

## CONTRACT FOR THE PROVISION OF SERVICES

|                         |   |
|-------------------------|---|
| <b>The Authority</b>    | Health Education England of 1 <sup>st</sup> Floor, Blenheim House, Duncombe Street, Leeds LS1 4PL |
| <b>The Supplier</b>     | IN DIVERSE COMPANY, 09418812, 1 MILL ST, LEAMINGTON SPA, CV31 1ES                                 |
| <b>Date</b>             | <b>25/01/2022</b>   |
| <b>Type of Services</b> | National Reciprocal Mentoring Pilot Project – Health Education England                            |

This Contract is made on the date set out above subject to the terms set out in the schedules listed below ("**Schedules**"). The Authority and the Supplier undertake to comply with the provisions of the Schedules in the performance of this Contract.

The Supplier shall supply to the Authority, and the Authority shall receive and pay for, the Services on the terms of this Contract.

The Definitions in Schedule 4 apply to the use of all capitalised terms in this Contract.

### **Schedules**

|                   |  |
|-------------------|--|
| <b>Schedule 1</b> | Key Provisions                               |
| <b>Schedule 2</b> | General Terms and Conditions                 |
| <b>Schedule 3</b> | Information and Data Provisions              |
| <b>Schedule 4</b> | Definitions and Interpretations              |
| <b>Schedule 5</b> | Specification and Supplier Proposal Document |
| <b>Schedule 6</b> | Financial Arrangements                       |
| <b>Schedule 7</b> | Expert Determination                         |
| <b>Schedule 8</b> | Change Control Process                       |
| <b>Schedule 9</b> | Data Protection Protocol                     |

**Signed by the authorised representative of THE AUTHORITY**

|           |                           |            |            |
|-----------|---------------------------|------------|------------|
| Name:     | ██████████                | Signature: | ██████████ |
| Position: | Regional Director, London |            |            |

**Signed by the authorised representative of THE SUPPLIER**

|           |                 |           |            |
|-----------|-----------------|-----------|------------|
| Name:     | ██████████      | Signature | ██████████ |
| Position: | Chief Executive |           |            |

## Schedule 1

### Key Provisions

#### Standard Key Provisions

#### **1 Application of the Key Provisions**

- 1.1 The standard Key Provisions at Clauses 1 to 6 of this Schedule 1 shall apply to this Contract.
- 1.2 The optional Key Provisions at Clauses 7 to 21 of this Schedule 1 shall only apply to this Contract where they have been checked and information completed as applicable.
- 1.3 Extra Key Provisions shall only apply to this Contract where such provisions are set out at the end of this Schedule 1.

#### **2 Term**

- 2.1 This Contract shall commence on the Commencement Date and the Term of this Contract shall, subject to any earlier termination in accordance with its provisions, expire **15 months** from the Actual Services Commencement Date.
- 2.2 The Term may be extended in accordance with Clause 15.2 of Schedule 2 provided that the duration of this Contract shall be no longer than **30 months** in total.

#### **3 Contract Managers**

- 3.1 The Contract Managers at the commencement of this Contract are:

- 3.1.1 for the Authority:

[REDACTED], Regional Diversity, Inclusion and Participation Manager, [REDACTED]@hee.nhs.uk

- 3.1.2 for the Supplier:

[REDACTED], [REDACTED],  
info@indiversecompany.com

#### **4 Names and addresses for notices**

- 4.1 Notices served under this Contract are to be delivered to:

- 4.1.1 for the Authority:

[REDACTED], Regional Director & Senior Responsible Officer,  
Health Education England, London, Stewart House, 32 Russell  
Square, London, WC1B 5DN

- 4.1.2 for the Supplier:

[REDACTED], IN DIVERSE COMPANY, 09418812, 1 MILL ST,  
LEAMINGTON SPA, CV31 1ES

## **5 Management levels for escalation and dispute resolution**

- 5.1 The management levels at which a Dispute may be dealt with as referred to as part of the Dispute Resolution Procedure are as follows:

| <b>Level</b> | <b>Authority representative</b> | <b>Supplier representative</b>   |
|--------------|---------------------------------|--|
| <b>1</b>     |                                 | <b>Regional Diversity Inclusion and Participation Manager and Contract Manager</b> |
| <b>2</b>     |                                 | <b>National Diversity Inclusion and Participation Lead</b>                         |
| <b>3</b>     |                                 | <b>Regional Director &amp; Senior Responsible Officer</b>                          |

## **6 Order of precedence**

- 6.1 Subject always to Clause 1.10 of Schedule 4, should there be a conflict between any other parts of this Contract the order of priority for construction purposes shall be:
- 6.1.1 the provisions on the front page of this Contract;
  - 6.1.2 Schedule 1: Key Provisions;
  - 6.1.3 Schedule 5: Specification and Supplier Proposal Document (but only in respect of the Authority's requirements);
  - 6.1.4 Schedule 2: General Terms and Conditions;
  - 6.1.5 Schedule 6: Financial Arrangements;
  - 6.1.6 Schedule 3: Information and Data Provisions;
  - 6.1.7 Schedule 4: Definitions and Interpretations;
  - 6.1.8 the order in which all subsequent schedules, if any, appear; and
  - 6.1.9 any other documentation forming part of the Contract in the date order in which such documentation was created with the more recent documentation taking precedence over older documentation to the extent only of any conflict.
- 6.2 For the avoidance of doubt, the Specification and Supplier Proposal Document shall include, without limitation, the Authority's requirements in the form of its specification and other statements and requirements, the Supplier's responses, proposals and/or

method statements to meet those requirements, and any clarifications to the Supplier's responses, proposals and/or method statements as included as part of Schedule 5. Should there be a conflict between these parts of the Specification and Supplier Proposal Document, the order of priority for construction purposes shall be (1) the Authority's requirements; (2) any clarification to the Supplier's responses, proposals and/or method statements, and (3) the Supplier's responses, proposals and/or method statements.

### **Optional Key Provisions**

- 7 Implementation phase ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)**
- 8 Induction training ☒ (only applicable to the Contract if this box is checked)**
- 8.1 The Supplier shall ensure that all Staff complete appropriate induction training. All Staff shall complete the training prior to the Actual Services Commencement Date (or immediately following the Services Commencement Date where this date is the date of this Contract) and all new Staff appointed throughout the Term shall also complete the training. The Supplier shall further ensure that all Staff complete any extra training that the Authority makes available to its own staff and notifies the Supplier in writing that it is appropriate for the Staff.
- 9 Quality assurance standards ☐ (only applicable to the Contract if this box is checked and the standards are listed)**
- 10 Different levels and/or types of insurance ☐ (only applicable to the Contract if this box is checked and the table sets out the requirements)**
- 11 Further Authority obligations ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)**
- 12 Assignment of Intellectual Property Rights in deliverables, materials and outputs ☒ (only applicable to the Contract if this box is checked)**
- 12.1 The Supplier confirms and agrees that all Intellectual Property Rights in and to the deliverables, material and any other output developed by the Supplier as part of the Services in accordance with the Specification and Supplier Proposal Document, shall be owned by the Authority. The Supplier hereby assigns with full title guarantee by way of present and future assignment all Intellectual Property Rights in and to such deliverables, material and other outputs. The Supplier shall ensure that all Staff assign any Intellectual Property Rights they may have in and to such deliverables, material and other outputs to the Supplier to give effect to Clause 12 of this Schedule 1 and that such Staff absolutely and irrevocably waive their moral rights in relation to such deliverables, material and other outputs. Clause 12 of this Schedule 1 shall continue notwithstanding the expiry or earlier termination of this Contract.
- 13 Inclusion of a Change Control Process ☒ (only applicable to the Contract if this box is checked and the Schedule inserted)**
- 13.1 Any changes to this Contract, including to the Services, may only be agreed in accordance with the Change Control Process set out in Schedule 8.

- 14 **Grant of lease or license** ☐ (only applicable to the Contract if this box is checked)
- 15 **Guarantee** ☐ (only applicable to the Contract if this box is checked)
- 16 **Supplier as Data Processor** ☒ (only applicable to the Contract if this box is checked)
- 16.1 The Parties acknowledge that the Authority is the Controller and the Supplier is the Processor in respect of Personal Data Processed under this Contract and that paragraph 2.2 of Schedule 3 and the provisions of the Data Protection Protocol (Schedule 9) must be complied with by the Parties as a term of this Contract.
- 17 **Purchase Orders** ☒ (only applicable to the Contract if this box is checked)
- 17.1 The Authority shall issue a Purchase Order to the Supplier in respect of any Services to be supplied to the Authority under this Contract. The Supplier shall comply with the terms of such Purchase Order as a term of this Contract. For the avoidance of doubt, any actions or work undertaken by the Supplier under this Contract prior to the receipt of a Purchase Order covering the relevant Services shall be undertaken at the Supplier's risk and expense and the Supplier shall only be entitled to invoice for Services covered by a valid Purchase Order.
- 18 **Monthly payment profile** ☐ (only applicable to the Contract if this box is checked)
- 19 **Termination for convenience** ☐ (only applicable to the Contract if this box is checked and Clause Error! Reference source not found. of this Schedule 1 is completed)
- 20 **Right to terminate following a specified number of material breaches** ☒ (only applicable to the Contract if this box is checked and Clause 21.1 of this Schedule 1 is completed)
- 20.1 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of this Contract in circumstances where it is served with a valid Breach Notice having already been served with at least **two (2)** previous valid Breach Notices within the last twelve (12) calendar month rolling period as a result of any previous material breaches of this Contract which are capable of remedy (whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal). The twelve (12) month rolling period is the twelve (12) months immediately preceding the date of the **third** Breach Notice.
- 21 **Expert Determination** ☒ (only applicable to the Contract if this box is checked)
- 21.1 Any Dispute between the Authority and the Supplier shall be dealt in accordance with the expert determination process as specified at Schedule 7.
- 21.2 For the avoidance of doubt, where this Clause 21 of this Schedule 1 is checked, all Disputes shall be dealt in accordance with Clause 21.1 of this Schedule 1 above and the entirety of Clause 22 of Schedule 2 shall be deemed not to apply and deleted in its entirety from this Contract.

## **Schedule 2**

### **General Terms and Conditions**

#### **Contents**

1. Provision of Services
2. Premises, locations and access
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6. Business continuity
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8. Contract management
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10. Warranties
11. Intellectual property
12. Indemnity
13. Limitation of liability
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15. Term and termination
16. Consequences of expiry or early termination of this Contract
17. Staff information and the application of TUPE
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21. Change management
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## **1 Provision of Services**

1.1 The Authority appoints the Supplier and the Supplier agrees to provide the Services:

- 1.1.1 promptly and in any event within any time limits as may be set out in this Contract;
- 1.1.2 in accordance with all other provisions of this Contract;
- 1.1.3 with reasonable skill and care;
- 1.1.4 in accordance with any quality assurance standards as set out in the Key Provisions and/or the Specification and Supplier Proposal Document;
- 1.1.5 in accordance with the Law and with Guidance;
- 1.1.6 in accordance with Good Industry Practice;
- 1.1.7 in accordance with the Policies; and
- 1.1.8 in a professional and courteous manner.

In complying with its obligations under this Contract, the Supplier shall, and shall procure that all Staff shall, act in accordance with the NHS values as set out in the NHS Constitution and the provisions of the HEE Quality Framework, each as may be in effect from time to time.

- 1.2 The Supplier shall comply with the Implementation Requirements (if any) in accordance with any timescales as may be set out in the Specification and Supplier Proposal Document. Without limitation to the foregoing provisions of this Clause 1.2 of this Schedule 2, the Supplier shall, if specified in the Key Provisions, implement the Services fully in accordance with the Implementation Plan. If the Implementation Plan is an outline plan, the Supplier shall, as part of implementation, develop the outline plan into a full plan and agree this with the Authority. Once this is agreed, the Supplier shall comply with the full Implementation Plan.
- 1.3 The Supplier shall commence delivery of the Services on the Services Commencement Date.
- 1.4 The Supplier shall comply fully with its obligations set out in the Specification and Supplier Proposal Document, including without limitation the KPIs and all obligations in relation to the quality, performance, characteristics, supply and delivery of the Services.
- 1.5 The Supplier shall ensure that all relevant consents, permissions, authorisations, licences and accreditations required to provide the Services are in place at the Actual Services Commencement Date and are maintained throughout the Term.
- 1.6 Where applicable, the Supplier shall implement and comply with the Policies on reporting and responding to all incidents and accidents, including serious incidents requiring investigation, shall complete the Authority's incident and accident forms in accordance with the Policies and provide reasonable support and information as requested by the Authority to help the Authority deal with any incident or accident relevant to the Services.



- 1.7 The Supplier shall be relieved from its obligations under this Contract to the extent that it is prevented from complying with any such obligations due to any acts, omissions or defaults of the Authority. To qualify for such relief, the Supplier must notify the Authority promptly (and in any event within five (5) Business Days) in writing of the occurrence of such act, omission, or default of the Authority together with the potential impact on the Supplier's obligations.

## **2 Premises, locations and access**

- 2.1 The Services shall be provided at such premises and at such locations within those premises, as may be set out in the Specification and Supplier Proposal Document or as otherwise agreed by the Parties in writing ("**Premises and Locations**").
- 2.2 Subject to the Supplier and its Staff complying with all relevant Policies applicable to such Premises and Locations, the Authority shall (where the Premises and Locations are those of the Authority) grant reasonable access to the Supplier and its Staff to such Premises and Locations to enable the Supplier to provide the Services.
- 2.3 Any access granted to the Supplier and its Staff under Clause 2.2 of this Schedule 2 shall be non-exclusive and revocable. Such access shall not be deemed to create any greater rights or interest than so granted (to include, without limitation, any relationship of landlord and tenant) in the Premises and Locations. The Supplier warrants that it shall carry out all such reasonable further acts to give effect to this Clause 2.3 of this Schedule 2.

## **3 Cooperation with third parties**

- 3.1 The Supplier shall, as reasonably required by the Authority, cooperate with any other service providers to the Authority and/or any other third parties as may be relevant in the provision of the Services.

## **4 Use of Authority equipment**

- 4.1 Unless otherwise set out in the Specification and Supplier Proposal Document or otherwise agreed by the Parties in writing, any equipment or other items provided by the Authority for use by the Supplier:
- 4.1.1 shall be provided at the Authority's sole discretion;
  - 4.1.2 shall be inspected by the Supplier in order that the Supplier can confirm to its reasonable satisfaction that such equipment and/or item is fit for its intended use and shall not be used by the Supplier until it has satisfied itself of this;
  - 4.1.3 must be returned to the Authority within any agreed timescales for such return or otherwise upon the request of the Authority; and
  - 4.1.4 shall be used by the Supplier at the Supplier's risk and the Supplier shall upon written request by the Authority reimburse the Authority for any loss or damage relating to such equipment or other items caused by the Supplier (fair wear and tear exempted).

