26.12.2 the Transferee shall only be able to assign, novate or otherwise dispose its rights and obligations under this Call-Off Agreement or any part thereof with the prior consent in writing of the Supplier.
- 26.13 The Customer may disclose to any Transferee any Confidential Information of the Supplier which relates to the performance of the Supplier's obligations under this Call-Off Agreement. In such circumstances the Customer shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Supplier's obligations under this Call-Off Agreement and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.
- 26.14 Each Party shall at its own cost and expense enter into such agreement and/or deed as the Customer shall reasonably require so as to give effect to any assignment, novation or disposal made pursuant to this Clause 26.
27. **WAIVER AND CUMULATIVE REMEDIES**
- 27.1 The rights and remedies provided by this Call-Off Agreement may be waived only in writing by the Customer Representative or the Supplier Representative in a manner that expressly states that a waiver is intended, and such waiver shall only be operative with regard to the specific circumstances referred to.
- 27.2 Unless a right or remedy of the Customer is expressed to be an exclusive right or remedy, the exercise of it by the Customer is without prejudice to the Customer's other rights and remedies. Any failure to exercise or any delay in exercising a right or remedy by either Party shall not constitute a waiver of that right or remedy or of any other rights or remedies.
- 27.3 The rights and remedies provided by this Call-Off Agreement are cumulative and, unless otherwise provided in this Call-Off Agreement, are not exclusive of any right or remedies provided at Law or in equity or otherwise under this Call-Off Agreement.

28. VARIATION

- 28.1 Subject to Clause 28.2 and Framework Schedule 2 (Payment and Pricing Schedule), this Call-Off Agreement may not be varied except where:
- 28.1.1 the Customer notifies the Supplier in writing that it wishes to vary this Call-Off Agreement and provides the Supplier with full written details of any such proposed change; and
 - 28.1.2 the Customer Representative and the Supplier Representative, acting reasonably, agree in writing to the variation and a written variation agreement is signed by the Customer Representative and the Supplier Representative.
- 28.2 If, by the date thirty (30) Working Days after notification was given under Clause 28.1.1, no agreement is reached by the Parties acting reasonably in relation to any variation requested, the Customer may, by giving written notice to the Supplier, either:
- 28.2.1 agree that the Parties shall continue to perform their obligations under this Call-Off Agreement without the variation; or
 - 28.2.2 terminate this Call-Off Agreement with immediate effect.
- 28.3 The Supplier shall not be entitled to refuse any request to vary this Call-Off Agreement where such variation is required in order to reflect a Change in Law and such variation shall be subject to Clauses 28.5 to 28.6 of the Framework Agreement.
- 28.4 Any change only takes effect only when it is recorded in a change control notice validly executed by both Parties in the format specified in Schedule 9 (Change Notice), save as agreed otherwise by the Parties.
- 28.5 The Supplier is deemed to warrant and represent that the change control notice has been executed by a duly authorised representative of the Supplier in addition to the warranties and representations set out in Clause 35.
- 28.6 Clauses 28.4 and 28.5 may be varied in an emergency if it is not practicable to obtain the Authority's approval within the time necessary to make the change in order to address the emergency. In an emergency, changes may be approved by a different representative of the Authority. However, the Authority may review such a change and require a change control notice to be entered into on a retrospective basis which may itself vary the emergency change.

29. SEVERABILITY

- 29.1 If any provision of this Call-Off Agreement is held invalid, illegal or unenforceable for any reason, such provision shall be severed and the remainder of the provisions hereof shall continue in full force without affecting the remaining provisions of this Call-Off Agreement.
- 29.2 If any provision of this Call-Off Agreement that is fundamental to the accomplishment of the purpose of this Call-Off Agreement is held to any extent to be invalid, the Customer and the Supplier shall immediately commence good faith negotiations to remedy such invalidity.

30. STATUTORY REQUIREMENTS AND STANDARDS

- 30.1 The Supplier shall be responsible for obtaining and maintaining all licences, authorisations, consents or permits required in relation to the performance of its obligations under this Framework Agreement and any Call-Off Agreement.
- 30.2 On the request of the Customer, the Supplier shall provide proof to the Customer's reasonable satisfaction that the processes used, or proposed to be used, conform to the Call-Off Agreement.
- 30.3 To the extent that the standard of work has not been set out in this Call-Off Agreement, the

Supplier shall use the best applicable techniques and standards and perform this Call-Off Agreement with all reasonable care, skill and diligence, and in accordance with Good Industry Practice.

- 30.4 The Supplier warrants and represents that all Supplier Staff assigned to the performance of the provision of the Goods shall possess and exercise such qualifications, skill and experience as are necessary for the proper delivery of the Goods in accordance with Schedule 5 (Delivery) of the Framework Agreement and this Call-Off Agreement generally.
- 30.5 To the extent the provision of the Goods or part thereof constitute a regulated activity, the Supplier shall ensure it at all times obtains and maintains in force all licenses and consents required from a Regulatory Body in respect of the provision of the Goods.
- 30.6 The Supplier shall perform its obligations under the Framework Agreement and any Call-Off Agreement in accordance with:
- 30.6.1 all applicable equality Law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy maternity or otherwise);
 - 30.6.2 the Customer's equality, diversity and inclusion policy as given to the Supplier from time to time;
 - 30.6.3 any other requirements and instructions which the Customer reasonably imposes regarding any equality obligations imposed on the Customer at any time under applicable equality law; and
 - 30.6.4 take all necessary steps and inform the Customer 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).
- 30.7 the Supplier shall, and procure that each of its Sub-Contractors shall, comply with:
- 30.7.1 the Modern Slavery Act 2015 ("Slavery Act");
 - 30.7.2 and the Customer's anti-slavery policy as provided to the Supplier from time to time ("Anti-slavery Policy").
- 30.8 The Supplier shall:
- 30.8.1 implement due diligence procedures for its Sub-Contractors and other participants in its supply chains, to ensure that there is no slavery or trafficking in its supply chains;
 - 30.8.2 respond promptly to all slavery and trafficking due diligence questionnaires issued to it by the Customer from time to time and shall ensure that its responses to all such questionnaires are complete and accurate;
 - 30.8.3 prepare and deliver to the Customer each year, an annual slavery and trafficking report setting out the steps it has taken to ensure that slavery and trafficking is not taking place in any of its supply chains or in any part of its business;
 - 30.8.4 maintain a complete set of records to trace the supply chain of all Goods provided to the Customer regarding the Framework Agreement and any Call-Off Agreement; and
 - 30.8.5 report the discovery or suspicion of any slavery or trafficking by it or its Sub Contractors to the Customer and to the Modern Day Slavery Helpline; and
 - 30.8.6 implement a system of training for its employees to ensure compliance with the Modern Day Slavery Act including highlighting to its employees the existence and contact details of the Modern Day Slavery Helpline.

- 30.9 The Supplier represents, warrants and undertakes throughout the Term that:
- 30.9.1 it conducts its business in a manner consistent with all applicable laws, regulations and codes including the Slavery Act and all analogous legislation in place in any part of the world;
 - 30.9.2 its responses to all slavery and trafficking due diligence questionnaires issued to it by the Customer from time to time are complete and accurate; and
 - 30.9.3 neither the Supplier nor any of its Sub-Contractors, nor any other persons associated with it:
 - (a) has been convicted of any offence involving slavery and trafficking; or
 - (b) has been or is the subject of any investigation, inquiry or enforcement
 - (c) proceedings by any governmental, administrative or regulatory body
 - (d) regarding any offence regarding slavery and trafficking.
- 30.10 The Supplier shall notify the Customer as soon as it becomes aware of:
- 30.10.1 any breach, or potential breach, of the Anti-Slavery Policy; or
 - 30.10.2 any actual or suspected slavery or trafficking in a supply chain which relates to the Framework Agreement and any Call-Off Agreement.
- 30.11 If the Supplier notifies the Customer pursuant to Clause 30.10 of this Framework Agreement, it shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit any books, records and/or any other relevant documentation in accordance with the Framework Agreement and any Call-Off Agreement.
- 30.12 If the Supplier is in Default under Clause 30.10 and 30.11 of this Framework Agreement the Customer may by notice:
- 30.12.1 require the Supplier to remove from performance of the Framework Agreement and any Call-Off Agreement any Sub-Contractor, Supplier Staff or other persons associated with it whose acts or omissions have caused the Default; or
 - 30.12.2 immediately terminate the Framework Agreement and any Call-Off Agreement.
- 30.13 The Supplier shall:
- 30.13.1 ensure that all pay and benefits paid for a standard working week meet, at least, national legal standards in the country of employment;
 - 30.13.2 provide all Supplier Staff with written and readily understandable information about their employment conditions in respect of pay before they enter employment and about their pay for the pay period concerned each time that they are paid;
 - 30.13.3 not make deductions from pay:
 - (a) as a disciplinary measure;
 - (b) except where permitted by Law and the terms of the employment contract; and
 - (c) without express permission of the person concerned

30.13.4 record all disciplinary measures taken against Supplier Staff.

30.14 The Supplier shall ensure that:

30.14.1 the working hours of Supplier Staff comply with the Law, and any collective agreements;

30.14.2 the working hours of Supplier Staff, excluding overtime, is defined by contract, do not exceed 48 hours per week unless the individual has agreed in writing, and that any such agreement is in accordance with the Law;

30.14.3 overtime is used responsibly, considering:

- (a) the extent;
- (b) frequency; and
- (c) hours worked;

30.14.4 the total hours worked in any seven-day period shall not exceed 60 hours unless:

- (a) it is allowed by Law;
- (b) it is allowed by a collective agreement freely negotiated with a worker's organisation representing a significant portion of the workforce;
- (c) appropriate safeguards are taken to protect the workers' health and safety; and
- (d) the Supplier can demonstrate that exceptional circumstances apply such as during unexpected production peaks, accidents or emergencies;
- (e) all Supplier Staff are provided with at least:
 - (i) 1 day off in every 7-day period; or
 - (ii) where allowed by Law, 2 days off in every 14-day period.

30.15 The Supplier shall:

30.15.1 where relevant, ensure that all Supplier Staff, are employed on the condition that they are permitted to work in the UK, and;

30.15.2 notify the Customer immediately if an employee is not permitted to work in the UK.

30.16 The Supplier shall perform its obligations under the Framework Agreement and any Call-Off Agreement in accordance with:

30.16.1 all applicable Law regarding health and safety; and

30.16.2 the Customer's Health and Safety Policy while at the Customer's Premises.

30.17 Each Party shall notify the other as soon as practicable of any health and safety incidents or material health and safety hazards at the Customer's Premises of which it becomes aware and which relate to or arise in connection with the performance of the Framework Agreement and any Call-Off Agreement. The Supplier shall instruct Supplier Staff to adopt any necessary safety measures in order to manage the risk.

30.18 The Supplier shall comply with the Welsh Language Act 1993 and the Welsh Language Scheme as if it were the Customer to the extent that the same relate to the provision of the Goods.

31. EXTENSION OF INITIAL CALL-OFF PERIOD

The Customer may, by giving written notice to the Supplier not less than three (3) Month(s) prior to the last day of the Initial Call-Off Period, extend this Call-Off Agreement for such further period as may be specified in the notice but the Call-Off Period (including any extension) shall not exceed four (4) Years. The provisions of this Call-Off Agreement will apply throughout any such extended period.

32. ENTIRE AGREEMENT

32.1 This Call-Off Agreement constitutes the entire agreement and understanding between the Parties in respect of the matters dealt with in it and supersedes, cancels or nullifies any previous agreement between the Parties in relation to such matters.

32.2 Each of the Parties acknowledges and agrees that in entering into this Call-Off Agreement it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or undertaking (whether negligently or innocently made) other than as expressly set out in this Call-Off Agreement.

32.3 Nothing in this Clause 32 shall operate to exclude liability for Fraud or fraudulent misrepresentation.

33. COUNTERPARTS

This Call-Off Agreement may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.

LIABILITIES

34. INDEMNITY AND INSURANCE

34.1 Neither Party excludes or limits liability to the other Party for:

34.1.1 death or personal injury caused by its negligence; or

34.1.2 fraud or fraudulent misrepresentation by it or its employees; or

34.1.3 any breach of any obligations imposed by section 2 of the Supply of Goods and Services Act 1982 or section 12 of the Sale of Goods Act 1979; or

34.2 Save as set out at clause 34.10 the Supplier's liability under and in connection with this Call-Off Agreement shall be limited to the extent set out in the Order forming part of this Call-Off Agreement. For the avoidance of doubt, the Parties acknowledge and agree that this Clause 34 shall not limit the Supplier's liability under the Framework Agreement, which liability is governed by the terms of that Framework Agreement.

34.3 The Customer's liability under and in connection with this Call-Off Agreement shall be limited to the extent set out in the Order forming part of this Call-Off Agreement. For the avoidance of doubt, the Parties acknowledge and agree that this Clause 34 shall not limit the Customer's liability under the Framework Agreement, which liability is governed by the terms of that Framework Agreement.

34.4 Subject to the limits set out in Clause 34.2, the Supplier shall be liable for the following types of loss, damage, cost or expense flowing from an act or Default of the Supplier which shall be regarded as direct and shall (without in any way, limiting other categories of loss, damage, cost or expense which may be recoverable by the Customer) be recoverable by Customer as a direct loss:

34.4.1 the additional operational and/or administrative costs and expenses arising from any material Default;

- 34.4.2 the cost of procuring, implementing and operating any alternative or replacement Goods to the Goods; and
- 34.4.3 any regulatory losses, fines, expenses or other losses arising from a breach by the Supplier of any Laws.
- 34.5 :In no event shall either Party be liable to the other for any
 - 34.5.1 loss of profits;
 - 34.5.2 loss of business;
 - 34.5.3 loss of revenue;
 - 34.5.4 loss of or damage to goodwill;
 - 34.5.5 loss of savings (whether anticipated or otherwise); and/or
 - 34.5.6 any indirect, special or consequential loss or damage.
- 34.6 The Supplier shall maintain the policy or policies of insurance set out in the Order forming part of this Call-Off Agreement.
- 34.7 The Supplier shall produce to the Customer, on request, copies of all insurance policies required by the Customer or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 34.8 The Supplier shall use its reasonable endeavours to ensure that it shall not by its acts or omissions cause any policy of insurance to be invalidated or voided.
- 34.9 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under this Call-Off Agreement. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability arising under this Call-Off Agreement.
- 34.10 The Supplier's liability in respect to each breach of the Data Protection Legislation of the Contract is limited to £15,000,000 or the amount equal to three times the Call-Off Agreement Price for one year, whichever is higher.
- 35. **WARRANTIES AND UNDERTAKINGS**
- 35.1 The Supplier warrants and undertakes to the Customer that:
 - 35.1.1 it has full capacity and authority and all necessary consents to enter into and to perform its obligations under this Call-Off Agreement;
 - 35.1.2 this Call-Off Agreement is executed by a duly authorised representative of the Supplier;
 - 35.1.3 in entering into this Call-Off Agreement it has not committed any Fraud;
 - 35.1.4 all information, statements, warranties and representations contained in the Tender and (unless otherwise agreed by the Customer in writing) any other document which resulted in the award to the Supplier of a place on the Framework are true, accurate, and not misleading save as may have been specifically disclosed in writing to the Customer prior to the execution of this Call-Off Agreement and it shall promptly advise the Customer in writing of any fact, matter or circumstance of which it may become aware which would

render any such information, statement, warranty or representation to be false or misleading if repeated;

- 35.1.5 it has not entered into any agreement with any other person with the aim of preventing tenders being made or as to the fixing or adjusting of the amount of any tender or the conditions on which any tender is made in respect of the Framework or this Call-Off Agreement;
- 35.1.6 it has not caused or induced any person to enter any such agreement as is referred to in Clause 35.1.5;
- 35.1.7 it has not offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done any act or omission in relation to any other tender or proposed tender for the provision of Goods under this Call-Off Agreement;
- 35.1.8 it has notified the Customer in writing of any Occasions of Tax Non-Compliance and any litigation in which it is involved that is in connection with any Occasion of Tax Non-Compliance;
- 35.1.9 no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress, or, to the best of its knowledge and belief pending or threatened against it or any of its assets which will or might affect its ability to perform its obligations under this Call-Off Agreement;
- 35.1.10 it is not subject to any contractual obligation, compliance with which will be likely to have an adverse effect on its ability to perform its obligations under this Call-Off Agreement;
- 35.1.11 no proceedings or other steps have been taken and not discharged or dismissed (nor, to the best of its knowledge, 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; and
- 35.1.12 in the three (3) years prior to the date of this Call-Off Agreement (or, if the Supplier has been in existence for less than three (3) years, in the whole of such shorter period) it has:
 - (a) conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts; and
 - (b) it has not performed any act or made any omission with respect to its financial accounting or reporting which could have an adverse effect on the Supplier's position as an on-going business concern or its ability to fulfil its obligations under this Call-Off Agreement.

35.2 The Supplier shall promptly notify the Customer in writing:

- 35.2.1 of any material detrimental change in the financial standing and/or any change in the credit rating of the Supplier;
- 35.2.2 if the Supplier undergoes a change of control within the meaning of section 450 of the Corporation Tax Act 2010 (a "**Change of Control**"); and
- 35.2.3 provided this does not contravene any Law, of any circumstances suggesting that a Change of Control is planned or in contemplation.

- 35.3 For the avoidance of doubt, the fact that any provision within this Call-Off Agreement is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Supplier.

DEFAULT, DISRUPTION AND TERMINATION

36. DEFAULT, DISRUPTION AND TERMINATION

Termination for Bribery and Corruption

- 36.1 The Customer may terminate this Call-Off Agreement in accordance with Clause 9.4.

Termination in relation to Fraud

- 36.2 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice under Clause 9A.3.1.

Termination on Audit

- 36.3 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice in the circumstances set out in Clause 25.9.

Termination on Breach of Obligations of Confidentiality

- 36.4 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice where the Supplier fails to comply with any of Clauses 20.1 to 20.3.

Termination in relation to Official Secrets Acts

- 36.5 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice where the Supplier is in breach of its obligations under Clause 21.

Termination on Failure to Agree Variation

- 36.6 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice where the Parties fail to agree to a variation as referred to in Clause 28.

Termination on Default

- 36.7 The Customer may terminate this Call-Off Agreement with immediate effect if the Supplier commits a material Default and if:

36.7.1 the Supplier has not remedied the material Default to the satisfaction of the Customer within ten (10) Working Days, or such other period as may be specified by the Customer, after issue of a written notice specifying the material Default and requesting it to be remedied; or

36.7.2 the material Default is not, in the opinion of the Customer, capable of remedy.

- 36.8 In the event that through any material Default of the Supplier, data transmitted or processed in connection with this Call-Off Agreement is either lost or sufficiently degraded as to be unusable, the Supplier shall be liable for the cost of reconstitution of that data and shall provide a full credit in respect of any charge levied for its transmission and any other costs charged in connection with such Default.

- 36.9 If the Customer fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums within ninety (90) Working Days of the date of such written notice, the Supplier may terminate this Call-Off Agreement in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under Clause 12.1.

Termination for Financial Standing

- 36.10 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice:
- 36.10.1 where (in the reasonable opinion of the Customer) there is a (i) material detrimental change in the financial standing and/or (ii) change in the credit rating of the Supplier which:
- (a) adversely impacts on the Supplier's ability to supply the Goods under this Call-Off Agreement; or
 - (b) could reasonably be expected to have an adverse impact on the Supplier's ability to supply the Goods under this Call-Off Agreement; or
- 36.10.2 if the Supplier demerges into two or more firms, merges with another firm, incorporates or otherwise changes its legal form and the new entity has or could reasonably be expected to have a materially less good financial standing or weaker credit rating than the Supplier.

Termination on Insolvency

- 36.11 The Customer may terminate this Call-Off Agreement with immediate effect by notice in writing where in respect of the Supplier:
- 36.11.1 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;
- 36.11.2 a shareholders', members' or partners' meeting is convened for the purpose of considering a resolution that it be wound up or dissolved or a resolution for its winding-up or dissolution is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation);
- 36.11.3 a petition is presented for its winding up (which is not dismissed within five (5) 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;
- 36.11.4 a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets;
- 36.11.5 a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within ten (10) Working Days;
- 36.11.6 an application or an administration order is made either for the appointment of an administrator or for an administration order and an administrator is appointed, or notice of intention to appoint an administrator is given;
- 36.11.7 it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986;

- 36.11.8 being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force in relation to it pursuant to Schedule A1 of the Insolvency Act 1986;
- 36.11.9 being an individual, or where the Supplier is a firm, any partner or partners in that firm who together are able to exercise direct or indirect control of the firm, shall at any time become bankrupt or shall have a receiving order or administration order made against him or them or shall make any composition or arrangement with or for the benefit of his or their creditors, or shall make any conveyance or assignment for the benefit of his or their creditors, or shall purport to do any of these things, or appears or is unable to pay or to have no reasonable prospect of being able to pay a debt within the meaning of section 268 of the Insolvency Act 1986, or he or they shall become apparently insolvent within the meaning of the Bankruptcy (Scotland) Act 1985 as amended by the Bankruptcy (Scotland) Act 1993, or any application shall be made under any bankruptcy or insolvency act for the time being in force for sequestration of his or their estate(s), or a trust deed shall be granted by him or them on behalf of his or their creditors; or
- 36.11.10 any event analogous to those listed in Clauses 36.11.1 to Clause 36.11.9 occurs under the law of any other jurisdiction.

Termination on Change of Control

- 36.12 The Customer may terminate this Call-Off Agreement by giving notice in writing to the Supplier with immediate effect within six (6) Months of:
- 36.12.1 being notified in writing that a Change of Control has occurred; or
- 36.12.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,
- if it believes, acting reasonably, that such change is likely to have an adverse effect on the provision of the Goods, but it shall not be permitted to terminate this Call-Off Agreement where Approval of the Change of Control was granted prior to the Change of Control.

Termination for Serious Misconduct

- 36.13 The Customer may terminate this Call-Off Agreement by serving notice on the Supplier in writing with effect from the date specified in such notice where the Supplier is a partnership or a limited liability partnership or an individual, or where the provider is a firm, any partner in that firm:
- 36.13.1 is convicted of a criminal offence relating to the conduct of its business or profession;
- 36.13.2 commits an act of Grave Misconduct;
- 36.13.3 fails to comply with any obligations relating to the payment of any taxes or social security contributions;
- 36.13.4 makes any serious misrepresentations in the tendering process in respect of the provision of the Goods; or
- 36.13.5 fails to obtain any necessary licences or obtain or maintain membership of any relevant body.

Termination for Procurement Reasons

- 36.14 The Authority shall have the right to terminate this Framework Agreement at any time by giving one (1) Months' written notice to the Supplier where:
- 36.14.1 this Framework Agreement has been subject to substantial modification which would have

required a new procurement procedure in accordance with regulation 72(9) of The Public Contracts Regulations 2015;

- 36.14.2 the Supplier, at the time this Framework Agreement was awarded, was in one of the situations referred to in regulation 57(1) or 57(3) of the Regulations, and should therefore have been excluded from the procurement procedure;
- 36.14.3 the Supplier, at the time this Framework Agreement was awarded, was in one of the situations referred to in regulation 57(4) or 57(8) of the Regulations, and the Authority would have excluded the Supplier from the procurement procedure had it been aware of the situation prior to the award of this Framework Agreement; or
- 36.14.4 this Framework Agreement should not have been awarded to the Supplier in view of a serious infringement of the obligations under the Treaty on the European Union, the Treaty on the Functioning of the European Union and Directive 2014/24 that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the Treaty on the Functioning of the European Union.

Termination on Dissolution of Partnership

- 36.15 The Customer may terminate this Call-Off Agreement with immediate effect by notice in writing on dissolution of the Supplier where the Supplier is a partnership or a limited liability partnership.

Termination for Occasion of Tax Non-Compliance

- 36.16 The Customer may terminate this Call-Off Agreement with immediate effect by notice in writing:
 - 36.16.1 if the Supplier is in breach of its obligation to notify the Customer of any Occasion of Tax Non-Compliance pursuant to Clause 9.6.1; or.
 - 36.16.2 if the Supplier fails to provide details of the steps and the mitigating factors pursuant to Clause 9.6.2 which in the Customer's reasonable opinion are acceptable.

Termination on Termination of the Framework Agreement

- 36.17 The Customer may terminate this Call-Off Agreement with immediate effect by notice in writing if:
 - 36.17.1 the Framework Agreement is terminated under Clause 36.1, 36.2, 36.4, 36.13 or 36.15 of that Framework Agreement; or
 - 36.17.2 if the Framework Agreement is terminated under Clause 36.6 of that Framework Agreement where such right is exercised by the Customer in respect of a breach by the Supplier of Clause 4.3 or 4.4 of that Framework Agreement.