## **5 Staff and Lifescience Industry Accredited Credentialing Register**

- 5.1 Subject to the requirements of this Contract and any Law, the Supplier shall be entirely responsible for the employment and conditions of service of Staff. The Supplier shall ensure that such conditions of employment are consistent with its obligations under this Contract.
- 5.2 The Supplier will at all times during the Contract employ a sufficient number of appropriately trained, qualified, experienced and skilled Staff to ensure that it complies with its obligations under this Contract.
- 5.3 The Supplier shall use reasonable endeavours to ensure the continuity of all Staff in the provision of the Services and, where any member of Staff is designated as key to the provision of the Services as set out in the Specification and Supplier Proposal Document or as otherwise agreed between the Parties in writing, any redeployment and/or replacement of such member of Staff by the Supplier shall be subject to the prior written approval of the Authority, such approval not to be unreasonably withheld or delayed.
- 5.4 The Supplier shall ensure that all Staff are aware of, and at all times comply with, the Policies.
- 5.5 The Supplier shall:
  - 5.5.1 employ only those Staff who are careful, skilled and experienced in the duties required of them;
  - 5.5.2 ensure that every member of Staff is properly and sufficiently trained and instructed;
  - 5.5.3 ensure all Staff have the qualifications to carry out their duties;
  - 5.5.4 maintain throughout the Term all appropriate licences and registrations with any relevant bodies (at the Supplier's expense) in respect of the Staff; and
  - 5.5.5 ensure all Staff comply with such registration, continuing professional development and training requirements or recommendations appropriate to their role including those from time to time issued by the Department of Health and Social Care or any relevant regulatory body or any industry body in relation to such Staff.
- 5.6 The Supplier shall not deploy in the provision of the Services any person who has suffered from, has signs of, is under treatment for, or who is suffering from any medical condition which is known to, or does potentially, place the health and safety of the Authority's staff, Learners, service users or visitors at risk unless otherwise agreed in writing with the Authority.
- 5.7 The Supplier shall ensure that all potential Staff or persons performing any of the Services during the Term who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with children or other vulnerable persons and/or have access to or come into contact with persons receiving health care services:
  - 5.7.1 are questioned concerning their Convictions; and

- 5.7.2 obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) as required by Law and/or the Policies before the Supplier engages the potential staff or persons in the provision of the Services.
- 5.8 The Supplier shall take all necessary steps to ensure that such potential staff or persons obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Supplier's cost and expense.
- 5.9 The Supplier shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Authority's prior written consent if:
  - 5.9.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with Clause 5.7.1 of this Schedule 2;
  - 5.9.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with Clause 5.7.2 of this Schedule 2; or
  - 5.9.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Supplier in accordance with Clause 5.7.2 of this Schedule 2.
- 5.10 In addition to the requirements of Clause 5.7 to Clause 5.9 of this Schedule 2, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Supplier:
  - 5.10.1 warrants that it shall comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
  - 5.10.2 warrants that at all times it has and will have no reason to believe that any member of Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
  - 5.10.3 shall ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to Learners or any other person.
- 5.11 The Supplier shall ensure that the Authority is kept advised at all times of any member of Staff who, subsequent to their commencement of employment as a member of Staff receives a Conviction or whose previous Convictions become known to the Supplier or whose conduct or records indicate that they are not suitable to carry out any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to Learners or any other person. The Supplier shall only be entitled to continue to engage or employ such member of Staff with the Authority's written consent and with such safeguards being put in place as the Authority may reasonably request. Should the Authority withhold consent the Supplier shall remove such member of Staff from the provision of the Services forthwith.

- 5.12 The Supplier shall immediately provide to the Authority any information that the Authority reasonably requests to enable the Authority to satisfy itself that the obligations set out in Clause 5.7 to Clause 5.11 of this Schedule 2 have been met.
- 5.13 The Authority may at any time request that the Supplier remove and replace any member of Staff from the provision of the Services, provided always that the Authority will act reasonably in making such a request. Prior to making any such request the Authority shall raise with the Supplier the Authority's concerns regarding the member of Staff in question with the aim of seeking a mutually agreeable resolution. The Authority shall be under no obligation to have such prior discussion should the Authority have concerns regarding Learners' safety.
- 5.14 The relationship of the Supplier to the Authority will be that of independent contractor and nothing in this Contract shall render the Supplier (or any of its Staff) an employee, worker, agent, partner or member of the Authority and the Supplier shall not hold itself out as such. This Contract constitutes a contract for the provision of services and not a contract of employment and accordingly the Supplier shall be fully responsible for and shall indemnify the Authority for and in respect of:
- 5.14.1 any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the performance of the Services. The Supplier shall further indemnify the Authority against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by the Authority in connection with or in consequence of any such liability, deduction, contribution, assessment or claim; and
- 5.14.2 any liability arising from any employment-related claim or any claim based on worker status (including reasonable costs and expenses) brought by the Supplier (or a member of its Staff) against the Authority arising out of or in connection with the provision of the Services.
- 5.15 Unless otherwise confirmed by the Authority in writing, the Supplier shall ensure full compliance (to include with any implementation timelines) with any Guidance issued by the Department of Health and Social Care and/or any requirements and/or Policies issued by the Authority (to include as may be set out as part of any procurement documents leading to the award of this Contract) in relation to the adoption of, and compliance with, any scheme or schemes to verify the credentials of Supplier representatives that visit NHS premises (to include use of the Lifescience Industry Accredited Credentialing Register). Once compliance with any notified implementation timelines has been achieved by the Supplier, the Supplier shall, during the Term, maintain the required level of compliance in accordance with any such Guidance, requirements and Policies.

## **6 Business continuity**

- 6.1 This Clause 6 and the obligations of the Supplier in relation to its Business Continuity Plan shall apply only where the Authority has expressly notified the Supplier in writing that the same are required to apply to the Contract.
- 6.2 The Supplier shall use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside the Authority's business continuity plan where relevant to the provision of the Services. The Supplier shall also ensure that its Business Continuity Plan complies on an ongoing basis with any specific business continuity

requirements, as may be set out in the Specification and Supplier Proposal Document.

- 6.3 Throughout the Term, the Supplier will ensure its Business Continuity Plan provides for continuity during a Business Continuity Event. The Supplier confirms and agrees such Business Continuity Plan details and will continue to detail robust arrangements that are reasonable and proportionate to:

6.3.1 the criticality of this Contract to the Authority; and

6.3.2 the size and scope of the Supplier's business operations,

regarding continuity of the provision of the Services during and following a Business Continuity Event.

- 6.4 The Supplier shall test its Business Continuity Plan at reasonable intervals, and in any event no less than once every twelve (12) months or such other period as may be agreed between the Parties taking into account the criticality of this Contract to the Authority and the size and scope of the Supplier's business operations. The Supplier shall promptly provide to the Authority, at the Authority's written request, copies of its Business Continuity Plan, reasonable and proportionate documentary evidence that the Supplier tests its Business Continuity Plan in accordance with the requirements of this Clause 6.4 of this Schedule 2 and reasonable and proportionate information regarding the outcome of such tests. The Supplier shall provide to the Authority a copy of any updated or revised Business Continuity Plan within fourteen (14) Business Days of any material update or revision to the Business Continuity Plan.

- 6.5 The Authority may suggest reasonable and proportionate amendments to the Supplier regarding the Business Continuity Plan at any time. Where the Supplier, acting reasonably, deems such suggestions made by the Authority to be relevant and appropriate, the Supplier will incorporate into the Business Continuity Plan all such suggestions made by the Authority in respect of such Business Continuity Plan. Should the Supplier not incorporate any suggestion made by the Authority into such Business Continuity Plan it will explain the reasons for not doing so to the Authority.

- 6.6 Should a Business Continuity Event occur at any time, the Supplier shall implement and comply with its Business Continuity Plan and provide regular written reports to the Authority on such implementation.

- 6.7 During and following a Business Continuity Event, the Supplier shall use reasonable endeavours to continue to provide the Services in accordance with this Contract.

## **7 The Authority's obligations**

- 7.1 Subject to the Supplier providing the Services in accordance with this Contract, the Authority will pay the Supplier for the Services in accordance with Clause 9 of this Schedule 2.

- 7.2 The Authority shall, as appropriate, provide copies of or give the Supplier access to such of the Policies that are relevant to the provision of the Services.

- 7.3 The Authority shall comply with the Authority's Obligations, as may be referred to in the Key Provisions.

- 7.4 The Authority shall provide the Supplier with any reasonable and proportionate cooperation necessary to enable the Supplier to comply with its obligations under this Contract. The Supplier shall at all times provide reasonable advance written notification to the Authority of any such cooperation necessary in circumstances where such cooperation will require the Authority to plan for and/or allocate specific resources in order to provide such cooperation.

## **8 Contract management**

- 8.1 Each Party shall appoint and retain a Contract Manager who shall be the primary point of contact for the other Party in relation to matters arising from this Contract. Should the Contract Manager be replaced, the Party replacing the Contract Manager shall promptly inform the other Party in writing of the name and contact details for the new Contract Manager. Any Contract Manager appointed shall be of sufficient seniority and experience to be able to make decisions on the day to day operation of the Contract. The Supplier confirms and agrees that it will be expected to work closely and cooperate fully with the Authority's Contract Manager.
- 8.2 Each Party shall ensure that its representatives (to include, without limitation, its Contract Manager) shall attend review meetings on a regular basis to review the performance of the Supplier under this Contract and to discuss matters arising generally under this Contract. Each Party shall ensure that those attending such meetings have the authority to make decisions regarding the day to day operation of the Contract.
- 8.3 The Supplier shall provide such management information as the Authority may request from time to time within seven (7) Business Days of the date of the request. The Supplier shall supply the management information to the Authority in such form as may be specified by the Authority.

## **9 Price and payment**

- 9.1 The Contract Price shall be calculated as set out in the Financial Arrangements.
- 9.2 Unless otherwise stated in the Financial Arrangements the Contract Price:
- 9.2.1 shall be payable from the Actual Services Commencement Date;
  - 9.2.2 shall remain fixed during the Term; and
  - 9.2.3 is the entire price payable by the Authority to the Supplier in respect of the Services and includes, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses, the cost of Staff and all appropriate taxes (excluding VAT), duties and tariffs and any expenses arising from import and export administration.
- 9.3 Unless stated otherwise in the Financial Arrangements:
- 9.3.1 where the Key Provisions confirm that the payment profile for this Contract is monthly in arrears, the Supplier shall invoice the Authority, within fourteen (14) days of the end of each calendar month, the Contract Price in respect of the Services provided in compliance with this Contract in the preceding calendar month; or

- 9.3.2 where Clause 9.3.1 of this Schedule 2 does not apply, the Supplier shall invoice the Authority for Services at any time following completion of the provision of the Services in compliance with this Contract.

Each invoice shall contain such information and be addressed to such individual as the Authority may inform the Supplier from time to time.

- 9.4 The Contract Price is exclusive of VAT, which, if properly chargeable, the Authority shall pay at the prevailing rate subject to receipt from the Supplier of a valid and accurate VAT invoice. Such VAT invoices shall show the VAT calculations as a separate line item.
- 9.5 The Authority shall verify and pay each valid and undisputed invoice received in accordance with Clause 9.3 of this Schedule 2 within thirty (30) days of receipt of such invoice at the latest. However, the Authority shall use its reasonable endeavours to pay such undisputed invoices sooner in accordance with any applicable government prompt payment targets.
- 9.6 Where the Authority raises a query with respect to an invoice the Parties shall liaise with each other and agree a resolution to such query within thirty (30) days of the query being raised. If the Parties are unable to agree a resolution within thirty (30) days the query shall be referred to dispute resolution in accordance with the Dispute Resolution Procedure. For the avoidance of doubt, the Authority shall not be in breach of any of any of its payment obligations under this Contract in relation to any queried or disputed invoice sums unless the process referred to in this Clause 9.6 of this Schedule 2 has been followed and it has been determined that the queried or disputed invoice amount is properly due to the Supplier and the Authority has then failed to pay such sum within a reasonable period following such determination.
- 9.7 The Supplier shall pay to the Authority any service credits and/or other sums and/or deductions (to include, without limitation, deductions relating to a reduction in the Contract Price) that may become due in accordance with the provisions of the Specification and Supplier Proposal Document. For the avoidance of doubt, the Authority may invoice the Supplier for such sums or deductions at any time in the event that they have not automatically been credited to the Authority in accordance with the provisions of the Specification and Supplier Proposal Document. Such invoice shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.8 The Authority reserves the right to set-off:
- 9.8.1 any monies due to the Supplier from the Authority as against any monies due to the Authority from the Supplier under this Contract; and
- 9.8.2 any monies due to the Authority from the Supplier as against any monies due to the Supplier from the Authority under this Contract.
- 9.9 Where the Authority is entitled to receive any sums (including, without limitation, any costs, charges or expenses) from the Supplier under this Contract, the Authority may invoice the Supplier for such sums. Such invoices shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.10 If a Party fails to pay any undisputed sum properly due to the other Party under this Contract, the Party due such sum shall have the right to charge interest on the overdue amount at the rate of four per cent (4%) above the base lending rate of the Bank of

England in force from time to time, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