Partial Termination

- 36.18 Where the Customer is entitled to terminate this Call-Off Agreement pursuant to any of the provisions set out in Clauses 36.1 to 36.16 the Customer may alternatively terminate this Call-Off Agreement in part only, provided always that the parts of this Call-Off Agreement not terminated can operate effectively to deliver the intended purpose of this Call-Off Agreement.

37. TERMINATION FOR CONVENIENCE

The Customer shall have the right to terminate this Call-Off Agreement at any time by giving at least three (3) Months' written notice to the Supplier.

38. CONSEQUENCES OF EXPIRY OR TERMINATION

- 38.1 Where the Customer terminates this Call-Off Agreement under Clause 36 and then makes other arrangements for the supply of the Goods, the Customer may recover from the Supplier the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of this Call-Off Period. The Customer shall take all reasonable steps to mitigate such additional expenditure. Where this Call-Off Agreement is terminated under Clause 36, no further payments shall be payable by the Customer to the Supplier (for Goods supplied by the Supplier prior to termination and in accordance with this Call-Off Agreement but where the payment has yet to be made by the Customer), until the Customer has established the final cost of making the other arrangements envisaged under this Clause.
- 38.2 Subject to Clause 34, where the Customer terminates this Call-Off Agreement under Clause 37, the Customer shall indemnify the Supplier against any commitments, liabilities or expenditure which would otherwise represent an unavoidable direct loss to the Supplier by reason of the termination of this Call-Off Agreement, provided that the Supplier takes all reasonable steps to mitigate such loss. Where the Supplier holds insurance, the Customer shall only indemnify the Supplier for those unavoidable direct costs that are not covered by the insurance available. The Supplier shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Customer, with supporting evidence, of losses reasonably and actually incurred by the Supplier as a result of termination under Clause 37. For the avoidance of doubt, this indemnity shall not apply where the Customer exercises any right of termination under Clause 36.
- 38.3 The Customer shall not be liable under Clause 38.2 to pay any sum which:
- 38.3.1 was claimable under insurance held by the Supplier, and the Supplier has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy;
 - 38.3.2 when added to any sums paid or due to the Supplier under this Call-Off Agreement, exceeds the total sum that would have been payable to the Supplier if this Call-Off Agreement had not been terminated prior to the expiry of this Call-Off Period; or
 - 38.3.3 is a claim by the Supplier for loss of profit, due to early termination of this Call-Off Agreement.
- 38.4 In the event of any termination or expiry of this Call-Off Agreement:
- 38.4.1 the Customer shall be entitled to obtain a refund of the Call-Off Agreement Price paid by the Customer in respect of any part of this Call-Off Agreement which has not been performed by the Supplier;
 - 38.4.2 the Call-Off Agreement Price shall be reduced on a pro rata basis where any part of this Call-Off Agreement is terminated, and the remaining parts of this Call-Off Agreement shall continue to be performed for the remainder of this Call-Off Period;
 - 38.4.3 the Supplier shall return to the Customer all Property and all other items belonging to the Customer in its possession (save for copies required by the Supplier for statutory audit or archive purposes);
 - 38.4.4 subject to the payment of the appropriate portion of the Call-Off Agreement Price the Supplier shall provide the Customer with a copy of all deliverables undertaken to date (whether completed or not) in its state at that time and, at the Customer's option, return or destroy all other copies in the Supplier's possession or control; and
 - 38.4.5 the Supplier shall at the Customer's request novate any agreements between the Supplier and any third parties that are relevant to the receipt of the Goods by the Customer.

- 38.5 Upon expiry or termination of all or any part of this Call-Off Agreement, the Supplier shall provide, at its cost, all reasonable assistance and information to the Customer (and to any Replacement Contractor appointed by the Customer) if requested, to the extent necessary to effect an orderly assumption of the Goods by the Customer or the Replacement Contractor
- 38.6 Save as otherwise expressly provided in this Call-Off Agreement:
- 38.6.1 termination or expiry of this Call-Off Agreement shall be without prejudice to any rights, remedies or obligations accrued under this Call-Off Agreement prior to termination or expiration and nothing in this Call-Off Agreement shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and
- 38.6.2 termination of this Call-Off Agreement shall not affect the continuing rights, remedies or obligations of the Customer or the Supplier under Clauses 9 (Prevention of Fraud and Prevention of Corruption), 9A (Safeguard Against Fraud), 11 (Payment and VAT), 12 (Recovery of Sums Due), 16 (The Contracts (Rights of Third Parties) Act 1999), 17 (Customer Data) and 18 (Protection of Personal Data), 19 (Freedom of Information), 20 (Confidentiality), 21 (Official Secrets Acts), 23 (Intellectual Property Rights), 25 (Audit), 27 (Waiver and Cumulative Remedies), 34 (Indemnity and Insurance), 35 (Warranties and Undertakings), 38 (Consequences of Expiry or Termination), 40 (Recovery upon Termination), 42 (Governing Law) and Clause 43 (Dispute Resolution) and, without limitation to the foregoing, any other provision of this Call-Off Agreement which expressly or by implication is to be performed or observed notwithstanding termination or expiry shall survive the termination or expiry of this Call-Off Agreement.
- 38.7 Where, following the expiry or termination of this Call-Off Agreement, there is a transfer of an undertaking or a service provision change, within the meaning of the Transfer of Undertakings (Protection of Employment) Regulations 2006, the Transfer of Undertakings Schedule shall have effect.
39. **DISRUPTION**
- 39.1 The Supplier shall take reasonable care to ensure that in the performance of its obligations under this Call-Off Agreement it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.
- 39.2 The Supplier shall immediately inform the Customer of any actual or potential industrial action, whether such action be by their own employees or others, which affects or might affect its ability at any time to perform its obligations under this Call-Off Agreement.
- 39.3 In the event of industrial action by the Supplier Staff the Supplier shall seek Approval to its proposals to perform its obligations under this Call-Off Agreement.
- 39.4 If the Supplier's proposals referred to in Clause 39.3 are considered insufficient or unacceptable by the Customer acting reasonably, then this Call-Off Agreement may be terminated with immediate effect by the Customer by notice in writing.
- 39.5 If the Supplier is temporarily unable to fulfil the requirements of this Call-Off Agreement owing to disruption of normal business of the Customer, the Supplier may request a reasonable allowance of time and in addition, the Customer will reimburse any additional expense reasonably incurred by the Supplier as a direct result of such disruption.
40. **RECOVERY UPON TERMINATION**
- 40.1 On the termination of this Call-Off Agreement for any reason, the Supplier shall:
- 40.1.1 immediately return to the Customer all Confidential Information, Personal Data and materials subject to Intellectual Property Rights in its possession or in the possession or

under the control of any permitted suppliers or sub-contractors, which was obtained or produced in the course of providing the Goods

- 40.1.2 immediately deliver to the Customer all Property (including materials, documents, information and access keys) provided to the Supplier for the purposes of this Call-Off Agreement. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
- 40.1.3 assist and co-operate with the Customer to ensure an orderly transition of the provision of the Goods to the Replacement Contractor and/or the completion of any work in progress;
- 40.1.4 promptly provide all information concerning the provision of the Goods which may reasonably be requested by the Customer for the purposes of adequately understanding the manner in which the Goods have been provided or for the purpose of allowing the Customer or the Replacement Contractor to conduct due diligence.

40.2 If the Supplier fails to comply with Clauses 40.1.1 and 40.1.2, the Customer may recover possession thereof and the Supplier grants a licence to the Customer or its appointed agents to enter (for the purposes of such recovery) any premises of the Supplier or its permitted suppliers or sub-contractors where any such items may be held.

40.3 Where the end of the Call-Off Period arises due to the Supplier's Default, the Supplier shall provide all assistance under Clauses 40.1.3 and 40.1.4 free of charge. Otherwise, the Customer shall pay the Supplier's reasonable costs of providing the assistance and the Supplier shall take all reasonable steps to mitigate such costs.

41. **FORCE MAJEURE**

41.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under this Call-Off Agreement (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under this Call-Off Agreement for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under this Call-Off Agreement for a period in excess of six (6) Months, either Party may terminate this Call-Off Agreement with immediate effect by notice in writing.

41.2 Any failure or delay by the Supplier in performing its obligations under this Call-Off Agreement which results from any failure or delay by an agent, sub-contractor or supplier shall be regarded as due to Force Majeure only if that agent, sub-contractor or supplier is itself impeded by Force Majeure from complying with an obligation to the Supplier.

41.3 If either Party becomes aware of Force Majeure which gives rise to, or is likely to give rise to, any failure or delay on its part as described in Clause 41.1 it shall immediately notify the other by the most expeditious method then available and shall inform the other of the period for which it is estimated that such failure or delay shall continue.

DISPUTES AND LAW

42. **GOVERNING LAW**

42.1 Subject to the provisions of Clause 43, the Customer and the Supplier accept the exclusive jurisdiction of the English courts and agree that this Call-Off Agreement and all non-contractual obligations and other matters arising from or connected with it are to be governed and construed according to English Law.

43. DISPUTE RESOLUTION

- 43.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with this Call-Off Agreement within twenty (20) Working Days of either Party notifying the other of the dispute, such efforts shall involve the escalation of the dispute to the Director of Procurement (or equivalent) of each Party.
- 43.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of the competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- 43.3 The obligations of the Parties under this Call-Off Agreement shall not be suspended, cease or be delayed by the reference of a dispute to mediation or arbitration pursuant to this Clause 43 and the Supplier and Supplier Staff, personnel and associates shall comply fully with the requirements of this Call-Off Agreement at all times.
- 43.4 If the dispute cannot be resolved by the Parties pursuant to Clause 43.1 the dispute shall be referred to mediation pursuant to the procedure set out in Clause 43.5 unless the Parties agree that the dispute is not suitable for resolution by mediation.
- 43.5 If a dispute is referred to mediation, the Parties shall comply with the following provisions:
- 43.5.1 a neutral adviser or mediator ("**the Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within ten (10) Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from the date of the proposal to appoint a Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution to appoint a Mediator
 - 43.5.2 the Parties shall within ten (10) Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the Centre for Effective Dispute Resolution or other mediation provider to provide guidance on a suitable procedure;
 - 43.5.3 unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings;
 - 43.5.4 if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives;
 - 43.5.5 if the Parties fail to reach agreement on the resolution of the dispute, either of the Parties may invite the Mediator to provide a non-binding but informative opinion in writing. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to this Call-Off Agreement without the prior written consent of both Parties; and
 - 43.5.6 if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to arbitration pursuant to Clause 43.6.
- 43.6 If a dispute cannot be resolved by the Parties pursuant to Clause 43.5 the Parties shall refer it to arbitration pursuant to the procedure set out in Clause 43.7 unless the Customer considers that it is not suitable for resolution by arbitration.

- 43.7 If a dispute is referred to arbitration the Parties shall comply with the following provisions:
- 43.7.1 the arbitration shall be governed by the provisions of the Arbitration Act 1996 and the LCIA procedural rules shall be applied and are deemed to be incorporated into this Call-Off Agreement (save that in the event of any conflict between those rules and this Call-Off Agreement, this Call-Off Agreement shall prevail);
 - 43.7.2 the decision of the arbitrator shall be binding on the Parties (in the absence of any material failure by the arbitrator to comply with the LCIA procedural rules);
 - 43.7.3 the tribunal shall consist of a sole arbitrator to be agreed by the Parties and in the event that the Parties fail to agree the appointment of the arbitrator within ten (10) Working Days or, if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA; and
 - 43.7.4 the arbitration proceedings shall take place in London.
44. **RELATIONSHIP OF THE PARTIES**
- 44.1 Nothing in this Call-Off Agreement is intended to create a partnership, or legal relationship of any kind that would impose liability upon one Party for the act or failure to act of the other Party, or to authorise either Party to act as agent for the other Party. Neither Party shall have authority to make representations, act in the name of, or on behalf of, or otherwise to bind the other Party.
 - 44.2 The Supplier shall not (and shall ensure that any other person engaged in relation to the Call-Off Agreement shall not) say or do anything that might lead another person to believe that the Supplier is acting as the agent or employee of the Authority.

SCHEDULE 1 - SPECIFICATION

Introduction to jLIS

1. Role and description of service

The role of the Judicial Library and Information Service (jLIS) is to provide legal publications and information to judges and legal advisers to ensure that they are equipped to carry out their duties effectively.

The governing framework for the provision of this service is set out in the “Protocol for the Provision of Legal Publications to the Judiciary” which is overseen by the Judges’ Council Library Committee. Provision varies depending on jurisdiction, but in general terms, jLIS currently provides:

Print – for use by judges, legal advisers and court staff. They are available in court/hearing rooms, court and tribunal libraries, and some judges receive copies of core texts for personal use where they are required for frequent use.

eBooks - for personal use by judges who choose this format

Online - access to an extensive eLibrary of online legal resources via eLIS website which is available via eJudiciary.