## **10     Warranties**

### **10.1     The Supplier warrants and undertakes that:**

- 10.1.1     it has, and shall ensure its Staff shall have, all rights, consents, permission, authorisations, licences and accreditations required to provide the Services and shall maintain such consents, authorisations, licences and accreditations throughout the Term;
- 10.1.2     where any act of the Supplier requires the notification to and/or approval by any regulatory or other competent body in accordance with any Law and Guidance, the Supplier shall comply fully with such notification and/or approval requirements;
- 10.1.3     receipt of the Services by or on behalf of the Authority and use of the deliverables or of any other item or information supplied or made available to the Authority as part of the Services will not infringe any third party rights, to include without limitation any Intellectual Property Rights;
- 10.1.4     it will comply with all Law, Guidance, Policies and the Supplier Code of Conduct in so far as is relevant to the provision of the Services;
- 10.1.5     it will provide the Services using reasonable skill and care and in accordance with Good Industry Practice and shall fulfil all requirements of this Contract using appropriately skilled, trained, qualified and experienced staff;
- 10.1.6     unless otherwise set out in the Specification and Supplier Proposal Document and/or as otherwise agreed in writing by the Parties, it has and/or shall procure all resources, equipment, consumables and other items and facilities required to provide the Services;
- 10.1.7     without limitation to the generality of Clause 10.1.4 of this Schedule 2, it shall comply with all health and safety processes, requirements safeguards, controls, and training obligations in accordance with its own operational procedures, Law, Guidance, Policies, Good Industry Practice, the requirements of the Specification and Supplier Proposal Document and any notices or instructions given to the Supplier by the Authority and/or any competent body, as relevant to the provision of the Services and the Supplier's access to the Premises and Locations in accordance with this Contract;
- 10.1.8     without prejudice to any specific notification requirements set out in this Contract, it will promptly notify the Authority of any health and safety hazard which has arisen, or the Supplier is aware may arise, in connection with the performance of the Services and take such steps as are reasonably necessary to ensure the health and safety of persons likely to be affected by such hazards;
- 10.1.9     any equipment it uses in the provision of the Services shall comply with all relevant Law and Guidance, be fit for its intended purpose and maintained fully in accordance with the manufacturer's specification and shall remain the Supplier's risk and responsibility at all times;



- 10.1.10 it shall use Good Industry Practice to ensure that any information and communications technology systems and/or related hardware and/or software it uses are free from corrupt data, viruses, worms and any other computer programs or code which might cause harm or disruption to the Authority's information and communications technology systems;
  - 10.1.11 it shall at all times conduct its business in a manner that is consistent with any anti-slavery Policy of the Authority and shall provide to the Authority any reports or other information that the Authority may request as evidence of the Supplier's compliance with this Clause 10.1.11;
  - 10.1.12 it will fully and promptly respond to all requests for information and/or requests for answers to questions regarding this Contract, the provision of the Services, any complaints and any Disputes at the frequency, in the timeframes and in the format as requested by the Authority from time to time (acting reasonably);
  - 10.1.13 all information included within the Supplier's responses to any documents issued by the Authority as part of the procurement relating to the award of this Contract (to include, without limitation, as referred to in the Specification and Supplier Proposal Document and Financial Arrangements) and all accompanying materials is accurate;
  - 10.1.14 it has the right and authority to enter into this Contract and that it has the capability and capacity to fulfil its obligations under this Contract;
  - 10.1.15 it is a properly constituted entity and it is fully empowered by the terms of its constitutional documents to enter into and to carry out its obligations under this Contract and the documents referred to in this Contract;
  - 10.1.16 all necessary actions to authorise the execution of and performance of its obligations under this Contract have been taken before such execution;
  - 10.1.17 there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Supplier;
  - 10.1.18 there are no material agreements existing to which the Supplier is a party which prevent the Supplier from entering into or complying with this Contract;
  - 10.1.19 it has and will continue to have the capacity, funding and cash flow to meet all its obligations under this Contract; and
  - 10.1.20 it has satisfied itself as to the nature and extent of the risks assumed by it under this Contract and has gathered all information necessary to perform its obligations under this Contract and all other obligations assumed by it.
- 10.2 The Supplier acknowledges that a failure by the Supplier following the Actual Services Commencement Date to submit accurate invoices and other information on time to the Authority may result in any entity responsible for reimbursing costs to the Authority, delaying or failing to make relevant payments to the Authority. Accordingly, the Supplier warrants that, from the Actual Services Commencement Date, it shall submit accurate invoices and other information on time to the Authority.

- 10.3 The Supplier warrants and undertakes to the Authority that, as at the Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance. If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
- 10.3.1 notify the Authority in writing of such fact within five (5) Business Days of its occurrence; and
- 10.3.2 promptly provide to the Authority:
- (i) 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
  - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.
- 10.4 The Supplier further warrants and undertakes to the Authority that it will inform the Authority in writing immediately upon becoming aware that any of the warranties set out in Clause 10 of this Schedule 2 have been breached or there is a risk that any warranties may be breached.
- 10.5 Any warranties provided under this Contract are both independent and cumulative and may be enforced independently or collectively at the sole discretion of the enforcing Party.

## **11 Intellectual property**

- 11.1 The Supplier warrants and undertakes to the Authority that either it owns or is entitled to use and will continue to own or be entitled to use all Intellectual Property Rights used in the development and provision of the Services and/or necessary to give effect to the Services and/or to use any deliverables, matter or any other output supplied to the Authority as part of the Services.
- 11.2 Unless specified otherwise in the Key Provisions and/or in the Specification and Supplier Proposal Document, the Supplier hereby grants to the Authority, for the life of the use by the Authority of any deliverables, material or any other output supplied to the Authority in any format as part of the Services, an irrevocable, royalty-free, non-exclusive licence to use, modify, adapt or enhance such items in the course of the Authority's normal business operations. For the avoidance of doubt, unless specified otherwise in the Key Provisions and/or in the Specification and Supplier Proposal Document, the Authority shall have no rights to commercially exploit (e.g. by selling to third parties) any deliverables, matter or any other output supplied to the Authority in any format as part of the Services.

## **12 Indemnity**

- 12.1 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings in respect of:

- 12.1.1 any injury or allegation of injury to any person, including injury resulting in death;
- 12.1.2 any loss of or damage to property (whether real or personal);
- 12.1.3 any breach of Clause 10.1.3 and/or Clause 11 of this Schedule 2; and/or
- 12.1.4 any failure by the Supplier to commence the delivery of the Services by the Services Commencement Date;

that arise or result from the Supplier's negligent acts or omissions or breach of contract in connection with the performance of this Contract including the provision of the Services, except to the extent that such loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings have been caused by any act or omission by, or on behalf of, or in accordance with the instructions of, the Authority.

- 12.2 Liability under Clauses 12.1.1, 12.1.3 and 13.4 of this Schedule 2 and Clause 2.6 of Schedule 3 shall be unlimited. Liability under Clauses 12.1.2 and 12.1.4 of this Schedule 2 shall be subject to the limitation of liability set out in Clause 13 of this Schedule 2.
- 12.3 In relation to all third party claims against the Authority, which are the subject of any indemnity given by the Supplier under this Contract, the Authority shall use its reasonable endeavours, upon a written request from the Supplier, to transfer the conduct of such claims to the Supplier unless restricted from doing so. Such restrictions may include, without limitation, any restrictions:
  - 12.3.1 relating to any legal, regulatory, governance, information governance, or confidentiality obligations on the Authority; and/or
  - 12.3.2 relating to the Authority's membership of any indemnity and/or risk pooling arrangements.

Such transfer shall be subject to the Parties agreeing appropriate terms for such conduct of the third party claim by the Supplier (to include, without limitation, the right of the Authority to be informed and consulted on the ongoing conduct of the claim following such transfer and any reasonable cooperation required by the Supplier from the Authority).

### **13 Limitation of liability**

- 13.1 Nothing in this Contract shall exclude or restrict the liability of either Party:
  - 13.1.1 for death or personal injury resulting from its negligence;
  - 13.1.2 for fraud or fraudulent misrepresentation; or
  - 13.1.3 in any other circumstances where liability may not be limited or excluded under any applicable law.
- 13.2 Subject to Clauses 12.2, 13.1 and 13.3 of this Schedule 2, the total liability of each Party to the other under or in connection with this Contract whether arising in contract, tort, negligence, breach of statutory duty or otherwise shall be limited in aggregate to the greater of: (a) five million GBP (£5,000,000); or (b) one hundred and twenty five

percent (125%) of the total Contract Price paid or payable by the Authority to the Supplier for the Services.

- 13.3 There shall be no right to claim losses, damages and/or other costs and expenses under or in connection with this Contract whether arising in contract (to include, without limitation, under any relevant indemnity), tort, negligence, breach of statutory duty or otherwise to the extent that any losses, damages and/or other costs and expenses claimed are in respect of loss of production, loss of business opportunity or are in respect of indirect loss of any nature suffered or alleged. For the avoidance of doubt, without limitation, the Parties agree that for the purposes of this Contract the following costs, expenses and/or loss of income shall be direct recoverable losses (to include under any relevant indemnity) provided such costs, expenses and/or loss of income are properly evidenced by the claiming Party:

13.3.1 extra costs incurred purchasing replacement or alternative services;

13.3.2 the costs of extra management time; and/or

in each case to the extent to which such costs, expenses and/or loss of income arise or result from the other Party's breach of contract, negligent act or omission, breach of statutory duty, and/or other liability under or in connection with this Contract.

- 13.4 The Supplier shall further indemnify the Authority against any costs, claims or other liabilities:

13.4.1 which arise in relation to or in connection with any acts or omissions by any Learners during their attendance on an enrolled programme of education pursuant to this Contract; and

13.4.2 which the Authority incurs as a direct result of the Supplier's act or omission in assessing any Staff suitability to work alongside or to supervise Learners in the course of undertaking any programme of education pursuant to this Contract.

- 13.5 Each Party shall at all times take all reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other pursuant to this Contract.

- 13.6 Clause 13 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

## **14 Insurance**

- 14.1 Subject to Clauses 14.2 and 14.3 of this Schedule 2 and unless otherwise confirmed in writing by the Authority, as a minimum level of protection, the Supplier shall put in place and/or maintain in force at its own cost with a reputable commercial insurer, insurance arrangements in respect of employer's liability, public liability and professional indemnity in accordance with Good Industry Practice with the minimum cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by Law unless otherwise agreed with the Authority in writing. These requirements shall not apply to the extent that the Supplier is a member and maintains membership of each of the indemnity schemes run by NHS Resolution.

- 14.2 Without limitation to any insurance arrangements as required by Law, the Supplier shall put in place and/or maintain the different types and/or levels of indemnity arrangements explicitly required by the Authority, if specified in the Key Provisions.
- 14.3 Provided that the Supplier maintains all indemnity arrangements required by Law, the Supplier may self insure in order to meet other relevant requirements referred to at Clauses 14.1 and 14.2 of this Schedule 2 on condition that such self insurance arrangements offer the appropriate levels of protection and are approved by the Authority in writing prior to the Commencement Date.
- 14.4 The amount of any indemnity cover and/or self insurance arrangements shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to determine the amount of indemnity and/or self insurance cover that will be adequate to enable it to satisfy its potential liabilities under this Contract. Accordingly, the Supplier shall be liable to make good any deficiency if the proceeds of any indemnity cover and/or self insurance arrangement is insufficient to cover the settlement of any claim.
- 14.5 The Supplier shall from time to time and in any event within five (5) Business Days of written demand provide documentary evidence to the Authority that insurance arrangements taken out by the Supplier pursuant to Clause 14 of this Schedule 2 and the Key Provisions are fully maintained and that any premiums on them and/or contributions in respect of them (if any) are fully paid.
- 14.6 Upon the expiry or earlier termination of this Contract, the Supplier shall ensure that any ongoing liability it has or may have arising out of this Contract shall continue to be the subject of appropriate indemnity arrangements for the period of twenty one (21) years from termination or expiry of this Contract or until such earlier date as that liability may reasonably be considered to have ceased to exist.

## **15 Term and termination**

- 15.1 This Contract shall commence on the Commencement Date and, unless terminated earlier in accordance with the terms of this Contract or the general law, shall continue until the end of the Term.
- 15.2 The Authority shall be entitled to extend the Term on one or more occasions by giving the Supplier written notice no less than three (3) months prior to the date on which this Contract would otherwise have expired, provided that the duration of this Contract shall be no longer than the total term specified in the Key Provisions.
- 15.3 In the case of a breach of any of the terms of this Contract by either Party that is capable of remedy (including, without limitation any breach of any KPI and, subject to Clause 9.6 of this Schedule 2, any breach of any payment obligations under this Contract), the non-breaching Party may, without prejudice to its other rights and remedies under this Contract, issue a Breach Notice and shall allow the Party in breach the opportunity to remedy such breach in the first instance via a remedial proposal put forward by the Party in breach ("**Remedial Proposal**") before exercising any right to terminate this Contract in accordance with Clause 15.4.1(ii) of this Schedule 2. Such Remedial Proposal must be agreed with the non-breaching Party (such agreement not to be unreasonably withheld or delayed) and must be implemented by the Party in breach in accordance with the timescales referred to in the agreed Remedial Proposal. Once agreed, any changes to a Remedial Proposal must be approved by the Parties in writing. Any failure by the Party in breach to:

- 15.3.1 put forward and agree a Remedial Proposal with the non-breaching Party in relation to the relevant default or breach within a period of ten (10) Business Days (or such other period as the non-breaching Party may agree in writing) from written notification of the relevant default or breach from the non-breaching Party;
- 15.3.2 comply with such Remedial Proposal (including, without limitation, as to its timescales for implementation, which shall be thirty (30) days unless otherwise agreed between the Parties); and/or
- 15.3.3 remedy the default or breach notwithstanding the implementation of such Remedial Proposal in accordance with the agreed timescales for implementation,

shall be deemed, for the purposes of Clause 15.4.1(ii) of this Schedule 2, a material breach of this Contract by the Party in breach not remedied in accordance with an agreed Remedial Proposal.

- 15.4 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party:

- 15.4.1 commits a material breach of any of the terms of this Contract which is:
  - (i) not capable of remedy; or
  - (ii) in the case of a breach capable of remedy, which is not remedied in accordance with a Remedial Proposal; or
- 15.4.2 has been served with at least two (2) previous Breach Notices as a result of any material breaches which are capable of remedy within any twelve (12) month rolling period whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal. The twelve (12) months rolling period is the twelve (12) months immediately preceding the date of the third breach notice.

- 15.5 The Authority may terminate this Contract forthwith by issuing a Termination Notice to the Supplier if:

- 15.5.1 the Supplier does not commence delivery of the Services by any Long Stop Date;
- 15.5.2 the Supplier, or any third party guaranteeing the obligations of the Supplier under this Contract, ceases or threatens to cease carrying on its business; suspends making payments on any of its debts or announces an intention to do so; is, or is deemed for the purposes of any Law to be, unable to pay its debts as they fall due or insolvent; enters into or proposes any composition, assignment or arrangement with its creditors generally; takes any step or suffers any step to be taken in relation to its winding-up, dissolution, administration (whether out of court or otherwise) or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) otherwise than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation; has a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, administrator or similar officer appointed (in each case, whether out of court or otherwise) in

- respect of it or any of its assets; has any security over any of its assets enforced; or any analogous procedure or step is taken in any jurisdiction;
- 15.5.3 the Supplier undergoes a change of control within the meaning of sections 450 and 451 of the Corporation Tax Act 2010 (other than for an intra-group change of control) without the prior written consent of the Authority and the Authority shall be entitled to withhold such consent if, in the reasonable opinion of the Authority, the proposed change of control will have a material impact on the performance of this Contract or the reputation of the Authority;
  - 15.5.4 the Supplier purports to assign, Sub-contract, novate, create a trust in or otherwise transfer or dispose of this Contract in breach of Clause 28.1 of this Schedule 2;
  - 15.5.5 pursuant to and in accordance with the Key Provisions and Clauses 15.6, 23.7; 25.2; 25.4 and 29.2 of this Schedule 2; or
  - 15.5.6 the warranty given by the Supplier pursuant to Clause 10.3 of this Schedule 2 is materially untrue, the Supplier commits a material breach of its obligation to notify the Authority of any Occasion of Tax Non-Compliance as required by Clause 10.3 of this Schedule 2, or the Supplier fails to provide details of proposed mitigating factors as required by Clause 10.3 of this Schedule 2 that in the reasonable opinion of the Authority are acceptable.
- 15.6 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier where:
- 15.6.1 the Contract has been substantially amended to the extent that the Public Contracts Regulations 2015 require a new procurement procedure;
  - 15.6.2 the Authority has become aware that the Supplier should have been excluded under Regulation 57(1) or (2) of the Public Contracts Regulations 2015 from the procurement procedure leading to the award of this Contract;
  - 15.6.3 the Contract should not have been awarded to the Supplier in view of a serious infringement of obligations under European law declared by the Court of Justice of the European Union under Article 258 of the Treaty on the Functioning of the EU; or
  - 15.6.4 there has been a failure by the Supplier and/or one its Sub-contractors to comply with legal obligations in the fields of environmental, social or labour Law. Where the failure to comply with legal obligations in the fields of environmental, social or labour Law is a failure by one of the Supplier's Sub-contractors, the Authority may request the replacement of such Sub-contractor and the Supplier shall comply with such request as an alternative to the Authority terminating this Contract under this Clause 15.6.4.
- 15.7 Within three (3) months of the Commencement Date the Supplier shall, if requested to do so by the Authority, develop and agree an exit plan with the Authority consistent with the Exit Requirements, which shall ensure continuity of the Services on expiry or earlier termination of this Contract. The Supplier shall, if requested to do so by the Authority, provide the Authority with the first draft of an exit plan within one (1) month of the Commencement Date. The Parties shall review and, as appropriate, update any such exit plan on each anniversary of the Commencement Date of this Contract. If the Parties cannot agree an exit plan in accordance with the timescales set out in this

Clause 15.7 of this Schedule 2 (such agreement not to be unreasonably withheld or delayed), such failure to agree shall be deemed a Dispute, which shall be referred to and resolved in accordance with the Dispute Resolution Procedure.

## **16 Consequences of expiry or early termination of this Contract**

- 16.1 Upon expiry or earlier termination of this Contract, the Authority agrees to pay the Supplier for the Services which have been completed by the Supplier in accordance with this Contract prior to expiry or earlier termination of this Contract.
- 16.2 Save as may be required for the Supplier to comply with Clauses 16.3 and 16.4 of this Schedule 2, immediately following expiry or earlier termination of this Contract and/or in accordance with any timescales as set out in the agreed exit plan:
  - 16.2.1 the Supplier shall comply with its obligations under any agreed exit plan;
  - 16.2.2 all data, excluding Personal Data, documents and records (whether stored electronically or otherwise) relating in whole or in part to the Services, including without limitation relating to Learners and all other items provided on loan or otherwise to the Supplier by the Authority shall be delivered by the Supplier to the Authority provided that the Supplier shall be entitled to keep copies to the extent that: (a) the content does not relate solely to the Services; (b) the Supplier is required by Law and/or Guidance to keep copies; or (c) the Supplier was in possession of such data, documents and records prior to the Commencement Date; and
  - 16.2.3 any Personal Data Processed by the Supplier on behalf of the Authority shall be returned to the Authority or destroyed in accordance with the relevant provisions of the Data Protection Protocol.
- 16.3 In the event that upon termination of this Contract, there remain any Learners who are still on a programme of education / training pursuant to this Contract, subject to the provisions of Clause 16.4, the terms of this Contract shall remain in full force and effect in relation to such Learners until their programmes of education / training have completed, or, if this is not feasible, the Supplier will, with the agreement of the Authority in writing, organise alternative provision of a comparable standard and quality.
- 16.4 During the Residual Contract Period the Supplier shall complete the delivery of all programmes of education / training for Learners who have not, upon the expiry or termination of this Contract, completed the same unless agreed to the contrary with the Authority.
- 16.5 The Supplier shall retain all data relating to the provision of the Services that are not transferred or destroyed pursuant to Clause 16.2 of this Schedule 2 for the period set out in Clause 24.1 of this Schedule 2.
- 16.6 The Supplier shall cooperate fully with the Authority or, as the case may be, any replacement supplier during any re-procurement and handover period prior to and following the expiry or earlier termination of this Contract. This cooperation shall extend to providing access to all information relevant to the operation of this Contract, as reasonably required by the Authority to achieve a fair and transparent re-procurement and/or an effective transition without disruption to routine operational requirements.



- 16.7 Save as may be required for the Supplier to comply with Clauses 16.3 and 16.4 of this Schedule 2, immediately upon expiry or earlier termination of this Contract any licence or lease entered into in accordance with the Key Provisions shall automatically terminate.
- 16.8 The expiry or earlier termination of this Contract for whatever reason shall not affect any rights or obligations of either Party which accrued prior to such expiry or earlier termination.
- 16.9 The expiry or earlier termination of this Contract shall not affect any obligations which expressly or by implication are intended to come into or continue in force on or after such expiry or earlier termination.

## **17 Staff information and the application of TUPE**

- 17.1 The Parties agree that at the commencement of the provision of Services by the Supplier TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier.
- 17.2 If any person who is an employee of the Authority or a Third Party claims, or it is determined, that their contract of employment has been transferred from the Authority or Third Party to the Supplier or a Sub-contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned, then:
- 17.2.1 the Supplier will, within seven (7) days of becoming aware of that fact, give notice in writing to the Authority;
- 17.2.2 the Authority or Third Party may offer employment to such person within twenty-eight (28) days of the notification by the Supplier;
- 17.2.3 if such offer of employment is accepted, the Supplier or a Sub-contractor shall immediately release the person from their employment; and
- 17.2.4 if after that period specified in Clause 17.2.2 above has elapsed, no offer of employment has been made by the Authority or Third Party, or such offer has been made by the Authority or Third Party but not accepted within a reasonable time, the Supplier or Sub-contractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person and shall (where relevant) be bound to apply Fair Deal for Staff Pensions in respect of any such person.

## **18 Complaints**

- 18.1 To the extent relevant to the Services, the Supplier shall have in place and operate a complaints procedure which complies with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- 18.2 Each Party shall inform the other of all complaints from or on behalf of Learners arising out of or in connection with the provision of the Services within twenty four (24) hours of receipt of each complaint and shall keep the other Party updated on the manner of resolution of any such complaints.

## **19 Sustainable development**

- 19.1 The Supplier shall comply in all material respects with applicable environmental and social and labour Law requirements in force from time to time in relation to the Services.
- 19.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 19 of this Schedule 2.

## **20 Electronic services information**

- 20.1 Where requested by the Authority, the Supplier shall provide the Authority the Services Information in such manner and upon such media as agreed between the Supplier and the Authority from time to time for the sole use by the Authority.
- 20.2 The Supplier warrants that the Services Information is complete and accurate as at the date upon which it is delivered to the Authority and that the Services Information shall not contain any data or statement which gives rise to any liability on the part of the Authority following publication of the same in accordance with Clause 20 of this Schedule 2.
- 20.3 If the Services Information ceases to be complete and accurate, the Supplier shall promptly notify the Authority in writing of any modification or addition to or any inaccuracy or omission in the Services Information.

## **21 Change management**

- 21.1 The Supplier acknowledges to the Authority that the Authority's requirements for the Services may change during the Term and the Supplier shall not unreasonably withhold or delay its consent to any reasonable variation or addition to the Specification and Supplier Proposal Document, as may be requested by the Authority from time to time.
- 21.2 Subject to Clause 21.3 of this Schedule 2, any change to the Services or other variation to this Contract shall only be binding once it has been agreed in accordance with the Change Control Process.
- 21.3 Any change to the Data Protection Protocol shall be made in accordance with the relevant provisions of that protocol.

## **22 Dispute resolution**

- 22.1 During any Dispute, including a Dispute as to the validity of this Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 22.2 In the case of a Dispute arising out of or in connection with this Contract the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and follow the procedure set out in Clause 22.3 of this Schedule 2 as the first stage in the Dispute Resolution Procedure.
- 22.3 If any Dispute arises out of the Contract either Party may serve a notice on the other Party to commence formal resolution of the Dispute. The Parties shall first seek to resolve the Dispute by escalation in accordance with the management levels as set

out in Clause 5 of the Key Provisions. Respective representatives at each level, as set out in Clause 5 of the Key Provisions, shall have five (5) Business Days at each level during which they will use their reasonable endeavours to resolve the Dispute before escalating the matter to the next levels until all levels have been exhausted. Level 1 will commence on the date of service of the Dispute Notice. The final level of the escalation process shall be deemed exhausted on the expiry of five (5) Business Days following escalation to that level unless otherwise agreed by the Parties in writing.

- 22.4 If the procedure set out in Clause 22.3 of this Schedule 2 above has been exhausted and fails to resolve such Dispute, as part of the Dispute Resolution Procedure, the Parties will attempt to settle it by mediation. The Parties, shall acting reasonably, attempt to agree upon a mediator. In the event that the Parties fail to agree a mediator within five (5) Business Days following the exhaustion of all levels of the escalation procedure at Clause 22.3 of this Schedule 2, the mediator shall be nominated and confirmed by the Centre for Effective Dispute Resolution, London.
- 22.5 The mediation shall commence within twenty eight (28) days of the confirmation of the mediator in accordance with Clause 22.4 of this Schedule 2 or at such other time as may be agreed by the Parties in writing. Neither Party will terminate such mediation process until each Party has made its opening presentation and the mediator has met each Party separately for at least one hour or one Party has failed to participate in the mediation process. After this time, either Party may terminate the mediation process by notification to the other Party (such notification may be verbal provided that it is followed up by written confirmation). The Authority and the Supplier will cooperate with any person appointed as mediator providing them with such information and other assistance as they shall require and will pay their costs, as they shall determine or in the absence of such determination such costs will be shared equally.
- 22.6 Nothing in this Contract shall prevent:
- 22.6.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
- 22.6.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party or that relates to the safety of patients and other service users or the security of Confidential Information, pending resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 22.7 Clause 22 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

## **23 Force majeure**

- 23.1 The Supplier shall only be entitled to rely on a Force Majeure Event and the relief set out in Clause 23 of this Schedule 2 and will not be considered to be in default or liable for breach of any obligations under this Contract if:
- 23.1.1 the Supplier has fulfilled its obligations pursuant to Clause 6 of this Schedule 2;
- 23.1.2 the Force Majeure Event does not arise directly or indirectly as a result of any wilful or negligent act or default of the Supplier; and

- 23.1.3 the Supplier has complied with the procedural requirements set out in Clause 23 of this Schedule 2.
- 23.2 Where a Party is (or claims to be) affected by a Force Majeure Event it shall use reasonable endeavours to mitigate the consequences of such a Force Majeure Event upon the performance of its obligations under this Contract, and to resume the performance of its obligations affected by the Force Majeure Event as soon as practicable.
- 23.3 Where the Force Majeure Event affects the Supplier's ability to perform part of its obligations under the Contract the Supplier shall fulfil all such contractual obligations that are not so affected and shall not be relieved from its liability to do so.
- 23.4 If either Party is prevented or delayed in the performance of its obligations under this Contract by a Force Majeure Event, that Party shall as soon as reasonably practicable serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to its failure to perform or any anticipated delay in performance of its obligations.
- 23.5 Subject to service of such notice, the Party affected by such circumstances shall have no liability for its failure to perform or for any delay in performance of its obligations affected by the Force Majeure Event only for so long as such circumstances continue and for such time after they cease as is necessary for that Party, using its best endeavours, to recommence its affected operations in order for it to perform its obligations.
- 23.6 The Party claiming relief shall notify the other in writing as soon as the consequences of the Force Majeure Event have ceased and of when performance of its affected obligations can be resumed.
- 23.7 If the Supplier is prevented from performance of its obligations as a result of a Force Majeure Event, the Authority may at any time, if the Force Majeure Event subsists for thirty (30) days or more, terminate this Contract by issuing a Termination Notice to the Supplier.
- 23.8 Following such termination in accordance with Clause 23.7 of this Schedule 2 and subject to Clause 23.9 of this Schedule 2, neither Party shall have any further liability to the other.
- 23.9 Any rights and liabilities of either Party which have accrued prior to such termination in accordance with Clause 23.7 of this Schedule 2 shall continue in full force and effect unless otherwise specified in this Contract.

## **24 Records retention and right of audit**

- 24.1 Subject to any statutory requirement and Clause 24.2 of this Schedule 2, the Supplier shall keep secure and maintain for the Term and six (6) years afterwards, or such longer period as may be agreed between the Parties, full and accurate records of all matters relating to this Contract.
- 24.2 Where any records could be relevant to a claim for personal injury such records shall be kept secure and maintained for a period of twenty one (21) years from the date of expiry or earlier termination of this Contract.

- 24.3 The Authority shall have the right to audit the Supplier's compliance with this Contract. The Supplier shall permit or procure permission for the Authority or its authorised representative during normal business hours having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records reasonably required to audit the Supplier's compliance with its obligations under this Contract. Should the Supplier Sub-contract any of its obligations under this Contract, the Authority shall have the right to audit and inspect such third party.
- 24.4 The Supplier shall grant to the Authority or its authorised representative, such access to those records as they may reasonably require in order to check the Supplier's compliance with this Contract for the purposes of:
- 24.4.1 the examination and certification of the Authority's accounts; or
- 24.4.2 any examination pursuant to section 6(1) of the National Audit Act 1983 of the economic efficiency and effectiveness with which the Authority has used its resources.
- 24.5 The Comptroller and Auditor General may examine such documents as they may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to provide such oral and/or written explanations as they consider necessary. Clause 24 of this Schedule 2 does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Supplier under sections 6(3)(d) and 6(5) of the National Audit Act 1983.
- 24.6 The Supplier shall provide reasonable cooperation to the Authority, its representatives and any regulatory body in relation to any audit, review, investigation or enquiry carried out in relation to the subject matter of this Contract.
- 24.7 The Supplier shall provide all reasonable information as may be reasonably requested by the Authority to evidence the Supplier's compliance with the requirements of this Contract.