2. Background to the requirement

The current Protocol inevitably means that there is significant degree of duplication of content between print and online. The priority has always been to ensure that judges have access to the content they need in the most appropriate format - for example, books which are required for frequent use are preferred in print whereas online is better for finding cases and legislation as searching is easier and this content is always up to date.

We are currently engaged in a judicial consultation to ensure that we understand how judges use information; this will report fully in the autumn when we will redraft the Protocol to be launched in April 2020 when the new contracts come in to force.

3. jLIS - future context

The lifetime of the new contracts will see significant changes taking place which have an impact on the courts and tribunals.

- a) Her Majesty's Courts and Tribunals Service (HMCTS) is going through an ambitious modernisation programme which aims to bring modern technology and different ways of working to the courts and tribunals. The programme comprises over 50 projects, one of which will see Wi-Fi available in every court and tribunal venue. This will mean that judges will have access to online legal information regardless of their location, and will support the overarching programme by enabling them to work flexibly. The programme is due to complete in 2022.
- b) The ongoing change in judicial demographics continues, bringing different expectations from newer judges in terms of how they access digital content. For this group of judges, online is the default provision for accessing a much greater amount of content so we expect demand for digital content to increase.
- c) The revised date for leaving the EU is 31 October 2019, however the final deal is yet to be agreed, although it is anticipated there will be an impact on HMCTS and the judiciary it is impossible at this stage to determine the scope.

It is important, therefore, that the contracts offer flexibility in terms of quantity, content and format so that jLIS can respond to changing demand and ensure that judges continue to have access to the information they need, whenever they need it.

4. Overview of Acquisitions and Finance Process

The Authority has a bespoke acquisitions portal known as Acqua which manages the end to end acquisitions and the internal payment process within jLIS for all orders, print and online.

Each individual order will have a unique order reference number, and a Purchase Order will be provided to the Supplier for each individual order.

Suppliers should have the facility to accept the Government Procurement Card (VISA) in the event that it is not possible to provide a Purchase Order Number, e.g. for urgent orders.

4.1 Invoicing

When goods are despatched or services provided Suppliers should send a draft invoice to the jLIS Finance mailbox: jlisfinance@judiciary.uk for checking prior to submission for payment. This will ensure that invoice details match the original order and therefore enable speedy payment when submitted to the MoJ's external partner for managing payment services – Shared Services Connected Limited (SSCL).

jLIS Finance will notify Suppliers when the invoice has been approved, and Suppliers should then submit the invoice for payment. Failure to comply with this process will result in the invoice being rejected and will delay payment.

4.1.1. Invoice requirements

- Draft invoices are submitted to both Acquisitions and JLIS Finance mailboxes **within 3 days of supply of goods or services – KPI**
- Approved invoices should be submitted to SSCL **within 10 working days after approval from jLIS - KPI**. SSCL email address is **APinvoices-MOJ-U@sscl.gse.gov.uk**;
- The invoice must be sent in PDF format – SSCL are unable to accept electronic invoices in any other format;
- The invoice must be sent in a stand-alone email with PDF attachment, without cc'd recipients;
- SSCL are unable to accept emails that form part of a chain, and that have cc'd recipients;
- Emails can include more than one invoice PDF attachment per email, but each invoice must be a separate PDF.

4.1.2 Statements

- The Supplier must submit monthly statement of outstanding invoices to the jLIS Finance mailbox. **MI Report**
- This statement must refer *only* to invoices outstanding for jLIS, and not for the entirety of MoJ and contain the following information:
 - Invoice date
 - Invoice number
 - Amount

4.1.3 OGD using the Framework

- Invoicing requirements for other participating Government Departments will be detailed in the requirement at the time of each Call Off Contract.

5. Contract Management

5.1 Roles and Responsibilities

- The Authority places a high value on Contract Management therefore sufficient and suitably competent resources shall be made available.
- The Authority will nominate a Commercial Contract Manager who will manage the overall contract. The Authority will nominate a Lead Operational Contract Manager (jLIS) who will be responsible for any operational issues arising.
- The Supplier shall provide both a named account manager to oversee the running of the Authority's account, and a named customer services contact who will deal with all of the Authority's orders and enquiries. Where the named contacts are unavailable for any reason, suitably competent deputies must be available to cover.
- The Supplier shall provide an organisational chart, including names, roles and contact details, to demonstrate a clear hierarchy of escalation points.
- The Supplier shall provide contact details, (phone number and email) to enable customers to discuss potential/actual orders. The helpline shall operate during office hours between 09:00 and 17:00 Monday to Friday excluding bank holidays.

5.2 Information Assurance

All information should be managed in accordance to the relevant clauses in the contract terms and conditions and relevant legislation, the Supplier shall specifically :-

- Ensure that orders are properly stored, are not accessible to unauthorised personnel, are not altered, lost or destroyed and are capable of being retrieved only by properly authorised personnel;
- Keep accurate and up-to-date records of customers' personal data, (e.g. title, surname, address and email address).
- Update or delete personal details as and when requested by the Authority and confirm, (by email) that the details have been updated **within 5 working days of receipt KPI**;
- Ensure that robust procedures are in place to manage receipt and tracking of all orders;
- The Supplier should review all orders and query any possible errors with the Authority. In this event the Supplier shall immediately notify the Authority's Representative. For example, the Supplier should inform the Authority if an order has been placed for a loose-leaf update when the named recipient has no existing subscription.

5.3 Contract Management Meetings

- Regular formal meetings will take place between the Authority and the Supplier.
 - oOperational Account Meetings

- These may be monthly, quarterly, or annually, frequency will be commensurate with the size of any and all Call Off contracts awarded and level of business.
- These meetings will be attended by, (as a minimum) the Authority's Lead Operational Manager, the Supplier's Account Manager and the Supplier's Customer Service Manager.
- oService Review Meetings to review performance MI and discuss issues.
 - These may be quarterly, bi-annually, or annually, frequency will be commensurate with the size of any and all Call Off contracts awarded and level of business.
 - These meetings will be attended by, (as a minimum) the Authority's Commercial Contract Manager, the Authority's Lead Operational Manager, the Supplier's Account Manager and the Supplier's Customer Service Manager.
- A schedule for meetings including exact frequency will be agreed at Call Off contract mobilisation stage.
- A standard agenda for both meetings will be agreed between both parties. Minutes will be recorded and distributed by the Authority promptly following each meeting.
- If Suppliers have print and online contracts, operational and service review meetings will cover both contracts.
- Quarterly meetings will, (in addition to the operational agendas set out in the print and online specifications) cover the following topics:
 - oKPIs
 - oRisks
 - oOpportunities
 - oInnovation

5.4 Additional Contract Management Requirements

- Contact between the Authority and the Supplier will be conducted only through the contacts provided in the ItT.
- Under no circumstances shall the Supplier make direct contact with end users without permission of the named Authority contact. Under no circumstances shall the Supplier send out marketing materials to end users.

6. Management Information

- The Supplier is required to provide a range of Management Information (MI) throughout the term of any and all Call Off Contracts. Performance reporting shall be supplied electronically using the template provided by the Authority for discussion at the monthly or quarterly account meeting and may be amended from time to time.
- The provision of MI is a requirement of the contract to allow the contract manager to track service demand and manage Supplier performance in relation to service delivery by the Supplier.
- The requirements for provision of MI will be commensurate with the size of the contract and level of business, and will be agreed at Call Off contract mobilisation stage.
- The Authority may request other ad hoc information from time to time and the Supplier shall supply such information. The Supplier must be willing to work with the Authority to develop a comprehensive, standardised Performance Reporting Pack and dashboard that will be used for all Suppliers accepted onto the Framework Agreement. However, requirements and frequency may be subject to change throughout the lifetime of the contract and may vary based on Supplier performance and Authority.

- Management information (and any required changes) shall be supplied free of charge to the Authority.

6.1 MI Reports Required

REPORT REQUIRED	FREQUENCY	SENT TO
List of outstanding jLIS invoices	Monthly	jLIS Finance mailbox: jlisfinance@judiciary.uk.

6.2 Key Performance Indicators – KPIs

- Throughout the term of any and all Call Off Contracts, Supplier performance will be measured and reported against KPIs.
- The KPIs will be designed to allow for a comparison of performance across different Suppliers.
- NB there may be some Supplier-specific KPIs, and these will be confirmed at the point of each Call-Off Contract mobilisation.
- The table below contains a summary of all the KPIs. The Supplier should highlight any failures to meet targets, and provide mitigating factors and plans for improvement as appropriate.
- KPIs may be subject to change throughout the lifetime of the contract and will be changed formally via a contract variation as detailed in the published Terms and Conditions.
- Specific requirements for print/eBook are set out in the ‘**Print/eBook Specific Requirements**’ section of this specification.

6.2.1 Key Performance Indicators – summary table

Specification Number	KPI	Target
4.1.1	Draft invoices are submitted to both Acquisitions and jLIS Finance mailboxes within 3 days of supply of goods or services	98%
4.1.1	Compliant invoices are supplied to SSCL within 10 working days after approval from jLIS	98%
5.2	Confirmation by email that personal details have been updated or deleted within 5 working days of receipt	95%
6.4	Complaints or issues raised by the Contract/Operational Manager responded to within 5 working days	95%

6.3 Service Improvement

- Non-compliance with agreed performance targets or the requirements of this specification may result in written warnings and implementation of agreed service improvement plans.
- For minor, accepted or agreed non-compliance the Authority may take measures including:
 - o Temporary provision of specifically affected services from an alternative source until satisfactory improvement has been demonstrated or circumstances are conducive to returning to 'business as usual' arrangements.
 - o Enhanced monitoring of KPIs and service levels and increase in the frequency of requests for information or review meetings.
 - o Requesting face to face meetings or site visits to propose solution within agreed timescales.
 - o In keeping with the vision of the contract, both parties will work co-operatively to improve service levels to an acceptable standard before reverting to formal improvement measures.

6.4 Complaints

- The Supplier is required to adhere to the following obligations in relation to the management of the contract:
 - o Respond to complaints or issues raised by the Contract/Operational Manager **within 5 working days KPI**
 - o Put in place a complaints handling procedure to ensure that complaints are responded to promptly and effectively, and that a full audit trail of issues and resolutions is in place. This should include an escalation process.
 - o Attend the Authority's premises when required, (with reasonable notice) to discuss service delivery
- **Received by the Supplier**
 - o Where the Supplier receives a complaint with regards to their service it must be recorded. A full record of complaints will be provided to the jLIS upon request.
 - o Complaints should be responded to in writing, and if appropriate escalated to the jLIS representative.
- **Received by the Authority**
 - o The Authority will retain details of all complaints received from MoJ Users and Third Parties. Where a complaint relates to the service provided by the Supplier, the Authority will, (except in exceptional circumstances) inform the Supplier and request a formal response.
 - o The Supplier is permitted to review its files before responding, providing that in doing so they do not cause unnecessary delay.

6.5 Continuous Improvement

- The Authority is constantly required to ensure that value for money is being achieved by all contracts, as such the Supplier will be expected to embrace a culture of continuous improvement.
- The Supplier will utilise their specialist knowledge of the publishing sector to help the Authority identify areas for process improvements and/or cashable savings.
- Continuous improvement will be discussed as an agenda item at regular review meetings. The Supplier is expected to propose continuous improvement initiatives throughout the life of the contract with the aim of reducing costs, adding value, improving quality and delivering efficiency savings.
- The Authority will work with the Supplier to run operational trials where necessary to prove the viability of any initiatives before widespread adoption.

- Proposed initiatives which are not adopted at the discretion of the Authority or in order to comply with policies specific to the Authority will not be recorded in a manner detrimental to the Supplier's performance measurement.

7. Business Continuity/Disaster Recovery

- The Supplier shall have a robust Business Continuity Plan in place to maintain the delivery of goods and services. This should include plans to ensure availability of the Customer Service Team at all normal working times, as set out in this specification.
- The Supplier shall provide separate Business Continuity and Disaster Recovery plans, relevant to the service delivery of this Framework Agreement, to the Authority upon signing the Framework Agreement. These should be reviewed every 6 months or after any major incident.
- The Supplier shall provide a comprehensive Disaster Recovery Plan which details the processes by which significant disruptions will be managed to support Contracting Authorities and Users.
- Personal data must be protected in line with GDPR. In the event of a data breach, all actions to protect and recover data must be in line with GDPR requirements.