## **25 Conflicts of interest and the prevention of fraud**

- 25.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Staff are placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The Supplier will disclose to the Authority full particulars of any such conflict of interest which may arise.
- 25.2 The Authority reserves the right to terminate this Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The actions of the Authority pursuant to this Clause 25.2 of this Schedule 2 shall not prejudice or affect any right of action or remedy which shall have accrued or shall subsequently accrue to the Authority.
- 25.3 The Supplier shall take all reasonable steps to prevent Fraud by Staff and the Supplier (including its owners, members and directors). The Supplier shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.

- 25.4 If the Supplier or its Staff commits Fraud the Authority may terminate this Contract and recover from the Supplier the amount of any direct loss suffered by the Authority resulting from the termination.

## **26 Equality and human rights**

- 26.1 The Supplier shall:

26.1.1 ensure that (a) it does not, whether as employer or as provider of the Services, engage in any act or omission that would contravene the Equality Legislation, and (b) it complies with all its obligations as an employer or provider of the Services as set out in the Equality Legislation and take reasonable endeavours to ensure its Staff do not unlawfully discriminate within the meaning of the Equality Legislation;

26.1.2 in the management of its affairs and the development of its equality and diversity policies, cooperate with the Authority in light of the Authority's obligations to comply with its statutory equality duties whether under the Equality Act 2010 or otherwise. The Supplier shall take such reasonable and proportionate steps as the Authority considers appropriate to promote equality and diversity, including race equality, equality of opportunity for disabled people, gender equality, and equality relating to religion and belief, sexual orientation and age; and

26.1.3 the Supplier shall impose on all its Sub-contractors and suppliers, obligations substantially similar to those imposed on the Supplier by Clause 26 of this Schedule 2.

- 26.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 26 of this Schedule 2.

## **27 Notice**

- 27.1 Subject to Clause 22.5 of Schedule 2, any notice required to be given by either Party under this Contract shall be in writing quoting the date of the Contract and shall be delivered by hand or sent by prepaid first class recorded delivery or by email to the person referred to in the Key Provisions or such other person as one Party may inform the other Party in writing from time to time.

- 27.2 A notice shall be treated as having been received:

27.2.1 if delivered by hand within normal business hours when so delivered or, if delivered by hand outside normal business hours, at the next start of normal business hours; or

27.2.2 if sent by first class recorded delivery mail on a normal Business Day, at 9.00 am on the second Business Day subsequent to the day of posting, or, if the notice was not posted on a Business Day, at 9.00 am on the third Business Day subsequent to the day of posting; or

27.2.3 if sent by email, if sent within normal business hours when so sent or, if sent outside normal business hours, at the next start of normal business hours provided the sender has either received an electronic confirmation of delivery

or has telephoned the recipient to inform the recipient that the email has been sent.

**28     Assignment, novation and Sub-contracting**

- 28.1     The Supplier shall not assign, Sub-contract, novate, create a trust in, or in any other way dispose of the whole or any part of this Contract without the prior consent in writing of the Authority such consent not to be unreasonably withheld or delayed. If the Supplier Sub-contracts any of its obligations under this Contract, every act or omission of the Sub-contractor shall for the purposes of this Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Authority as if such act or omission had been committed or omitted by the Supplier itself.
- 28.2     Any authority given by the Authority for the Supplier to Sub-contract any of its obligations under this Contract shall not impose any duty on the Authority to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with this Contract.
- 28.3     Where the Supplier enters into a Sub-contract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such Sub-contract, unless otherwise agreed with the Authority in writing, which:
- 28.3.1     contain at least equivalent obligations as set out in this Contract in relation to the performance of the Services to the extent relevant to such Sub-contracting;
- 28.3.2     contain at least equivalent obligations as set out in this Contract in respect of confidentiality, information security, data protection, Intellectual Property Rights, compliance with Law and Guidance and record keeping;
- 28.3.3     contain a prohibition on the Sub-contractor Sub-contracting, assigning or novating any of its rights or obligations under such Sub-contract without the prior written approval of the Authority (such approval not to be unreasonably withheld or delayed);
- 28.3.4     contain a right for the Authority to take an assignment or novation of the Sub-contract (or part of it) upon expiry or earlier termination of this Contract;
- 28.3.5     requires the Supplier or other party receiving services under the contract to consider and verify invoices under that contract in a timely fashion;
- 28.3.6     provides that if the Supplier or other party fails to consider and verify an invoice in accordance with Clause 28.3.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purpose of Clause 28.3.7 after a reasonable time has passed;
- 28.3.7     requires the Supplier or other party to pay any undisputed sums which are due from it to the Sub-contractor within a specified period not exceeding thirty (30) days of verifying that the invoice is valid and undisputed;
- 28.3.8     permitting the Supplier to terminate, or procure the termination of, the relevant Sub-contract in the event the Sub-contractor fails to comply in the

- performance of its Sub-contract with legal obligations in the fields of environmental, social or labour Law where the Supplier is required to replace such Sub-contractor in accordance with Clause 15.6.4 of this Schedule 2;
- 28.3.9 permitting the Supplier to terminate, or to procure the termination of, the relevant Sub-contract where the Supplier is required to replace such Sub-contractor in accordance with Clause 28.4 of this Schedule 2; and
- 28.3.10 requires the Sub-contractor to include a clause to the same effect as this Clause 28.3 of this Schedule 2 in any Sub-contract which it awards.
- 28.4 Where the Authority considers that the grounds for exclusion under Regulation 57 of the Public Contracts Regulations 2015 apply to any Sub-contractor, then:
- 28.4.1 if the Authority finds there are compulsory grounds for exclusion, the Supplier shall ensure, or shall procure, that such Sub-contractor is replaced or not appointed; or
- 28.4.2 if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Supplier to ensure, or to procure, that such Sub-contractor is replaced or not appointed and the Supplier shall comply with such a requirement.
- 28.5 The Supplier shall pay any undisputed sums which are due from it to a Sub-contractor within thirty (30) days of verifying that the invoice is valid and undisputed. Where the Authority pays the Supplier's valid and undisputed invoices earlier than thirty (30) days from verification in accordance with any applicable government prompt payment targets, the Supplier shall use its reasonable endeavours to pay its relevant Sub-contractors within a comparable timeframe from verifying that an invoice is valid and undisputed.
- 28.6 The Authority shall upon written request have the right to review any Sub-contract entered into by the Supplier in respect of the provision of the Services and the Supplier shall provide a certified copy of any Sub-contract within five (5) Business Days of the date of a written request from the Authority. For the avoidance of doubt, the Supplier shall have the right to redact any confidential pricing information in relation to such copies of Sub-contracts.
- 28.7 The Authority may at any time transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract and the Supplier warrants that it will carry out all such reasonable further acts required to effect such transfer, assignment, novation, sub-contracting or disposal. If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the party assuming the position of the Authority shall not further transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract without the prior written consent of the Supplier, such consent not to be unreasonably withheld or delayed by the Supplier.

## **29 Prohibited Acts**

- 29.1 The Supplier warrants and represents that:
- 29.1.1 it has not committed any offence under the Bribery Act 2010 or done any of the following ("**Prohibited Acts**"):



- (i) offered, given or agreed to give any officer or employee of the Authority any gift or consideration of any kind as an inducement or reward for doing or not doing or for having done or not having done any act in relation to the obtaining or performance of this or any other agreement with the Authority or for showing or not showing favour or disfavour to any person in relation to this or any other agreement with the Authority; or
- (ii) in connection with this Contract paid or agreed to pay any commission other than a payment, particulars of which (including the terms and conditions of the agreement for its payment) have been disclosed in writing to the Authority; and

29.1.2 it has in place adequate procedures to prevent bribery and corruption, as contemplated by section 7 of the Bribery Act 2010.

29.2 If the Supplier or its Staff (or anyone acting on its or their behalf) has done or does any of the Prohibited Acts or has committed or commits any offence under the Bribery Act 2010 with or without the knowledge of the Supplier in relation to this or any other agreement with the Authority:

29.2.1 the Authority shall be entitled:

- (i) to terminate this Contract and recover from the Supplier the amount of any loss resulting from the termination;
- (ii) to recover from the Supplier the amount or value of any gift, consideration or commission concerned; and
- (iii) to recover from the Supplier any other loss or expense sustained in consequence of the carrying out of the Prohibited Act or the commission of the offence under the Bribery Act 2010;

29.2.2 any termination under Clause 29.2.1 of this Schedule 2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the Authority; and

29.2.3 notwithstanding the Dispute Resolution Procedure, any Dispute relating to:

- (i) the interpretation of Clause 29 of this Schedule 2; or
- (ii) the amount or value of any gift, consideration or commission,

shall be determined by the Authority, acting reasonably, and the decision shall be final and conclusive.

### **30 General**

30.1 Each of the Parties is independent of the other and nothing contained in this Contract shall be construed to imply that there is any relationship between the Parties of partnership or of principal/agent or of employer/employee nor are the Parties hereby engaging in a joint venture and accordingly neither of the Parties shall have any right or authority to act on behalf of the other nor to bind the other by agreement or otherwise, unless expressly permitted by the terms of this Contract.

- 30.2 Failure or delay by either Party to exercise an option or right conferred by this Contract shall not of itself constitute a waiver of such option or right.
- 30.3 The delay or failure by either Party to insist upon the strict performance of any provision, term or condition of this Contract or to exercise any right or remedy consequent upon such breach shall not constitute a waiver of any such breach or any subsequent breach of such provision, term or condition.
- 30.4 Any provision of this Contract which is held to be invalid or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions of this Contract and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.
- 30.5 Each Party acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the subject matter of this Contract and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the other Party for any misrepresentation or undertaking (whether made carelessly or not) or for breach of any warranty unless the representation, undertaking or warranty relied upon is set out in this Contract or unless such representation, undertaking or warranty was made fraudulently.
- 30.6 Each Party shall bear its own expenses in relation to the preparation and execution of this Contract including all costs, legal fees and other expenses so incurred.
- 30.7 The rights and remedies provided in this Contract are independent, cumulative and not exclusive of any rights or remedies provided by general law, any rights or remedies provided elsewhere under this Contract or by any other contract or document. In this Clause 30.7 of this Schedule 2, right includes any power, privilege, remedy, or proprietary or security interest.
- 30.8 Unless otherwise expressly stated in this Contract, a person who is not a party to this Contract shall have no right to enforce any terms of it which confer a benefit on such person. No such person shall be entitled to object to or be required to consent to any amendment to the provisions of this Contract.
- 30.9 This Contract, any variation in writing signed by an authorised representative of each Party and any document referred to (explicitly or by implication) in this Contract or any variation to this Contract, contain the entire understanding between the Supplier and the Authority relating to the Services to the exclusion of all previous agreements, confirmations and understandings and there are no promises, terms, conditions or obligations whether oral or written, express or implied other than those contained or referred to in this Contract. Nothing in this Contract seeks to exclude either Party's liability for Fraud. Any tender conditions and/or disclaimers set out in the Authority's procurement documentation leading to the award of this Contract shall form part of this Contract.
- 30.10 This Contract, and any Dispute or claim arising out of or in connection with it or its subject matter (including any non-contractual claims), shall be governed by, and construed in accordance with, the laws of England and Wales.
- 30.11 Subject to Clause 22 of this Schedule 2, the Parties irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any Dispute or claim that arises out of or in connection with this Contract or its subject matter.

30.12 All written and oral communications and all written material referred to under this Contract shall be in English.

### Schedule 3

#### Information and Data Provisions

##### **1 Confidentiality**

- 1.1 In respect of any Confidential Information it may receive directly or indirectly from the other Party ("**Discloser**") and subject always to the remainder of Clause 1 of this Schedule 3, each Party ("**Recipient**") undertakes to keep secret and strictly confidential and shall not disclose any such Confidential Information to any third party without the Discloser's prior written consent provided that:
- 1.1.1 the Recipient shall not be prevented from using any general knowledge, experience or skills which were in its possession prior to the Commencement Date;
- 1.1.2 the provisions of Clause 1 of this Schedule 3 shall not apply to any Confidential Information:
- (i) which is in or enters the public domain other than by breach of this Contract or other act or omissions of the Recipient;
  - (ii) which is obtained from a third party who is lawfully authorised to disclose such information without any obligation of confidentiality;
  - (iii) which is authorised for disclosure by the prior written consent of the Discloser;
  - (iv) which the Recipient can demonstrate was in its possession without any obligation of confidentiality prior to receipt of the Confidential Information from the Discloser; or
  - (v) which the Recipient is required to disclose purely to the extent to comply with the requirements of any relevant stock exchange.
- 1.2 Nothing in Clause 1 of this Schedule 3 shall prevent the Recipient from disclosing Confidential Information where it is required to do so by judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim or otherwise by applicable Law, including the Freedom of Information Act 2000 ("**FOIA**"), Codes of Practice on Access to Government Information, on the Discharge of Public Authorities' Functions or on the Management of Records ("**Codes of Practice**") or the Environmental Information Regulations 2004 ("**Environmental Regulations**").
- 1.3 The Authority may disclose the Supplier's Confidential Information:
- 1.3.1 on a confidential basis, to any Contracting Authority (the Parties agree that all Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority);
- 1.3.2 on a confidential basis, to any consultant, contractor or other person engaged by the Authority and/or the Contracting Authority receiving such information;

- 1.3.3 to any relevant party for the purpose of the examination and certification of the Authority's accounts;
- 1.3.4 to any relevant party for any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
- 1.3.5 to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirements; or
- 1.3.6 on a confidential basis to a proposed successor body in connection with any proposed or actual, assignment, novation or other disposal of rights, obligations, liabilities or property in connection with this Contract;

and for the purposes of this Contract, references to disclosure "on a confidential basis" shall mean the Authority making clear the confidential nature of such information and that it must not be further disclosed except in accordance with Law or this Clause 1.3 of this Schedule 3.

- 1.4 The Supplier may only disclose the Authority's Confidential Information, and any other information provided to the Supplier by the Authority in relation this Contract, to the Supplier's Staff or professional advisors who are directly involved in the performance of or advising on the Supplier's obligations under this Contract. The Supplier shall ensure that such Staff or professional advisors are aware of and shall comply with the obligations in Clause 1 of this Schedule 3 as to confidentiality and that all information, including Confidential Information, is held securely, protected against unauthorised use or loss and, at the Authority's written discretion, destroyed securely or returned to the Authority when it is no longer required. The Supplier shall not, and shall ensure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of performing the Supplier's obligations in this Contract.
- 1.5 For the avoidance of doubt, save as required by Law or as otherwise set out in this Schedule 3, the Supplier shall not, without the prior written consent of the Authority (such consent not to be unreasonably withheld or delayed), announce that it has entered into this Contract and/or that it has been appointed as a Supplier to the Authority and/or make any other announcements about this Contract.
- 1.6 Clause 1 of this Schedule 3 shall remain in force:
  - 1.6.1 without limit in time in respect of Confidential Information which comprises Personal Data or which relates to national security; and
  - 1.6.2 for all other Confidential Information for a period of three (3) years after the expiry or earlier termination of this Contract unless otherwise agreed in writing by the Parties.

## **2 Data protection**

- 2.1 The Parties acknowledge their respective duties under Data Protection Legislation and shall give each other all reasonable assistance as appropriate or necessary to enable each other to comply with those duties. For the avoidance of doubt, the Supplier shall take reasonable steps to ensure it is familiar with the Data Protection Legislation and any obligations it may have under such Data Protection Legislation and shall comply with such obligations.

- 2.2 Where the Supplier is Processing Personal Data under or in connection with this Contract, the Parties shall comply with the Data Protection Protocol.
- 2.3 The Supplier and the Authority shall ensure that Personal Data is safeguarded at all times in accordance with the Law, and this obligation will include (if transferred electronically) only transferring Personal Data (a) if essential, having regard to the purpose for which the transfer is conducted; and (b) that is encrypted in accordance with any international data encryption standards for healthcare, and as otherwise required by those standards applicable to the Authority under any Law and Guidance (this includes, data transferred over wireless or wired networks, held on laptops, CDs, memory sticks and tapes).
- 2.4 Where, as a requirement of this Contract, the Supplier is Processing Personal Data relating to Learners as part of the Services, the Supplier shall:
- 2.4.1 complete and publish an annual information governance assessment using the NHS information governance toolkit;
  - 2.4.2 achieve a minimum level 2 performance against all requirements in the relevant NHS information governance toolkit;
  - 2.4.3 nominate an information governance lead able to communicate with the Supplier's board of directors or equivalent governance body, who will be responsible for information governance and from whom the Supplier's board of directors or equivalent governance body will receive regular reports on information governance matters including, but not limited to, details of all incidents of data loss and breach of confidence;
  - 2.4.4 report all incidents of data loss and breach of confidence in accordance with Department of Health and Social Care and/or the NHS England and/or Health and Social Care Information Centre guidelines;
  - 2.4.5 put in place and maintain policies that describe individual personal responsibilities for handling Personal Data and apply those policies vigorously;
  - 2.4.6 put in place and maintain a policy that supports its obligations under the NHS Care Records Guarantee (being the rules which govern information held in the NHS Care Records Service, which is the electronic Learner record management service providing authorised healthcare professionals access to a patient's integrated electronic care record);
  - 2.4.7 put in place and maintain agreed protocols for the lawful sharing of Personal Data with other NHS organisations and (as appropriate) with non-NHS organisations in circumstances in which sharing of that data is required under this Contract;
  - 2.4.8 where appropriate, have a system in place and a policy for the recording of any telephone calls in relation to the Services, including the retention and disposal of those recordings;
  - 2.4.9 at all times comply with any information governance requirements and/or processes as may be set out in the Specification and Supplier Proposal Document; and

- 2.4.10 comply with any new and/or updated requirements, Guidance and/or Policies notified to the Supplier by the Authority from time to time (acting reasonably) relating to the Processing and/or protection of Personal Data.
- 2.5 Where any Personal Data is Processed by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 2 of this Schedule 3, as if such Sub-contractor were the Supplier.
- 2.6 The Supplier shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings whatsoever or howsoever arising from the Supplier's unlawful or unauthorised Processing, destruction and/or damage to Personal Data in connection with this Contract.
- 3 Freedom of Information and Transparency**
- 3.1 The Parties acknowledge the duties of Contracting Authorities under the FOIA, Codes of Practice and Environmental Regulations and shall give each other all reasonable assistance as appropriate or necessary to enable compliance with those duties.
- 3.2 The Supplier shall assist and cooperate with the Authority to enable it to comply with its disclosure obligations under the FOIA, Codes of Practice and Environmental Regulations. The Supplier agrees:
- 3.2.1 that this Contract and any recorded information held by the Supplier on the Authority's behalf for the purposes of this Contract are subject to the obligations and commitments of the Authority under the FOIA, Codes of Practice and Environmental Regulations;
- 3.2.2 that the decision on whether any exemption to the general obligations of public access to information applies to any request for information received under the FOIA, Codes of Practice and Environmental Regulations is a decision solely for the Authority;
- 3.2.3 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier itself is subject to the FOIA, Codes of Practice and Environmental Regulations it will liaise with the Authority as to the contents of any response before a response to a request is issued and will promptly (and in any event within two (2) Business Days) provide a copy of the request and any response to the Authority;
- 3.2.4 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier is not itself subject to the FOIA, Codes of Practice and Environmental Regulations, it will not respond to that request (unless directed to do so by the Authority) and will promptly (and in any event within two (2) Business Days) transfer the request to the Authority;
- 3.2.5 that the Authority, acting in accordance with the Codes of Practice issued and revised from time to time under both section 45 of FOIA, and regulation 16 of the Environmental Regulations, may disclose information concerning the Supplier and this Contract; and

- 3.2.6 to assist the Authority in responding to a request for information, by processing information or environmental information (as the same are defined in FOIA and the Environmental Regulations) in accordance with a records management system that complies with all applicable records management recommendations and codes of conduct issued under section 46 of FOIA, and providing copies of all information requested by the Authority within five (5) Business Days of that request and without charge.
- 3.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations, the content of this Contract is not Confidential Information.
- 3.4 Notwithstanding any other term of this Contract, the Supplier consents to the publication of this Contract in its entirety (including variations), subject only to the redaction of information that is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations.
- 3.5 In preparing a copy of this Contract for publication under Clause 3.4 of this Schedule 3, the Authority may consult with the Supplier to inform decision making regarding any redactions but the final decision in relation to the redaction of information will be at the Authority's absolute discretion.
- 3.6 The Supplier shall assist and cooperate with the Authority to enable the Authority to publish this Contract.
- 3.7 Where any information is held by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 3 of this Schedule 3, as if such Sub-contractor were the Supplier.
- 4 Information Security**
- 4.1 Without limitation to any other information governance requirements set out in this Schedule 3, the Supplier shall:
- 4.1.1 notify the Authority forthwith of any information security breaches or near misses (including without limitation any potential or actual breaches of confidentiality or actual information security breaches) in line with the Authority's information governance Policies; and
- 4.1.2 fully cooperate with any audits or investigations relating to information security and any privacy impact assessments undertaken by the Authority and shall provide full information as may be reasonably requested by the Authority in relation to such audits, investigations and assessments.
- 4.2 Where required in accordance with the Specification and Supplier Proposal Document, the Supplier will ensure that it puts in place and maintains an information security management plan appropriate to this Contract, the type of Services being provided and the obligations placed on the Supplier. The Supplier shall ensure that such plan is consistent with any relevant Policies, Guidance, Good Industry Practice and with any relevant quality standards as may be set out in the Key Provisions and/or the Specification and Supplier Proposal Document.
- 4.3 Where required in accordance with the Specification and Supplier Proposal Document, the Supplier shall obtain and maintain certification under the HM Government Cyber



Essentials Scheme at the level set out in the Specification and Supplier Proposal Document.

## Schedule 4

### Definitions and Interpretations

#### 1 Definitions

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

|  |   |
|--|---|
| <b>“Actual Services Commencement Date”</b> | means the date the Supplier actually commences delivery of the Services, which is expected to be no later than the Long Stop Date;  |
| <b>“Authority”</b>                         | means the authority named on the form of Contract on the first page;  |
| <b>“Authority’s Obligations”</b>           | means the Authority’s further obligations, if any, referred to in the Key Provisions;   |
| <b>“Breach Notice”</b>                     | means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;  |
| <b>“Business Continuity Event”</b>         | means any event or issue that could impact on the operations of the Supplier and its ability to provide the Services including any Force Majeure Event;   |
| <b>“Business Continuity Plan”</b>          | means the Supplier’s business continuity plan which includes its plans for continuity of the Services during a Business Continuity Event;   |
| <b>“Business Day”</b>                      | means any day other than Saturday, Sunday, Christmas Day, Good Friday or a statutory bank holiday in England and Wales;   |
| <b>“Cabinet Office Statement”</b>          | the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;   |
| <b>“Change Control Process”</b>            | means the change control process referred to in the Key Provisions;   |
| <b>“Codes of Practice”</b>                 | shall have the meaning given to the term in Clause 1.2 of Schedule 3;   |
| <b>“Commencement Date”</b>                 | means the date of this Contract;  |
| <b>“Confidential Information”</b>          | means information, data and material of any nature, which either Party may receive or obtain in connection with the conclusion and/or operation of the Contract including any procurement process which is: |

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|                                      | <p>(a) Personal Data including without limitation which relates to any Learner or other person;</p> <p>(b) designated as confidential by either party or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored); and/or</p> <p>(c) Policies and such other documents which the Supplier may obtain or have access to through the Authority's intranet;</p>  |
| <b>“Contract”</b>                    | means the form of contract at the front of this document and all schedules attached to the form of contract;   |
| <b>“Contracting Authority”</b>       | means any contracting authority as defined in regulation 3 of the Public Contracts Regulations 2015 (SI 2015/102) (as amended), other than the Authority;  |
| <b>“Contract Manager”</b>            | means for the Authority and for the Supplier the individuals specified in the Key Provisions, or such other person notified by a Party to the other Party from time to time in accordance with Clause 8.1 of Schedule 2;   |
| <b>“Contract Price”</b>              | means the price exclusive of VAT that is payable to the Supplier by the Authority under the Contract for the full and proper performance by the Supplier of its obligations under the Contract;  |
| <b>“Controller”</b>                  | shall have the same meaning as set out in the GDPR;  |
| <b>“Convictions”</b>                 | means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding-over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act);   |
| <b>“Data Protection Legislation”</b> | means (i) the Data Protection Act 1998 or, from the date it comes into force, the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; (ii) the GDPR, the Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Law as amended from time to time; and (iii) all applicable Law about the processing of personal data and privacy; |
| <b>“Data Protection Protocol”</b>    | means any document of that name as provided to the Supplier by the Authority (as amended from time to time in accordance with its terms), which shall include, without limitation, any such document appended to Schedule 3 (Information and Data Provisions) of this Contract;  |
| <b>“Dispute(s)”</b>                  | means any dispute, difference or question of interpretation or construction arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, any matters of contractual construction and interpretation relating to the Contract, or any matter where   |

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|                                       | this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;   |
| <b>“Dispute Notice”</b>               | means a written notice served by one Party to the other stating that the Party serving the notice believes there is a Dispute;  |
| <b>“Dispute Resolution Procedure”</b> | means the process for resolving Disputes as set out in Clause 22 of Schedule 2 or, where Clause 21 of Schedule 1 of the Contract applies, the process for resolving Disputes as set out in Schedule 7. For the avoidance of doubt, the Dispute Resolution Procedure is subject to Clause 29.2.3 of Schedule 2;  |
| <b>“DOTAS”</b>                        | means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992; |
| <b>“Environmental Regulations”</b>    | shall have the meaning given to the term in Clause 1.2 of Schedule 3;   |
| <b>“Equality Legislation”</b>         | means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non-discrimination and human rights as may be in force in England and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;  |
| <b>“Exit Requirements”</b>            | means the Authority’s exit requirements, as set out in the Specification and Supplier Proposal Document and/or otherwise as part of this Contract, which the Supplier must comply with during the Term and/or in relation to any expiry or early termination of this Contract;  |
| <b>“Fair Deal for Staff Pensions”</b> | means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);   |
| <b>“Financial Arrangements”</b>       | means the document set out at Schedule 6;   |
| <b>“FOIA”</b>                         | shall have the meaning given to the term in Clause 1.2 of Schedule 3;   |

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| <b>“Force Majeure Event”</b>     | <p>means any event beyond the reasonable control of the Party in question to include, without limitation:</p> <ul style="list-style-type: none"> <li>(a) war including civil war (whether declared or undeclared), riot, civil commotion or armed conflict materially affecting either Party’s ability to perform its obligations under this Contract;</li> <li>(b) acts of terrorism;</li> <li>(c) fire, flood, storm or other natural disasters;</li> <li>(d) unavailability of public utilities and/or access to transport networks to the extent no diligent supplier could reasonably have planned for such unavailability as part of its business continuity planning;</li> <li>(e) government requisition or impoundment to the extent such requisition or impoundment does not result from any failure by the Supplier to comply with any relevant regulations, laws or procedures (including such laws or regulations relating to the payment of any duties or taxes) and subject to the Supplier having used all reasonable legal means to resist such requisition or impoundment;</li> <li>(f) compliance with any local law or governmental order, rule, regulation or direction applicable outside of England and Wales that could not have been reasonably foreseen;</li> <li>(g) industrial action which affects the ability of the Supplier to provide the Services, but which is not confined to the workforce of the Supplier or the workforce of any Sub-contractor of the Supplier; and</li> <li>(h) a failure in the Supplier’s and/or Authority’s supply chain to the extent that such failure is due to any event suffered by a member of such supply chain, which would also qualify as a Force Majeure Event in accordance with this definition had it been suffered by one of the Parties;</li> </ul> <p>but excluding, for the avoidance of doubt, the withdrawal of the United Kingdom from the European Union and any related circumstances, events, changes or requirements;</p> |
| <b>“Fraud”</b>                   | <p>means any offence under any law in respect of fraud in relation to this Contract or defrauding or attempting to defraud or conspiring to defraud the government, parliament or any Contracting Authority;</p>   |
| <b>GDPR</b>                      | <p>means the General Data Protection Regulation (Regulation (EU) 2016/679);</p>  |
| <b>“General Anti-Abuse Rule”</b> | <p>means</p> <ul style="list-style-type: none"> <li>(a) the legislation in Part 5 of the Finance Act 2013; and</li> <li>(b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;</li> </ul>   |