8. Risk and Issues

- Risks are defined as an event or situation which could occur and would adversely affect the successful execution of the Framework and each Call Off that may be awarded.
- The Supplier shall conduct a risk and issue analysis and identify and report to the Authority all pertinent factors on a risk and issue log.
- A joint risk register will be established during the contract period and will be reviewed at the quarterly service review meetings.
- All risks and issues identified shall:
 - o be scored on a matrix such that likelihood of the risk or issue occurring is referenced against the impact severity should the risk or issue arise.
 - o consider staffing and employment issues and contingency/countermeasures.
 - o identify all proposed mitigation to reduce or counter the risks and issues.
 - o if deemed sufficiently problematic, the Authority shall call an additional service review meeting with the Supplier and will request updates on remedial actions agreed.

9. Sustainability

- The Supplier shall support the UK Government's commitment to ensure "green" economic growth by encouraging "green" technologies, promoting innovation, and protecting the environment whilst also delivering value for money.
- The Supplier ensure they measure and reduce the sustainable impacts of their operations and supply-chains pertaining to the Goods and Services, and identifying opportunities to assist Contracting Authorities in meeting their sustainability objectives.

9.1 Paper for professional purposes/printed publications

- DEFRA Government Buying Standards current regulations for paper for professional purposes and printed publications and paper products, and the Minimum Mandatory Specification can be found at; <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

Minimum Mandatory Specification

- Government Buying Standards for paper details that slightly different standards exist for different types of information, the principle is that recycled paper should be used as much as possible. Virgin pulp can only be used in printed publications - where specific types of paper may be required and there are strict regulations on the proportion of virgin pulp.
- Paper procured for Professional Purposes / Printed Publications **to be a minimum 75% recycled content**, to include only genuine recovered fibres (i.e. no 'mill broke'), in accordance with the NAPM definition. Of the non-recycled content (25% or less), any virgin fibre used must be purchased in accordance with UK timber procurement policy. Timber and timber products originating either from independently verified legal and sustainable sources or from a licensed Forest Law Enforcement Governance and Trade (FLEGT) partner can be purchased. The recycling process must be Elemental Chlorine Free (ECF), with Absorbable Organic Halogenated compound (AOX) 2 emissions from the production of each pulp used below 0.25kg per Air Dried Tonne (ADT), or Process Chlorine Free (PCF).
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10. Modern Day Slavery

- In accordance with the terms and conditions regarding Modern Slavery in the Framework Agreement as published with this Invitation to Tender for the Print/eBook Legal Publications Framework Agreement.
- The UK Government has introduced a provision in the Modern Slavery Act 2015 which requires certain businesses who have a turnover over a certain threshold to produce a statement setting out the steps they have taken to ensure there is no modern slavery in their own business and their supply chains.
- If an organisation has taken no steps to do this, their statement should say so.
- This copy of the most recent statement must be provided if applicable.
- In addition, a supply chain map must be provided indicating which countries the supplier or their subcontractors operate and what measures are taken to ensure there are no modern-day slavery risks present.

11. Social Value

- The Public Services (Social Value) Act was introduced in 2012 and requires Authorities who procure services to consider how the procurement could improve the social, economic and environmental wellbeing of their areas.
- Suppliers will be expected to demonstrate their commitment to working with the Authority to meet the requirements of the Act in particular with respect to Economic, Environmental and Social Factors in accordance with published terms and conditions.

Print/eBook Specific Requirement

12. JLIS Requirements

12.1 Headline Requirements

jLIS requires the ability to purchase any legal publication from any UK or overseas publisher, in print or eBook format. In practice jLIS buys around 500 core legal titles on an annual basis, topped up by other miscellaneous publications as and when required.

12.2 Background to the requirement

As outlined in this specification, the provision of print and eBook material to the judges is governed by the jLIS Protocol. Judges do, however, have an element of choice in their preferred formats – for example the choice of textbook format is a matter of choice for individual judges – and this is likely to continue under the next version of the Protocol.

eBooks continue to be popular with some judges; however, ongoing problems with installing eReaders on judicial laptops has meant that use has been limited as we have been unable to make them easily accessible across the judiciary. Another obstacle preventing more widespread use is the lack of a single eReader that is compatible with all the different eBook formats used by publishers. There is clearly still a role for eBooks within the Protocol, and we would like larger suppliers to work with us to develop methods to overcome these obstacles.

13. Content

- **Core titles.** There are around 500 core publications required each year, many of these will be bulk quantities. The majority will be required in print although some judges will require personal copies of eBooks.
- **Miscellaneous titles.** Each year, jLIS will also require the flexibility to purchase any other print/eBooks should they be required. These tend to be purchased in single or very low quantities.

14. Contract Structure

14.1 Framework Agreement

The Agreement will take the form of a four-year Framework Agreement (FWA) with subsequent Call Off contracts awarded for a term of 1, 2, 3 or 4 years. In order to get onto the FWA Suppliers must meet the minimum quality threshold as outlined in this specification. Suppliers will be required to enter on the pricing schedule the minimum discount % from RRP they are prepared to offer for the term of the FWA, however it is expected that these discounts will increase significantly at Call Off stage when the Authority will commit to volumes, until the Authority is satisfied that the discount is acceptable no commitment will be given.

14.2 Lot structure

- **Lot 1: POF titles (publication order form)** - Titles chosen by jLIS prior to the start of the financial year, and additionally may be required throughout the course of the financial year. This will contain core titles and additional miscellaneous requirements. Exact titles are subject to change year-on-year.
- **Lot 2: UXB (unexpected books)** - Ad hoc requests throughout the financial year for miscellaneous publications not listed in Lot 1. Exact titles are subject to change year-on-year.

15. Order Process

15.1 Annual publications ordering process

In September each year jLIS provides Suppliers with our list of core titles that are required on an annual basis. Suppliers are required to confirm which are due for publication in the following financial year (April – March).

This information is then used to produce the Publication Order Form (POF) list for the upcoming financial year. Judges, courts and tribunals then order publications they require from this list. They are also able to add custom selections to this list, should they require additional publications that are not listed. These are contained in Lot 1 – POF.

We then enter this into our dedicated acquisitions management system – Acqua. This then provides us with indicative purchasing requirements for the forthcoming financial year.

These quantities are indicative and not absolute so there should be a tolerance of +/- 10% built into the Call-Off Contract. Reasons for changes in quantities can be for a variety of reasons, for example appointment of new judges or closure of courtrooms. Therefore, the same discount from RRP shall be applied to ad hoc orders for these for the Call-Off Contract term.

Additional miscellaneous titles may also be required over the course of the financial year, depending on demand. These are contained in Lot 2 – Unexpected Book (UXB).

15.2 Ordering cycle

The end to end acquisitions process is managed by Acqua and there are three key stages to this:

- **Pre-order checks.** All titles are checked with suppliers at pre-order stage to confirm availability, RRP and discount. Acqua will automatically generate a list of titles which will be emailed to each supplier. These checks are necessary to avoid ordering publications which aren't available and to ensure that we have accurate prices and discount rates. In both cases this will assist with ensuring that our budget forecast is as accurate as possible. This will also mean that invoices can be approved quickly and paid promptly.
- **Purchase Order raised.** A purchase order will be raised and sent to Suppliers by MoJ HQ transaction team. jLIS will quote this reference when placing an order with the Supplier, this purchase order must be quoted on subsequent invoices to enable payment.
- **Orders placed with Supplier.** Acqua will generate the order on to a spreadsheet which includes individual order/delivery lines. **Forthcoming titles** are placed approximately one month prior to publication, **backlist titles** will be placed as soon as the request is received, so there are likely to be several small orders each week.

15.3 Pre-order – Price and Publication Date (P&PD) check

- The Authority will request RRP and publication date check up to 2 months prior to expected publication date.
- This will be sent to the Supplier through the Authority's dedicated acquisition portal – Acqua.

The Authority will supply:	The Authority requires the Supplier to check
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	the following information:
Batch number	N/A
ISBN/Product code	ISBN/Product code
Title Description	Title description
Edition	N/A
Publisher	N/A
Publication Date	Publication date
Quantity	N/A
Price – RRP	Price – RRP
Discount Percentage	N/A
Price After Discount	N/A
Notes	Any further comments should be added in the Notes column

See **Annex A** for an example Acqua P&PD check.

The Supplier should note that this spreadsheet is currently being revised, and the format is subject to change, however the information required from the Supplier will remain the same.

The Supplier should then annotate spreadsheet and return **within 3 working days**.

As outlined above - changes to any of the following information should be clearly highlighted on the returned spreadsheet:

- ISBN/Product code
- Title description
- Publication date
- Price - RRP
- Any further comments should be added in the Notes column

The Supplier's response email subject line should begin with the original batch number as supplied by the Authority.

15.4 Place order – release to supplier

- See **Annex B** for an example order

The Supplier should note that the format of this spreadsheet is being revised and will be subject to change.

- The Supplier shall ensure that they have sufficient capability to receive orders in these formats without interruption during normal business hours (09:00-17:00, Monday - Friday)

- On receipt of order the expectation is that Supplier shall acknowledge:
 - orders **within 1 working day of receipt -KPI 1**
- An automatic mailbox response will not be accepted as a formal acknowledgement
- The ability to accept and process orders during office hours 09:00 – 17:00 Monday to Friday is essential
- The Supplier should review and check the order, and contact the Authority to notify of any changes **within 3 working days – KPI 2**
- The Supplier should contact the Authority when publications which cannot be supplied within 1 month after publication. The Authority will then decide whether to continue with the order, or to cancel and re-order at a later date.

15.5 Cancellations

If for any reason the Supplier is unable to supply the goods within the original timescale by the specified date the Authority will have the right to cancel the order with no penalty to the Authority.

- If the Supplier consistently fails to deliver subscription items within a reasonable timescale, or fails to deliver at all, the Authority reserves the right to cancel and receive a full refund.

The Authority shall have the ability to return a publication (or cancel an eBook if they have not been downloaded) for a full refund within a period of up to two months following the delivery date.

15.6 Queries and Claims

The Supplier shall:

- Provide a named customer service contact and dedicated email address to deal with queries relating to the Authority's account.
- The mailbox to be used by the Authority shall be free from any automatic responses / ticketing systems
- All responses should include the Authority's original subject line of the email, and the body of the Supplier's response email should contain the full original text containing the query
- Provide a response to a query from the Authority **within 1 working day KPI 3**. All responses at a minimum should include:
 - What action is being taken
 - Who is undertaking the required action
 - A timeframe for a full response with an update on the issue or resolution

Claims for non-supplied items

- The claims period for all non-supplied items should be 12 months. This includes journals, magazines and loose-leaf.
- The Supplier must action all claims for missing issues/non-delivery and provide a status report for each claim as follows:
 - Routine claims within **3 working days of notification by the Authority KPI 4**.
 - Urgent claims within **1 working day of notification by the Authority KPI 5**.

15.7 Subscription renewals

- The Supplier shall provide a list of current subscriptions which are due for renewal **at least 2 months before the renewal date KPI 6.**
- The Authority will order subscription renewals through the Acqua portal. The Supplier shall cancel all subscriptions at the end of the subscription period unless the Authority orders a renewal

15.8 Forthcoming publications

- Each year the Authority will provide the Supplier with a list of core publications likely to be required in the following financial year (April to March).

The Supplier shall:

- Update the annual list of core titles supplied by the Authority including changes to price and publication date and return **within 30 days of request KPI 7.**
- The Supplier will review this on a monthly basis and provide corresponding updates to the Authority, including pay-as-you-go updates
- Provide details of any new titles of interest on a quarterly basis
- Provide three-year publishing programme for ad hoc titles our budgeting purposes – to show new editions, supplements and pay-as-you-go updates

15.9 eBooks

- eBooks must be compatible with current and previous versions of Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Apple Safari it must also remain compatible with future browser versions when they are released

16. Logistics and Supply

16.1 Supply

The Supplier shall supply:

- Core orders (newly published) **within 2 days of agreed publication date KPI 8.**
- Miscellaneous orders (in print titles) – **within 5 working days of receipt of order KPI 9.**
- Urgent orders – **within 24 hours of receipt of order KPI 10.**

The Supplier is required to send an email confirming despatch to the Acquisitions and Finance mailboxes.

- Acquisitions mailbox: acquisitionsgroup@judiciary.uk
- jLIS Finance mailbox: jlisfinance@judiciary.uk

In certain circumstances, the Authority will require the delivery of certain publications prior to publication date so that they can be available to senior members of the Judiciary on the day of publication. **KPI 11.**

Suppliers will be notified of the specific titles this is applicable to.