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| <b>“Good Industry Practice”</b>                | means the exercise of that degree of skill, diligence, prudence, risk management, quality management and foresight which would reasonably and ordinarily be expected from a skilled and experienced service provider engaged in the provision of services similar to the Services under the same or similar circumstances as those applicable to this Contract, including in accordance with any codes of practice published by relevant trade associations;   |
| <b>“Guidance”</b>                              | means any applicable guidance, direction or determination and any policies, advice or industry alerts which apply to the Services, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Authority and/or have been published and/or notified to the Supplier by the Department of Health and Social Care, Monitor, NHS England, the Medicines and Healthcare Products Regulatory Agency, the European Medicine Agency, the European Commission, the Care Quality Commission and/or any other regulator or competent body; |
| <b>“Halifax Abuse Principle”</b>               | means the principle explained in the CJEU Case C-255/02 Halifax and others;  |
| <b>“HEE Quality Framework”</b>                 | means the Health Education England quality framework document in force from time to time;  |
| <b>“HM Government Cyber Essentials Scheme”</b> | means the HM Government Cyber Essentials Scheme as further defined in the documents relating to this scheme published at: <a href="https://www.gov.uk/government/publications/cyber-essentials-scheme-overview">https://www.gov.uk/government/publications/cyber-essentials-scheme-overview</a> ;  |
| <b>“Implementation Plan”</b>                   | means the implementation plan, if any, referred to in the Key Provisions;  |
| <b>“Implementation Requirements”</b>           | means the Authority’s implementation and mobilisation requirements (if any), as may be set out in the Specification and Supplier Proposal Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;  |
| <b>“Intellectual Property Rights”</b>          | means all patents, copyright, design rights, registered designs, trade marks, know-how, database rights, confidential formulae and any other intellectual property rights and the rights to apply for patents and trade marks and registered designs;  |
| <b>“Key Provisions”</b>                        | means the key provisions set out in Schedule 1;  |
| <b>“KPI”</b>                                   | means the key performance indicators as set out in Schedule 5;   |
| <b>“Law”</b>                                   | means any applicable legal requirements including, without limitation,; <ul style="list-style-type: none"> <li>(a) any applicable statute or proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument as applicable in England and Wales;</li> </ul>   |

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|   | <p>(b) any applicable European Union obligation, directive, regulation, decision, law or right (including any such obligations, directives, regulations, decisions, laws or rights that are incorporated into the law of England and Wales or given effect in England and Wales by any applicable statute, proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument);</p> <p>(c) any enforceable community right within the meaning of section 2(1) European Communities Act 1972;</p> <p>(d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales;</p> <p>(e) requirements set by any regulatory body as applicable in England and Wales;</p> <p>(f) any relevant code of practice as applicable in England and Wales; and</p> <p>(g) any relevant collective agreement and/or international law provisions (to include, without limitation, as referred to in (a) to (f) above);</p>  |
| <b>“Learner”</b>                        | means those individuals enrolled on a programme of education / training to be supplied pursuant to this Contract by the Supplier as part of the Services;   |
| <b>“Long Stop Date”</b>                 | means the date, if any, specified in the Key Provisions;  |
| <b>“Losses”</b>                         | all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law;   |
| <b>“NHS”</b>                            | means the National Health Service;  |
| <b>“Occasion of Tax Non-Compliance”</b> | <p>means:</p> <p>(a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of:</p> <ul style="list-style-type: none"> <li>(i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</li> <li>(ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or</li> </ul> <p>(b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;</p> |

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| <b>“Party”</b>  | means the Authority or the Supplier as appropriate and Parties means both the Authority and the Supplier;   |
| <b>“Personal Data”</b>                                | shall have the same meaning as set out in the GDPR;   |
| <b>“Policies”</b>                                     | means the policies, rules and procedures of the Authority as notified to the Supplier from time to time;  |
| <b>“Premises and Locations”</b>                       | has the meaning given under Clause 2.1 of Schedule 2;   |
| <b>“Process”</b>                                      | shall have the same meaning as set out in the GDPR. Processing and Processed shall be construed accordingly;  |
| <b>“Processor”</b>                                    | shall have the same meaning as set out in the GDPR;   |
| <b>“Purchase Order”</b>                               | means the purchase order required by the Authority’s financial systems, if a purchase order is referred to in the Key Provisions;   |
| <b>“Relevant Tax Authority”</b>                       | means HM Revenue and Customs, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;  |
| <b>“Remedial Proposal”</b>                            | has the meaning given under Clause 15.3 of Schedule 2;  |
| <b>“Residual Contract Period”</b>                     | means the period after the Contract expires or is terminated in accordance with its terms, during which the Supplier is required (pursuant to the provisions of Clauses 16.3 and 16.4 of Schedule 2) to complete the programme of education / training of Learners enrolled on such programmes of education / training under this Contract and all other relevant activity; |
| <b>“Services”</b>                                     | means the services set out in this Contract (including, without limitation, the content of Schedule 5);   |
| <b>“Services Commencement Date”</b>                   | means the date delivery of the Services shall commence as specified in the Key Provisions. If no date is specified in the Key Provisions this date shall be the Commencement Date;  |
| <b>“Services Information”</b>                         | means information concerning the Services as may be reasonably requested by the Authority and supplied by the Supplier to the Authority in accordance with Clause 20 of Schedule 2;   |
| <b>“Specification and Supplier Proposal Document”</b> | means the document set out in Schedule 5 as amended and/or updated in accordance with this Contract;  |
| <b>“Staff”</b>  | means all persons employed or engaged by the Supplier to perform its obligations under this Contract including any Sub-contractors and person employed or engaged by such Sub-contractors;  |
| <b>“Sub-contract”</b>                                 | means a contract between two or more suppliers, at any stage of remoteness from the Supplier in a sub-contracting chain, made wholly or substantially for the purpose of performing (or   |



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|                                   | contributing to the performance of) the whole or any part of this Contract;  |
| <b>“Sub-contractor”</b>           | means a party to a Sub-contract other than the Supplier;   |
| <b>“Supplier”</b>                 | means the supplier named on the form of Contract on the first page;  |
| <b>“Supplier Code of Conduct”</b> | means the code of that name published by the Government Commercial Function originally dated September 2017, as may be amended, restated, updated, re-issued or re-named from time to time;  |
| <b>“Term”</b>                     | means the term as set out in the Key Provisions;   |
| <b>“Termination Notice”</b>       | means a written notice of termination given by one Party to the other notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract on a specified date and setting out the grounds for termination;   |
| <b>“Third Party”</b>              | means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Transfer Date;   |
| <b>“Transfer Date”</b>            | means the Actual Services Commencement Date;   |
| <b>"TUPE"</b>                     | means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law; and |
| <b>“VAT”</b>                      | means value added tax chargeable under the Value Added Tax Act 1994 or any similar, replacement or extra tax.  |

- 1.2 References to any Law shall be deemed to include a reference to that Law as amended, extended, consolidated, re-enacted, restated, implemented or transposed from time to time.
- 1.3 References to any legal entity shall include any body that takes over responsibility for the functions of such entity.
- 1.4 References in this Contract to a “Schedule”, “Appendix”, “Paragraph” or to a “Clause” are to schedules, appendices, paragraphs and clauses of this Contract.
- 1.5 References in this Contract to a day or to the calculation of time frames are references to a calendar day unless expressly specified as a Business Day.
- 1.6 Unless set out in the Financial Arrangements as a chargeable item and subject to Clause 30.6 of Schedule 2, the Supplier shall bear the cost of complying with its obligations under this Contract.
- 1.7 The headings are for convenience only and shall not affect the interpretation of this Contract.
- 1.8 Words denoting the singular shall include the plural and vice versa.

- 1.9 Where a term of this Contract provides for a list of one or more items following the word “including” or “includes” then such list is not to be interpreted as an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.
- 1.10 Where there is a conflict between the Supplier’s responses to the Authority’s requirements (the Supplier’s responses being set out in Schedule 5) and any other part of this Contract, such other part of this Contract shall prevail.
- 1.11 Where a document is required under this Contract, the Parties may agree in writing that this shall be in electronic format only.
- 1.12 Where there is an obligation on the Authority to procure any course of action from any third party, this shall mean that the Authority shall use its reasonable endeavours to procure such course of action from that third party.
- 1.13 Any Breach Notice issued by a Party in connection with this Contract shall not be invalid due to it containing insufficient information. A Party receiving a Breach Notice (“**Receiving Party**”) may ask the Party that issued the Breach Notice (“**Issuing Party**”) to provide any further information in relation to the subject matter of the Breach Notice that it may reasonably require to enable it to understand the Breach Notice and/or to remedy the breach. The Issuing Party shall not unreasonably withhold or delay the provision of such further information as referred to above as may be requested by the Receiving Party but no such withholding or delay shall invalidate the Breach Notice.
- 1.14 Any terms defined as part of a Schedule or other document forming part of this Contract shall have the meaning as defined in such Schedule or document.

## **Schedule 5**

### **Specification**

#### **National Reciprocal Mentoring (RM) Pilot Project**

##### **Background**

Health Education England exists to improve the quality of care for patients by ensuring we have enough staff with the right skills, values, and behaviours available for employment by providers. As part of our role we have leadership responsibility for promoting equality and diversity and enabling widening participation in the development of the current and future healthcare workforce.

Despite the improvements that HEE has made on improving its overall diversity, a lack of racial diversity and other underrepresented groups persists at senior grades. This undermines the message that HEE is embraces cultural diversity and inclusive thinking across all aspects of the organisation. Evidence **shows**<sup>1</sup> that by listening, learning, and embedding the lived professional expertise and experiences of underrepresented staff into new work practices and delivery produces quality improvements in working culture and service outcomes.

Murphy (2012) defines Reverse mentoring as a situation in which a worker in a senior position is mentored by someone in a more junior position than themselves. We wish to extend the idea beyond the intergenerational Reverse mentoring referred to by Murphy to include any situation in which a person with less (perceived) power, in a more disadvantaged position, from an underrepresented or marginalised group mentors someone in a more powerful, less disadvantaged position/group. There is a framework which has been implemented and is currently being evaluated in a range of NHS, Social Care and third sector provider organisations, Arms-Length Bodies and in higher education, with early indicators of benefit, we wish to develop our own.

##### **Overview**

In 2019 Health Education England (HEE) ran a Reverse Mentoring Pilot in London, which was disrupted due to the pandemic. However, even though it was not completed, based on feedback from participants, we found that many individuals found it to be extremely insightful in helping them to understand the lived experience of both the mentors and mentees.

Having seen the benefits of such a project the Diversity, Inclusion and Participation team wish to take lessons learned and expand the project nationwide. We found this type of project to be a powerful enabler, which has the capability to instigate change in organisational norms and traditional culture. Through this project we aspire to create a more equitable and inclusive organisation where levels of understanding of

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<sup>1</sup> <https://www.hsj.co.uk/learning-from-listening-engaging-the-healthcare-workforce/5043495.article>  
[http://www.listeningintoaction.co.uk/files/Barts\\_Health\\_LiA\\_Case\\_Study\\_July\\_2016.pdf](http://www.listeningintoaction.co.uk/files/Barts_Health_LiA_Case_Study_July_2016.pdf)

the individual facets which create inequality are improved upon and addressed in a direct manner through every pairing.

Taking into consideration the feedback given following a recent pilot, both mentors and mentees felt that input from both sides must be on a more even keel. Some commented that whilst the mentor might be sharing experiences from the past or concerns for the future which can be somewhat distressing, little was received in return for the understanding and knowledge that they imparted onto their mentees. Therefore, HEE would like to ensure that this new national project offers an element whereby mentees give something back in return. This could be in a reciprocal manner, access opportunities to meetings, projects, networks for example. It will be up to those applying for this tender to design a bespoke, creative and innovative project that takes this into consideration and must form part of measure of achievement, captured in the evaluation.

## **Specification**

Health Education England are inviting bidders to submit a tender response to develop and deliver a bespoke pilot Reciprocal mentoring project for individuals across HEE who will take part on a voluntary basis. This project will be implemented via a phased approach. An essential criterion for the provider is that they have the capacity and capability to fully deliver each phase of the pilot through multiple methodologies. Taking into consideration an individual's learning style, learning disabilities, sensory loss or any other communication needs, the project must be totally inclusive.

### How the Reciprocal mentoring project will work

This project will be aimed at the following initially:

- Black, Asian and minority ethnic staff at HEE as mentors.
- HEE Executive and Senior Management Teams across the regions as mentees.
- Pool of individuals to take part in the 'train the facilitators' element.

Each pairing will last for a minimum period of six months allowing for, at the very least six 1:1 one-hour sessions during that period.

There must be an element that includes 'giving back' from mentees to mentors.

The proposal must also include a train the facilitator option for a group of individuals within HEE to ensure future delivery and sustainability.

HEE will reserve the right to either implement or discard any aspect of the project throughout the duration of the contract if felt it is not conducive to the desired outcomes.

### Project requirements

HEE would be keen to receive bids from organisations who demonstrate a framework that uses a phased approach including; design, delivery, full evaluation and train the facilitator elements over a time period of

15 months, with the contract commencing in January 2022 and completing with a full evaluation report submitted to HEE by end March 2023.

The project will require the following:

- Mentee/Mentor contract setting out details of commitment requirements, behavioural expectations, responsibilities, confidentiality etc. for participation in the project.
- Participant/Line manager agreement authorising the release of individuals to attend all aspects of the project deemed necessary for the active engagement with, and achievement of, project outcomes.
- Communication strategy that will clearly define the project aims, objectives and desired outcomes for individual and organisational level.
- Full planning and delivery of group sessions for mentors, mentees, and trainee facilitators.
- A full evaluation processes (including self-evaluation and reflective learning) etc.
- Outline roles and responsibilities i.e. mentor/mentee/facilitator.
- Training for mentors in how to hold challenging conversations with their mentees as well as how to get their message across in a clear and concise manner
- Full risk assessment, including exploring fears, expectations, barriers to participating etc. and identify actions to mitigate findings.
- A flexible and adaptable structure to the scheduled six meetings between pairings.
- Provide high quality learning resources relevant to each pairing. Written, audio and visual/video options should be made available. All resources will be accessible remotely.
- Provide psychological support for both mentors and mentees, it is essential that psychological safety is a high priority for any facilitator.
- Agreed strategies to support and overcome differences in communication or understanding.
- Leadership in establishing appropriate pairings between mentors and mentees, listening to needs and preferences where possible.
- Support the establishment of peer and other support groups/action learning sets where necessary.
- Fully designed evaluation using mixed methods approach.
- After the first 1:1 session, arrange a post meeting session with both mentee and mentor separately to discuss any issues they may wish to raise.
- Should include awareness and appreciation by all participating, of the expected values and behaviours promoted within HEE aligned to the NHS Constitution.
- Continual liaison with key HEE staff.
- Production of promotional literature and other necessary resources.