16.2 Packaging

- Suppliers will be expected to adhere to all EU packaging and waste regulations as amended from time to time, this may include minimising packaging where applicable, while ensuring safe and effective delivery of goods so that goods arrive in pristine condition, and ensure that the use of plastics for product packaging is minimised and do not contain SINGLE USE PLASTICS. Packaging should contain recycled content, or, as an alternative, be sustainably sourced packaging.
- The outer box must be clearly marked with the following information:
 - o Contents list
 - o Quantity enclosed
 - o Weight of package if more than 15kg
 - o Recipient's name and delivery address
 - o Missing items
- Each delivery should include a dispatch/delivery note and any other written communications required as a part of the delivery. These will be attached to the outer pallet or individual package carton as appropriate and must include:
 - o The Authority's order reference
 - o Date of order
 - o Number of packages and contents
- If delivering multiple items to a single address all items for the same recipient may be packed together in one box, but items for different recipients must be packed separately and each package labelled with individual recipients' details.
- Where goods are imported into the United Kingdom then, for the purposes of the Producer Responsibility Obligations (Packaging Waste) Regulations 2007) the Supplier(s) shall assume the rolled-up obligations for all the activities performed outside the United Kingdom in relation to the goods and the packaging that is used for the containment, protection, handling, delivery and presentation of the goods in addition to any other obligations he may have pursuant to the said Regulations.
- Each delivery location must be uniquely identified by the Supplier within their systems in order to produce management information in relation to deliveries made. The Supplier's accounts structures will be crucial in delivering the reporting information required for contract monitoring purposes

16.3 Deliveries

- The Supplier shall not charge for delivery of the goods to the identified premises, or for packaging used by the Supplier, other than as expressly provided for in the FWA or subsequent Call Off Contracts.
- Each delivery location must be uniquely identified by the Supplier for the purposes of management information. The Supplier's accounts structures will be crucial in delivering the reporting information required for contract monitoring purposes.
- Goods shall be shipped directly to the end user at various sites nationally. The delivery locations include multiple locations in England, Wales and Scotland.

- Goods shall be shipped to the recipient's delivery address unless an alternative is agreed, in writing, by both parties prior to delivery of the goods. The Supplier, (or their appointed delivery provider) shall off-load the goods as directed by the Authority
- The Supplier remains fully responsible for the goods until delivery is complete, (including off-loading) when ownership shall pass to the Authority.
- The Supplier shall provide a method for the return of faulty goods or goods supplied in error, (including subsequent redelivery of the correct goods), that is free of charge to the Authority.
- Unless otherwise stipulated the Supplier shall ensure deliveries are made during normal court business hours 09:00-16:00, Monday - Friday. The Supplier shall notify the Authority whenever a delivery cannot be made and state what remedial action will be taken to rectify non-delivery.
- The Supplier should include the full name of the recipient at the top of the address label, followed by the recipient's address.
- A legible signature should be obtained by a courier, along with a printed full name of the recipient as proof of delivery.
- If a package is returned to the Supplier by a courier, the Supplier should supply the Authority with the reason for the return, time and date of attempted delivery.

17. Invoicing (Specific to Printed Publications)

17.1 Format

Invoices shall be compliant with the administrative instructions set out in the final Call-Off Contract (and as outlined in the Business Specification section 4 above). The submission of non-compliant invoices will cause delays in payment.

Invoices must include the following information:

- Invoice date
- Order Reference
- Purchase Order
- Invoice Address
- Supplier Address
- Bank Details

For individual titles:

- Title/ISBN
- Quantity
- Unit Price - RRP
- Discount %
- Discount unit £
- VAT rate per item (if applicable)
- VAT per item (if applicable)

- VAT-able amount item (if applicable)

Totals

- Total quantity
- Total amount
- Total amount of VAT
- Total VAT-able amount
- Each of these should be detailed for each line of the order
- All of the fields listed above must be clearly identifiable, and listed on separate lines
- All orders on an invoice must relate to a single PO

The amount quoted to the Authority by the Supplier at order stage must match invoiced amount. If a credit note is issued to the Authority from a Supplier, this must include current PO number and quote a current invoice reference.

18. Management Information

18.1 Management Information overview

- The reports required specific to printed publications are listed in the table below. Timings for sending in these reports will be agreed at mobilisation phase.

18.2 Management Information Reports specific to Print/eBook

Report Required	Frequency	Sent to
List of outstanding orders, including: • Title • Date • Quantity • Customer	Monthly	
List of outstanding invoices	Monthly	
List of outstanding queries & claims	Monthly	
Core list update - list of titles due for publication within the next two months	Monthly	
List of orders placed/supplied, and	Quarterly/Annual	

fulfilled within deadline:	
• This should be grouped by order reference. • Must include order value	
List of all publications ordered. This must include:	Quarterly/Annual
• Title • Quantity • Format	
Orders cancelled	Quarterly/Annual
Total amount spent – RRP and discounted – by format	Quarterly/Annual
List of and detail of any complaints received	Quarterly/Annual
New publications of potential interest	Quarterly/Annual
Ad hoc publishing cycle	Annual
Subscription renewal checklist	Annual
Core List Annual Update – forthcoming core titles for the upcoming financial year	Annual

19. Key Performance Indicators – specific to printed publications

- The KPIs listed below act as guidelines. Exact KPIs will be agreed with each Supplier at Call Off Contract mobilisation, and will be commensurate with the level of business.
- The Supplier should highlight any failures to meet targets, and provide mitigating factors and plans for improvement as appropriate.

19.1 Print/eBook Key Performance Indicators

Specification section	KPI	Target
15.4	KPI 1 On receipt of order the expectation is that Supplier shall acknowledge: orders within 1 working day of receipt	95%
15.4	KPI 2 Orders reviewed, checked and any changes notified to the Authority within 3 working days of receipt	98%
15.6	KPI 3 Queries responded to within 1 working day	98%
15.6	KPI 4 Routine claims status report is provided within 3 working days of notification by the Authority.	98%
15.6	KPI 5 Urgent claims status report is provided within 1 working day of notification by the Authority.	98%
15.7	KPI 6 Subscription renewal checklist is provided at least 2 months before the renewal date	100%
15.8	KPI 7 Details of forthcoming publication dates and prices for titles the following year are provided within 30 days of request.	100%
16.1	KPI 8 Core orders (newly published) are supplied within 2 days of publication date	98%
16.1	KPI 9 Miscellaneous orders (in print titles) are supplied within 5 working days of receipt of order	98%
16.1	KPI 10 Urgent orders are supplied within 24 hours of receipt of order	98%
16.1	KPI 11 Select Publications are provided when requested pre-publication as required by senior judiciary	100%

20. Account Management

- The account shall be managed in line with the contract management instructions as outlined at 5.3 of this specification.
- As a minimum, we expect the operational meetings will cover the following topics:
 - a. queries/claims
 - b. check progress
 - c. forthcoming titles for orders
 - d. review of monthly updates
 - e. AOB

SCHEDULE 2 - TRANSFER OF UNDERTAKINGS SCHEDULE

1 Definitions and Interpretations

In these Conditions:

"Acquired Rights Directive" means the EU Acquired Rights Directive 2001/23/EC.

"Re-tendering Employment Information" means the information required under paragraph 2.1.

"Transferring-Out Employees" means those employees wholly or mainly engaged in the provision of the Services immediately before the expiry or earlier termination of this Call-Off Agreement.

"TUPE" means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006 No. 246).

2. Disclosure of Information

2.1. Not later than twelve (12) Months prior to the end of the Call-Off Period or such other period as may be specified by the Customer, the Supplier shall fully and accurately disclose to the Customer all information that the Customer may reasonably request in relation to the Supplier Staff including the following Re-tendering Employment Information:

- (i) the total number of Transferring-Out Employees
- (ii) current salary;
- (iii) length of service;
- (iv) hours of work;
- (v) arrangements for overtime;
- (vi) factors that may affect redundancy entitlement;
- (vii) outstanding industrial injury or other claims;
- (viii) probationary periods;
- (ix) periods of notice for termination of employment;
- (x) current pay agreement and any agreed settlement yet to come into effect;
- (xi) age;
- (xii) gender;
- (xiii) immigration status;
- (xiv) annual leave entitlement;
- (xv) sick leave entitlement;
- (xvi) maternity/paternity leave arrangements;
- (xvii) special leave entitlement;

- (xviii) season ticket loans, provision of cars and other contractual or customary benefits, if applicable;
- (xix) pension arrangements;
- (xx) location and any contractual provisions relating to location;
- (xxi) nature of job;
- (xxii) percentage of time spent in providing the Services;
- (xxiii) any disciplinary action taken by the Supplier against a Transferring-Out Employee within the previous two (2) years where the Employment Act 2002 (Dispute Resolution) Regulations 2004 applied;
- (xxiv) any grievance procedure taken by a Transferring-Out Employee against the Supplier within the previous two (2) years where the Employment Act 2002 (Dispute Resolution) Regulations 2004 applied;
- (xxv) any court or tribunal case, claim or action:
 - (i) brought by a Transferring-Out Employee against the Supplier within the previous two (2) years
 - (ii) that the Supplier has reasonable grounds to believe a Transferring-Out Employee may bring against a new Contractor arising out of the Transferring-Out Employee's employment with the Supplier; and
- (xxvi) any collective agreement which will have effect after a transfer of employment in relation to the Transferring-Out Employees, pursuant to TUPE.

- 2.2. At intervals to be stipulated by the Customer (which shall not be more frequent than every thirty days) and immediately prior to the end of the Call-Off Period the Supplier shall deliver to the) 30(Customer a complete update of all such information which shall be disclosable pursuant to .paragraph 2.1
- 2.3. At the time of providing the information disclosed pursuant to paragraphs 2.1 and 2.2, the Supplier shall warrant the completeness and accuracy of all such information and the Customer may assign the benefit of this warranty to any Replacement Contractor.
- 2.4. The Customer may use the information it receives from the Supplier pursuant to paragraphs 2.1 and 2.2 for the purposes of TUPE and/or any retendering process in order to ensure an effective handover of all work in progress at the end of the Call-Off Period. The Supplier shall provide the Replacement Contractor with such assistance as it shall reasonably request.
- 2.5. The Supplier shall indemnify and keep indemnified and hold the Customer and the Crown (both for themselves and any Replacement Contractor) harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Customer or the Crown or any Replacement Contractor may suffer or incur as a result of or in connection with:
 - 2.5.1. ; the provision of information pursuant to paragraph 2.1
 - 2.5.2. any claim or demand by any Transferring-Out Employee (whether in contract, tort, under statute, pursuant to European Law or otherwise) in each case arising directly or indirectly from any act, fault or omission of the Supplier or any sub-contractor in respect of any Transferring-Out Employee on or before the end of the Call-Off Period;

- 2.5.3. any failure by the Supplier or any sub-contractor to comply with its obligations under Regulation 13 or 14 of TUPE or any award of compensation under Regulation 15 of TUPE save where such failure arises from the failure of the Customer or a Replacement Contractor to comply with its duties under Regulation 13 of the Regulations;
 - 2.5.4. any claim (including any individual employee entitlement under or consequent on such a claim) by any trade union or other body or person representing any Transferring-Out Employees arising from or connected with any failure by the Supplier or any sub-contractor to comply with any legal obligation to such trade union, body or person; and
 - 2.5.5. any claim by any person who is transferred by the Supplier to the Customer and/or a Replacement Contractor whose name is not included in the list of Transferring-Out Employees.
- 2.6. If the Supplier becomes aware that the information it provided pursuant to paragraph 2.1 has become untrue, inaccurate or misleading, it shall notify the Customer and provide the Customer with up to date information.
- 2.7. This paragraph 2 applies during the Call-Off Period and indefinitely thereafter.
- 2.8. The Supplier undertakes to the Customer that, during the twelve (12) Months prior to the end of the Call-Off Period the Supplier shall not (and shall procure that any sub-contractor shall not) without the prior consent of the Customer (such consent not be unreasonably withheld or delayed):
- 2.8.1. amend or vary (or purport or promise to amend or vary) the terms and conditions of employment or engagement (including, for the avoidance of doubt, pay) of any Supplier Staff (other than where such amendment or variation has previously been agreed between the Supplier and the Supplier Staff in the normal course of business, and where any such amendment or variation is not in any way related to the transfer of the Services);
 - 2.8.2. terminate or give notice to terminate the employment or engagement of any of the Supplier Staff (other than in circumstances in which the termination is for reasons of misconduct or lack of capability);
 - 2.8.3. transfer away, remove, reduce or vary the involvement of any of the Supplier Staff from or in the provision of the Services other than where such transfer or removal:
 - (iii) was planned as part of the individual's career development
 - (iv) takes place in the normal course of business; and
 - (v) will not have any adverse impact upon the delivery of the Services by the Supplier,

PROVIDED THAT any such transfer, removal, reduction or variation is not in any way related to the transfer of the Services
 - 2.8.4. recruit or bring in any new or additional individuals to provide the Services who were not already involved in providing the Services prior to the relevant period.
- 2.9. The Supplier will comply with the provisions of ss.257-258 Pensions Act 2004 and s.12 Pension Schemes Act 1993 ("**the Acts**") to the extent applicable, and with the provisions of The Transfer of Employment (Pension Protection) Regulations 2005 ("**the Regulations**"). The Supplier will indemnify the Customer for any failure by the Supplier to comply with the Acts and the Regulations against any claims for loss or damage which may be made against the Customer as an organisation as a result of the Supplier's failure. The Supplier further undertakes that it warrants to the Customer that the Supplier has thoroughly researched its obligations under the Acts and the Regulations, and has taken appropriate actuarial and financial advice as may be necessary to

ensure compliance with the Acts and the Regulations; and that the Supplier has made an estimate of the costs which will be incurred by it as a result of complying with its obligations under the Acts and the Regulations and that those estimated costs are included in the Supplier's tender price.

- 2.10. The Customer shall be entitled to assign the benefit of the indemnities contained in paragraph 2.5 to any Replacement Contractor.

SCHEDULE 3 - INFORMATION SECURITY SCHEDULE

SPECIAL CONDITIONS: INFORMATION SECURITY

Section I: Process measures to manage information risk

1. **The Supplier must:**
 - 1.1 identify, keep and disclose to the Customer upon request a record of those members of the Supplier Staff and any sub-contractors with access to or who are involved in handling Customer Data ("users"); and
 - 1.2 provide to the Customer details of its policy for reporting, managing and recovering from information risk incidents, including losses of protected personal data and ICT security incidents and its procedures for reducing risk and raising awareness; and
 - 1.3 immediately report information security incidents to the Customer. Significant actual or potential losses of personal data may be shared with the Information Commissioner and the Cabinet Office by the Customer.

Section II: Specific minimum measures to protect personal information

2. **The Supplier must be particularly careful to protect Customer Data whose release or loss could cause harm or distress to individuals. The Supplier must:**
 - 2.1 handle all such Customer Data as if it were confidential while it is processed or stored by the Supplier or its sub-contractors, applying the measures in this Schedule.
3. **When Customer Data is held on paper it must be kept secure at all times, locked away when not in use or the premises on which it is held secured. If Customer data held on paper is transferred it must be by an approved secure form of transfer with confirmation of receipt. When Customer Data is held and accessed on ICT systems on secure premises, the Supplier must apply the minimum protections for information set out in the Specification, or equivalent measures, as well as any additional protections as needed as a result of the Customer's risk assessment. Where in exceptional circumstances equivalent measures are adopted the Supplier must obtain the Customer's prior approval in writing**
4. **Wherever possible, Customer Data should be held and accessed on paper or ICT systems on secure premises protected as above. This means the Supplier should avoid the use of removable media (including laptops, removable discs, CD-ROMs, USB memory sticks, PDAs and media card formats) for storage or access to such data where possible. Where the Customer agrees that this is not possible the Supplier should work to the following hierarchy, recording the reasons why a particular approach has been adopted in a particular case or a particular business area:**
 - 4.1 best option: hold and access data on ICT systems on secure premises
 - 4.2 second best option: secure remote access, so that data can be viewed or amended without being permanently stored on the remote computer. This is possible for Customer Data over the internet using products meeting the FIPS 140-2 standard or equivalent, unless otherwise agreed with the Customer;

- 4.3 third best option: secured transfer of Customer Data to a remote computer on a secure site on which it will be permanently stored. Both the Customer Data at rest and the link should be protected at least to the FIPS 140-2 standard or equivalent. Protectively marked Customer Data must not be stored on privately owned computers unless they are protected in this way;
- 4.4 in all cases the remote computer should be password protected, configured so that its functionality is minimised to its intended business use only, and have up to date software patches and anti-virus software.
- 5. **Where the Customer agrees that it is not possible to avoid the use of removable media, the Supplier should apply all of the following conditions:**
 - 5.1 the Customer Data transferred to the removable media should be the minimum necessary to achieve the business purpose, both in terms of the numbers of people covered by the Customer Data and the scope of Customer Data held. Where possible only anonymised Customer Data should be held;
 - 5.2 the removable media should be encrypted to a standard or at least FIPS 140-2 or equivalent in addition to being protected by an authentication mechanism, such as a password;
 - 5.3 user rights to transfer Customer Data to removable media should be carefully considered and strictly limited to ensure that this is only provided where absolutely necessary for business purposes and subject to monitoring by the Supplier and the Customer; and
 - 5.4 the individual responsible for the removable media should handle it – themselves or if they entrust it to others – as if it were the equivalent or a large amount of their own cash.
- 6. **Where the Customer agrees that the second condition of encryption in paragraph 5 cannot be applied due to business continuity and disaster recovery considerations, such unprotected Customer Data should only be recorded, moved, stored and monitored with strong controls.**
- 7. **All material that has been used for confidential Customer Data should be subject to controlled disposal. The Supplier must:**
 - 7.1 destroy paper records containing protected personal data by incineration, pulping or shredding so that reconstruction is unlikely; and
 - 7.2 dispose of electronic media that has been used for protected personal data through secure destruction, overwriting, erasure or degaussing for re-use.
- 8. **The Supplier must have appropriate mechanisms in place in order to comply with the Customer's requirements as set out in this Schedule, including adequate training in handling confidential data for the Supplier Staff.**
- 9. **The Supplier must:**
 - 9.1 put in place arrangements to log activity of data users in respect of electronically held protected personal information, and for managers to check it is being properly conducted, with a particular focus on those working remotely and those with higher levels of functionality. Summary records of managers' activity must be shared with the Customer and be available for inspection by the Information Commissioner's Office on request;
 - 9.2 minimise the number of users with access to the Customer Data.

SCHEDULE 3

Minimum scope of Customer Data which is protected personal data

In the absence of specific instructions from the Customer, all the data identified in the table below is data whose release or loss in the Customer's view could cause harm or distress to individuals. The Supplier and its sub-contractors must treat the information identified below as protected personal data

10. ONE OR MORE OF THE PIECES OF INFORMATION WHICH CAN BE USED ALONG WITH PUBLIC DOMAIN INFORMATION TO IDENTIFY AN INDIVIDUAL	combined with	11. INFORMATION ABOUT THAT INDIVIDUAL WHOSE RELEASE IS LIKELY TO CAUSE HARM OR DISTRESS
Name/addresses (home or business or both)/post code/e-mail/telephone numbers/ driving licence number/date of birth [Note that driving licence number is included in this list because it directly yields date of birth and first part of surname]		Sensitive personal data as defined by s.2 of the Data Protection Act, including records relating to the criminal justice system, and group membership DNA or fingerprints/bank, financial or credit card details/mother's maiden name/National Insurance number/Tax, benefit or pension records/health records/employment record/school attendance or records/material relating to social services including child protection and housing

Protected personal data could be information contained in a database with 1000 or more entries containing facts mentioned in box 1, or an electronic folder or drive containing 1000 or more records about individuals. Again, this is a minimum standard. Information on smaller numbers of individuals may warrant protection because of the nature of the individuals, nature or source of the information, or extent of information.

SCHEDULE 4: PROCESSING, PERSONAL DATA AND DATA SUBJECTS

This Schedule shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

- 3.
4. The Processor shall comply with any further written instructions with respect to processing by the Controller.
5. Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Supplier is the Processor in accordance with Clause 19.
Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively deliver the contracted service provision to members of the Judiciary and legal advisers to ensure that they are equipped to carry out their duties effectively.
Duration of the processing	For the term of (the Framework Agreement) and any and all subsequent Call off Contracts.
Nature and purposes of the processing	Ensure that orders are properly stored, are not accessible to unauthorised personnel, are not altered, lost or destroyed and are capable of being retrieved only by properly authorised personnel; Keep accurate and up-to-date records of customers' personal data, (e.g. title, surname, address and email address). Update or delete personal details as and when requested by the Customer and confirm, (by email) that the details have been updated within 5 working days of receipt; Ensure that robust procedures are in place to manage receipt and tracking of all orders; The Supplier shall review all orders and query any possible errors with the Customer. In this event the Supplier shall immediately notify the Customer's Representative.
Type of Personal Data being Processed	The personal data of the Customers' and any recipients of the goods as agreed in this call off Contract Order Form. (e.g. title, surname, address and email address) to ensure order fulfilment.
Categories of Data Subject	As descried in the Call off Contract Order Form
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	In accordance with para 40.1.1 (Recovery upon Termination), on the termination of this Call-Off Agreement for any reason, the Supplier shall: immediately return to the Customer all Confidential Information, Personal Data and materials subject to Intellectual Property Rights in its possession or in the possession or under the control of any permitted suppliers or sub-contractors, which was obtained or produced in the course of providing the Goods At the end of the Framework Agreement (and subsequent Call off Contracts) the Supplier shall destroy paper records containing protected personal data by incineration, pulping or shredding so that reconstruction is unlikely; and dispose of electronic media that has been used for protected personal data through secure destruction, overwriting, erasure or

	degaussing for re-use.
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SCHEDULE 5 DELIVERY

1.1 The Supplier shall ensure that:

- (a) the Goods are properly packed and secured in such manner to enable them to reach their destination in good condition;
- (b) each delivery of Goods is accompanied by a delivery note which as a minimum shows the date of the order, the purchase order number, the type and quantity of the Goods including pack size (including the code number of the Goods, if applicable), delivery address, account number, number of cartons in a consignment, special storage instructions (if any), and, if the Goods are being delivered by agreed instalments, the outstanding balance of Goods remaining to be delivered; and
- (c) except where otherwise agreed between the Parties, delivery includes the unloading, stacking or installation of the Goods by the Supplier's Staff or carriers at such place as the Authority or a duly authorised person reasonably directs.

1.2 The Authority is deemed to have accepted the Goods if it expressly states the same in writing.

1.3 The issue by the Authority of a receipt note for delivery of the Goods does not constitute any acknowledgement of the condition, quantity or nature of those Goods or the Authority's acceptance of them.

1.4 Any access to the Authority Premises and any labour and equipment provided by the Authority in connection with delivery is provided without acceptance by the Authority of any liability whatsoever to the extent permitted by law.

1.5 The Authority is under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the purchase order number.

1.6 The Authority is under no obligation to accept or pay for any Goods delivered in excess of the quantity ordered or where Goods are delivered in error or to the wrong Authority Premises.

1.7 If the Authority elects not to accept such Goods:

- (i) it shall give notice to the Supplier to remove them and to refund to the Authority any expenses incurred by it as a result of such over-delivery (including but not limited to the costs of moving and storing the Goods), failing which the Authority may dispose of such Goods and charge the Supplier for the costs of such disposal;
- (ii) where Goods have been delivered to the wrong Authority Premises and they need to be delivered to the correct Authority Premises, the Supplier will (at their cost) collect the Goods and deliver them to the correct Authority Premises; and
- (iii) the risk in any over-delivered Goods or incorrectly delivered Goods remains with the Supplier unless it is accepted by the Authority.

1.8 Unless expressly agreed to the contrary, the Authority shall not accept delivery by instalments. If the Authority specifies or agrees to delivery by instalments, delivery of any instalment later than the date specified or agreed for its delivery shall be, without prejudice to any other rights or remedies of the Authority. Payment for the Goods shall only fall due upon receipt of the final instalment unless expressly agreed otherwise between the Parties.

- 1.9 If the Supplier fails to deliver the Goods within the time promised or specified in the purchase order number, the Authority is released from any obligation to accept and pay for the Goods, without prejudice to any other rights and remedies of the Authority.
- 1.10 All delivery costs, charges and fees are to be paid for by the Supplier by way of inclusion in the Price.
- 1.11 Where access to the Authority Premises is necessary in connection with delivery or installation of the Goods, the Supplier, Sub-contractor and Supplier Staff shall at all times comply with the security requirements of the Authority, which include, but are not limited to:
- (a) security checks on vehicles and personnel coming in and out of all Authority;
 - (b) allowing for the physical size of gates;
 - (c) agreeing time slots for delivery and limited access to all Authority Premises;
 - (d) agreeing delivery arrangements with individual Authority Premises prior to delivery of an order;
 - (e) making deliveries within the agreed timeslots (the Authority is under no obligation to accept deliveries outside of these timeslots);
 - (f) the Supplier contacting the delivery site at least 48 hours prior to the day of delivery to confirm the estimated time of arrival (within the agreed delivery slot);
 - (g) the Supplier being aware of and complying with any reasonable requests made by the Authority and complying with any security procedures; and
 - (h) ensuring all Supplier Staff involved in delivery carry official photographic identification.
- 1.12 On dispatch of any consignment of the Goods the Supplier shall send the Authority a note ahead of the scheduled delivery as agreed between the Parties specifying the means of transport, the place and date of dispatch, the number of packages and their weight and volume.

2 Non-Delivery

- 2.1 If the Goods are not delivered to the Authority on the agreed date for delivery, the Authority shall endeavour to, within 10 Working Days of that date, give notice to the Supplier that the Goods have not been delivered and may:
- (a) request the Supplier to deliver substitute Goods free of charge by a date specified by the Authority;
 - (b) refuse to take any subsequent attempted delivery; or
 - (c) claim damages for any other costs, expenses or losses resulting from the Supplier's failure to deliver.

3 Quality, Labelling and packaging

- 3.1 The Supplier shall ensure the Goods:
- (a) correspond with their description;
 - (b) conform, if applicable, with any sample which has been approved by the Authority;

- (c) operate in accordance with the relevant technical specifications;
- (d) be of satisfactory quality within the meaning of the Sale of Goods Act 1979;
- (e) conform in all respects with all applicable Laws; and
- (f) are free from defects in design, materials and workmanship and are fit and sufficient for all the purposes for which such goods are ordinarily used and for any particular purpose made known to the Supplier by the Authority.

3.2 The Authority may by notice to the Supplier:

- (a) reject any of the Goods;
- (b) have the Goods promptly, free of charge and in any event within 5 Working Days, replaced by the Supplier with Goods which conform in all respects with this Framework Agreement and any Call-Off Agreement and due delivery shall not be deemed to have taken place until replacement has occurred; and/or
- (c) treat the Agreement as discharged by the Supplier's breach and obtain a refund (if payment for the Goods has already been made) from the Supplier in respect of the Goods concerned together with payment of any additional expenditure reasonably incurred by the Authority in obtaining other Goods in replacement.

3.3 Any Goods rejected or returned by the Authority as set out in this Schedule shall be returned to the Supplier at the Supplier's risk and expense.

3.4 The Supplier hereby guarantees the Goods against faulty materials or workmanship for such period as may be specified in Schedule 1 or, if no period is specified, for a period of 12 months from the date of delivery to the User. If the Authority within such period or within 25 Working Days thereafter gives notice to the Supplier of any defect in any of the Goods as may have arisen during such period under proper and normal use, the Supplier shall (without prejudice to any other rights and remedies which the Authority may have) promptly remedy such defects free of charge.

3.8 The Supplier shall ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under the Agreement in respect of the Goods.

4 Labelling and Packaging

4.1 The Supplier shall ensure that the Goods are labelled and packaged in accordance with the Agreement and Services Description.

4.2 The Supplier shall comply with the Packaging & Packaging Waste Directive (94/62/EC), implemented in the UK by the Packaging (Essential Requirements) Regulations 2015 (SI 2015/1640).

4.3 The Supplier shall:

- (i) use packaging capable of easy recovery for further use or recycling;
- (ii) packaging materials shall be easily separable by hand into recyclable parts consisting of one material (e.g. cardboard, paper, plastic, textile);

- (iii) make maximum use of materials taken from renewable sources, if recycled materials are not suitable or not readily available;
- (iv) review packaging specifications periodically to ensure that no unnecessary limitations on the use of recycled materials exist; and
- (v) if requested, provide the Authority with a description of the product packaging and evidence to satisfy the Authority that it is reusing, recycling and reviewing its use of packaging. The evidence should provide proof of compliance with BS EN 13430 on recyclability or BS EN 13429 on reusability, or equivalent.

SCHEDULE 6 - BCDR PLAN

- 1.1 The Supplier shall develop, implement and maintain a BCDR Plan to apply during the Call-Off Period (and after the end of the term as applicable) which will be approved by the Customer, tested, periodically updated and audited in accordance with this Schedule 6
- 1.2 Within 30 days of the Commencement Date the Supplier will deliver to the Authority for approval its proposed final BCDR Plan, [which will be based on the BCDR Plan response set out in the Framework Tender Response document and the Specification requirement].
- 1.3 If the BCDR Plan is approved by the Customer it will be adopted immediately. If the BCDR Plan is not approved by the Customer the Supplier shall amend it within 10 Working Days of a notice of non-approval from the Customer and re-submit to the Customer for approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than 15 Working Days (or such other period as the Parties may agree in writing) from the date of its first submission to the Customer. If the Customer does not approve the BCDR Plan following its resubmission, the matter will be resolved in accordance with Clause 11 (Dispute Resolution). No approval to be given by the Customer pursuant to this paragraph 1.3 may be unreasonably withheld or delayed. Any failure to approve the BCDR Plan on the grounds that it does not comply with the requirements set out in paragraphs 1.1 to 1.3 shall be deemed to be reasonable.
- 1.4 The BCDR Plan shall, as a minimum:
- (a) address disaster scenarios as could be reasonably expected under the obligations of this Call-Off Contract, and a variety of disaster response plans set out which are appropriate to the occurrence of incidents of varying levels of severity.
 - (b) include an obligation upon the Supplier to liaise with the Customer with respect to issues concerning business continuity and disaster recovery;
 - (c) contain a risk analysis, including:
 - failure or disruption scenarios and assessments and estimates of frequency of occurrence;
 - identification of any single points of failure within the Services and processes for managing the risks arising therefrom;
 - a business impact analysis (detailing the impact on business processes and operations) of different anticipated failures or disruptions;
 - (d) provide for documentation of processes, including business processes, and procedures;
 - (e) identify the responsibilities (if any) that the Customer has agreed it will assume in the event of the invocation of the BCDR Plan; and
 - (f) include details of the procedures and processes to be put in place by the Supplier in order to deal with the occurrence of an emergency or disaster, including but not limited to:
 - (i) backup methodology and details of the Supplier's approach to data backup and data verification;
 - documentation of processes and procedures;
 - Service recovery procedures; and
 - steps to be taken upon resumption of the Services to address any prevailing effect of the failure or disruption of the Services;

- (g) include details of how the Service Provider shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the BCDR Plan is invoked;
- (h) address testing and management arrangements;
- (i) cover planned and unplanned unavailability of access to the service provider system;
- (j) set out recovery times for key activities;
- (k) describe minimum office equipment requirements (desks, telephones, PCs, etc. including any non-standard software applications, stand-alone systems and/or other hardware);
- (l) describe service provider system redundancy and resilience;
- (m) include arrangements for remote access to the service network devices;
- (n) include a recovery point objective of 8 hours and recovery time objective of 24 hours; and
- (o) include the location and integrity of configuration, password, operating manuals and other data and knowledge necessary for the continued operation of the Services.

2 TESTING

- 2.1 The Supplier shall, at no cost to the Customer, conduct a test of the BCDR Plan as may reasonably be required by the Customer, but no more than yearly. The scope of such testing shall be agreed between the Parties.
- 2.2 The Supplier shall provide the Customer with a written report summarising the results of all tests carried out pursuant to paragraph 2.1, any failures of the BCDR Plan and any remedial action which the Service Provider has taken or intends to take (which may include improvements to the BCDR Plan). The Authority may make recommendations of remedial action and the Supplier shall implement such as soon as practically possible at no cost to the Customer.

3 INVOKING THE BCDR PLAN

- 3.1 If an event occurs which, in the reasonable opinion of the Customer, constitutes an emergency or disaster affecting the Supplier's ability to perform the Services, the Supplier shall:
- 3.1.1 immediately notify the Customer of the full details of the event and its anticipated impact on the Supplier's ability to perform its obligations under the Call-Off Agreement; and
 - 3.1.2 as soon as reasonably practicable but within a maximum of 6 hours:
 - (ii) implement the BCDR Plan; and
 - (iii) agree with the Customer the steps that it will take to address and mitigate the event with a view to ensuring minimum disruption to the Services.

SCHEDULE 7 - POLICIES

1. INTRODUCTION

- 1.1 The Supplier shall at all times comply with the Policies and Standards listed in Annex 1 of this Schedule.
- 1.2 The Parties acknowledge that any standard, policy and/or other document referred to within a Policy (“**Policy**”) or Standard (“**Standard**”) shall be deemed to form part of that Policy or Standard.

2. GENERAL

- 2.1 The Customer shall provide copies of the Policies and Standards from time to time to the Supplier upon request.
- 2.2 Throughout the Call-Off Period, the Parties shall monitor and notify each other of any new or emergent policies or standards which could affect the Suppliers provision, or the Customer’s receipt, of the Services.
- 2.3 Where a new or emergent standard is to be developed or introduced by the Customer, the Supplier shall be responsible for ensuring that the potential impact on the Suppliers provision, or the Customer’s receipt, of the Services is explained to the Customer (in a reasonable timeframe), prior to the implementation of the new or emergent standard.
- 2.4 Where new versions of the Customer's Policies or Standards are developed and notified to the Supplier, the Supplier shall be responsible for ensuring that the potential impact on the Suppliers provision, or the Customer's receipt, of the Services is explained to the Authority (in a reasonable timeframe), prior to the implementation of the new version of the Policy or Standard, and the Supplier shall comply with such revised Policy or Standard.

3. CONFLICTING POLICIES OR STANDARDS

- 3.1 Where Policies or Standards referenced conflict with each other or with Good Industry Practice, then the later Policy or Standard or best practice shall be adopted by the Supplier. Any such alteration to any Policy or Standard(s) shall require the prior written agreement of the Authority and shall be implemented within an agreed timescale.

POLICES AND STANDARDS

Policy or Standard	Description
Civil Service Code of Conduct / MOJ Code of Conduct	https://www.gov.uk/government/collections/civil-service-conduct-and-guidance
Cloud Security / HMG Cloud Security Guidance and the Cloud Security Principles	https://www.ncsc.gov.uk/guidance/cloud-security-collection
Cyber Security	https://www.gov.uk/government/publications/cyber-essentials-scheme-overview https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf
HM Government Security Classifications (Data Security)	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf
HMG policy and guidance on Offshoring	https://www.ncsc.gov.uk/guidance
HMG Security Policy Framework (SPF)	https://www.gov.uk/government/collections/government-security
Payment Card Industry PCI Data Security Standard	https://www.pcisecuritystandards.org/pdfs/pcissc_overview.pdf
Protective Monitoring	https://www.gov.uk/government/publications/security-policy-framework
Public Sector Equality Duty	https://www.acas.org.uk/PSED
Offshoring Guidance	https://intranet.justice.gov.uk/guidance/security/it-computer-security/ict-security-policy-framework/offshoring-guide/
Welsh Language Scheme	https://www.gov.uk/government/publications/moj-welsh-language-scheme-2018
Modern Slavery Act	https://www.acas.org.uk/PSED
Social Value Act	https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources

SCHEDULE 8 - CHANGE

Change Request Form

(For completion by the Party requesting the Change)

Contract Title:	Party requesting Change:
Name of Supplier: EBSCO International Inc.	
Change Request Number:	Proposed Change implementation date:
Full description of requested Change (including proposed changes to wording of the Contract where possible):	
Reasons for requested Change:	
Effect of requested Change	
Assumptions, dependencies, risks and mitigation (if any):	
Change Request Form prepared by (name):	
Signature:	
Date of Change Request:	

Contract Change Notice (“CCN”)

(For completion by the Authority once the Change has been agreed in principle by both Parties. Changes do not become effective until this form has been signed by both Parties.)

Contract Title:	Change requested by:
Name of Supplier: EBSCO International Inc.	
Change Number:	
Date on which Change takes effect:	
Contract between: The Customer and EBSCO International Inc	
It is agreed that the Contract is amended, in accordance with Regulation 72 of the Public Contracts Regulations 2015, as follows: [Insert details of the variation (including any change to the Price and deliverables/obligations) based on the information provided in the Change Request Form and any subsequent discussions/negotiations, cross referencing the wording of the original Contract, as previously changed (if applicable), where possible]	
Where significant changes have been made to the Contract, information previously published on Contracts Finder will be updated.	
Words and expressions in this CCN shall have the meanings given to them in the Contract. The Contract, including any previous CCNs, shall remain effective and unaltered except as amended by this CCN	
Signed for and on behalf of the Customer	
Signed for and on behalf of EBSCO International Inc.	
Signature	Signature
Name	Name
Title	Title
Date	Date

END