- The project will operate within a common framework (to be established by the provider) across all delivery partners.
- Must be advertised and promoted in line with Health Education England's brand guidelines. Providers will be expected to seek prior agreement from Health Education England before any advertisement or promotion (recognising Health Education England's funding role).

### Reporting and management

The facilitator will:

- Attend HEE's Reciprocal Mentoring Steering Group to provide both verbal and written updates where requested
- Provide regular highlight reports to HEE as directed by the Diversity, Inclusion and Participation Team.
- Provide HEE's Diversity, Inclusion and Participation Team with a full evaluation and report at the end of the pilot.
- Ensure all resources are available for use across HEE in digital format.

### **Desired Outcomes**

Although HEE understands that the outcomes may vary based on each individual pairing, we still have an overarching expectation of the project outcomes more broadly and therefore by implementing this pilot project, we aspire to:

- Drive culture change.
- Promote diversity.
- Share learning experiences between colleagues of diverse backgrounds.
- Creation of collaborative approaches and shared learning.
- Support achievement of organisational priorities/goals/strategy i.e. increasing retention/progression – equity/equality of opportunity for underrepresented groups.
- Foster inclusion and equity.
- Staff satisfaction increases as mentors gain access to new networks/training/opportunities/open doors/exposure to career pathways.
- Through shared learning and active listening, it is anticipated that mentees will gain deeper insight into others' lives and backgrounds. Developing an understanding how they themselves can play an active role in building capabilities for all at HEE. This will be an opportunity to learn, develop, support, question and be non-directive and non-judgemental. Mentees might utilise their more senior 'position' of (perceived) power within the organisation to provide additional opportunities/learning/skills development for those from underrepresented groups as a result.

- Staff feel valued which leads to increased motivation.
- Develop a pool of facilitators for HEE.
- Create a positive disruptive environment which will challenge the inequities faced by underrepresented groups.

#### Specific learning outcomes expected

Participants:

- Understand the role of the Reciprocal mentor and the parameters of the approach provided.
- Understand the value and challenges of Reciprocal mentoring for inclusion.
- Can establish diverse Reciprocal mentoring relationships and maintain them.
- Understand appropriate ground rules & commitment requirements.
- Can plan and structure Reciprocal mentoring sessions.
- Have an appreciation of a person-centred approach and the core psychological conditions for supportive co-developmental conversations.
- Learn and practice key Reciprocal mentoring skills.
- Set appropriate goals and action plans.
- Can implement strategies to deal with common Reciprocal mentoring challenges.
- Can effectively manage the end of Reciprocal mentoring relationships.

The supplier will provide:

- Project plan, budget breakdown and timeline.
- Reports as detailed above.
- Register of participants to be handed over on completion of project.
- Publicity leaflet/online promotion.
- Information literature/resources.

#### **Who can apply?**

Applications are welcome as sole organisation applications as well as from consortiums.

Consortium submissions must be submitted by a lead organisation on behalf of others and approved by an Executive Director or equivalent and signed by partners included in any consortia.

Organisations are limited to a maximum of one sole application and one as part of a consortium.

The number of applications is restricted by organisation rather than by individual, therefore Directors can be named on multiple applications.

### How will the applications be assessed?

Applications are assessed according to the below questions.

All eligible bids will be evaluated against the criteria weighted by importance.

**Social value - 10%**

**Cost - 40%**

**Quality - 50%**

Please note you will also be required to complete and return – Governance and Data Compliance. The successful provider will be required to work with HEEs Governance to attain the appropriate HEE Governance compliance to provide the service.

### Financial Envelope

The maximum financial envelope for the contract is £160,000.00 (excluding VAT) Any bids received above this amount will be excluded from the procurement process.

The contract period will be for 15 months with the option to extend by a further 15 months subject to review and available budget.

### Reporting

The successful bidder must submit regular highlight reports. HEE will provide a template which the bidder will be required to complete with update on:

1. The overall project RAG status
2. Funding spent, summary of activity to date
3. Next activities/milestones planned
4. Any problems / challenges that may cause deviation from the plan.
5. Risk assessment and analysis (to include mitigations and RAG status).

|       |   |
|-------|---|
| RED   | Off track, unachievable<br>Project is unlikely to be achieved; there are major issues which are unlikely to be resolved within the time (or recourses) available. |
| AMBER | Off track, under review<br>Project is feasible, but there are risks and/or issues which must be mitigated/resolved to achieve – senior level action is required   |
| GREEN | On track<br>Project is on track and achievable; there are no outstanding risks/issues which need resolution.  |
| BLUE  | Achieved / completed<br>Project has been delivered and no further action is required  |



- Highlight reports will need to be submitted at a date specified by HEE.
- Where the project is reported as amber or red (indicating either off track, unachievable or under review), further meetings may be required with the HEE Diversity, Inclusion & Participation Team to provide assurance that the project will get back on track. HEE reserves the right to withhold financial instalments.
- HEE may wish to visit the Project Manager to discuss the project progress and reserves the right to do this during the duration of the project. The successful bidder must indicate any visit access issues in the application.
- At the end of the project, a project closure report evaluation will need to be completed to provide an assessment of the project and detail the level of the success. This will need to include detail of actual outcomes and measures.
- HEE may use any data provided in its annual report.

### **Intellectual property rights and copyright**

The Supplier confirms and agrees that all Intellectual Property Rights in and to the deliverables, material and any other output developed by the Supplier as part of the Services in accordance with the Specification and Tender Documents, shall be owned by the Authority. The Supplier hereby assigns with full title guarantee by way of present and future assignment all Intellectual Property Rights in and to such deliverables, material, and other outputs.

## **Supplier Proposal Documents**

### **Appendices to Schedule 5**



HEE Project  
Plan\_IDC\_Final.xlsx

Appendix A – Project Plan



Appendix J Form of  
Offer.docx

Appendix B - Form of Offer



Appendix G One  
Stage Compliance Qu

Appendix C – One Stage Compliance Questionnaire



Appendix F Bidder  
Confidential Informati

Appendix D - Bidder Confidential Information



Appendix E Bidder  
Non Canvassing and I

Appendix E – Bidder Non Canvassing and Collusion



Appendix D Bidder  
Col Declaration.docx

Appendix F – Bidder Col Declaration



Appendix C Bidder  
Response\_IDC Respor

Appendix G - Bidder Response Document



CVs.zip

Appendix H – CV's

## **Schedule 6**

### **Commercial Schedule**

#### **Part 1** Payment schedule

Total contract value including optional extension £139,513.50 (+VAT)

Invoices should be made **Thomasina Afful, National Diversity, Inclusion and Participation Lead**

#### **Payment Schedule**

##### **01 January to 31 March 2022**

| <b>Month</b>       | <b>Payment</b> |
|--------------------|----------------|
| 31st January 2022  | ████████       |
| 28th February 2022 | ████████       |
| 31st March 2022    | ████████       |

##### **1 April to 31 March 2023**

| <b>Month</b>      | <b>Payment</b> | <b>Month</b>     | <b>Payment</b> |
|-------------------|----------------|------------------|----------------|
| 30 April 2022     | ████████       | 31 October 2022  | ████████       |
| 31 May 2022       | ████████       | 30 November 2022 | ████████       |
| 30 June 2022      | ████████       | 31 December 2022 | ████████       |
| 31 July 2022      | ████████       | 31 January 2023  | ████████       |
| 31 August 2022    | ████████       | 28 February 2023 | ████████       |
| 30 September 2022 | ████████       | 31 March 2023    | ████████       |

#### **Part 2** In order to be valid for payment invoices raised by the Supplier must:

1. Contain the following information as a minimum:
2. Name the Supplier;
3. Include the Purchase Order number;
4. The Supplier's bank details
5. The email address for financial correspondence;
6. Contain a brief description of Services provided.
7. Be sent by post and addressed to:

**Health Education England**  
T73 Payables F485  
Phoenix House, Topcliffe Lane  
Wakefield  
West Yorkshire, WF3 1WE;

And;

8. be emailed to: [REDACTED] and [REDACTED]

## Schedule 7

### Expert Determination

#### 1 Dispute Process

- 1.1 During any Dispute, including a Dispute as to the validity of the Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 1.2 In the case of a Dispute the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and shall follow the procedure set out in this Schedule 7.
- 1.3 In the event of a Dispute either Party may serve a Dispute Notice on the other Party to commence formal resolution of the Dispute. The Dispute Notice shall set out:
  - 1.3.1 the material particulars of the Dispute; and
  - 1.3.2 the reasons why the Party serving the Dispute Notice believes the Dispute has arisen.
- 1.4 Following the service of a Dispute Notice the Parties shall first seek to resolve the Dispute by convening a meeting between the Authority's Contract Manager and the Supplier's Contract Manager (together the "**Contract Managers**").
  - 1.4.1 The meeting of the Contract Managers must take place within five (5) Business Days of the date of the Dispute Notice (the "**Dispute Meeting**").
  - 1.4.2 The Contract Managers shall be given ten (10) Business Days following the date of the Dispute Meeting to resolve the Dispute.
  - 1.4.3 The Contract Managers can agree to further meetings at levels 2 and/or 3, as referred to at clause 5.1 of the Key Provisions in Schedule 1, in addition to the Dispute Meeting, but such meetings must be held within the ten (10) Business Day timetable set out in paragraph 1.4.2 of this Schedule 7.
  - 1.4.4 If at any point it becomes clear that the timetable set out cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the timetable. Any agreed extension to the timetable shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.
- 1.5 If the procedure set out in paragraph 1.4 of this Schedule 7 has been exhausted and fails to resolve the Dispute either Party may request the Dispute be resolved by way of a binding expert determination (pursuant to paragraph 1.6 of this Schedule 7). For the avoidance of doubt, the Expert shall determine all matters (including, without limitation, matters of contractual construction and interpretation) in connection with any Dispute referred to binding expert determination pursuant to paragraph 1.6 of this Schedule 7.
- 1.6 Where the Dispute is referred to binding expert determination the following process will apply:
  - 1.6.1 The Party wishing to refer the Dispute to expert determination shall give notice in writing to the other Party informing it of its wish to refer the Dispute to expert determination and giving brief details of its position in the Dispute.
  - 1.6.2 The Parties shall attempt to agree upon a single expert (who must have no connection with the Dispute unless both Parties have consented in writing) (an "**Expert**"). For the

avoidance of doubt, where the Dispute relates to contractual interpretation and construction, the Expert may be Queen's Counsel. In the event that the Parties fail to agree upon an Expert within five (5) Business Days following the date of the notice referred to in paragraph 1.6.1 of this Schedule 7 (or if the person agreed upon is unable or unwilling to act), the Parties agree that the Expert will be nominated and confirmed to be appointed by the Centre for Effective Dispute Resolution.

- 1.6.3 The Expert must be willing and able to complete the expert determination process within thirty (30) Business Days of the Date of Final Representations (as defined in paragraph 1.6.5 of this Schedule 7).
- 1.6.4 The Expert shall act as an expert not as an arbitrator or legal advisor. There will be no formal hearing and the Expert shall regulate the procedure as he sees fit.
- 1.6.5 The Parties shall each have the right to make written representations to the Expert and will, with reasonable promptness, provide the Expert with such assistance and documents as the Expert reasonably requires for the purpose of reaching a decision. Such representations must be made within twenty eight (28) Business Days of the Expert being appointed, or fourteen (14) Business Days after the last documents requested by the Expert have been provided to the Expert, whichever is the later ("**Date of Final Representations**"). Any documents provided to the Expert and any correspondence to or from the Expert, including email exchanges, shall be copied to the other Party simultaneously.
- 1.6.6 The Expert shall have the power to open up, review and revise any certificate, opinion, requisition or notice and to determine all matters in Dispute (including his jurisdiction to determine matters that have been referred to him).
- 1.6.7 The Expert may take such advice and assistance from professional advisers or other third parties as he reasonably considers appropriate to enable him to reach a determination of the Dispute and may issue orders that one or both of the Parties are to pay such third party costs, stating the proportion. For the avoidance of doubt, where the Expert is not Queen's Counsel, and the Expert requires advice or assistance on matters of contractual interpretation and construction, the expert may take such advice and assistance from a third party Queen's Counsel of their choosing under this paragraph 1.6.7 of this Schedule 7. The Parties will pay any such third party costs incurred pursuant to this paragraph 1.6.7 of this Schedule 7 in such proportions as the Expert shall order. In the absence of such order such third party costs will be paid equally.
- 1.6.8 The Expert shall provide the Parties with a written determination of the Dispute (the "**Expert's Decision**") within thirty (30) Business Days of the Date of Final Representations, which shall, in the absence of fraud or manifest error, be final and binding on the Parties.
- 1.6.9 The Expert's Decision shall include reasons.
- 1.6.10 The Parties agree to implement the Expert's Decision within five (5) Business Days of the Expert's Decision being provided to them or as otherwise specified as part of the Expert's Decision.
- 1.6.11 The Parties agree that the Expert shall be entitled to proceed to give his binding determination should one or both Parties fail to act in accordance with the procedural timetable set out above.
- 1.6.12 The Parties will pay the Expert's costs in such proportions as the Expert shall determine. In the absence of such determination such costs will be shared equally.

- 1.6.13 The Parties agree to keep confidential all information arising out of or in connection with the expert determination, including details of the underlying Dispute, except where disclosure is required by Law.
- 1.7 Nothing in this Contract shall prevent:
- 1.7.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
- 1.7.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party (including Intellectual Property Rights) or which relates to the safety of patients and other service users or the security of Confidential Information, pending the resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 1.8 Subject to paragraph 1.7 of this Schedule 7 neither Party may commence legal proceedings in relation to a Dispute until the dispute resolution procedures set out in this Schedule 7 have been exhausted. For the avoidance of doubt, either Party may commence legal proceedings to enforce the Expert's Decision.
- 1.9 This Schedule 7 shall survive the expiry of or earlier termination of this Contract for any reason.

## **Schedule 8**

### **Change Control Process**

#### **1 PRINCIPLES**

- 1.1 Where the Authority or the Supplier sees a need to change this Contract, the Authority may at any time request, and the Supplier may at any time recommend, such change only in accordance with the Change Control Process set out in Paragraph 2 of this Schedule 8.
- 1.2 Until such time as a change is made in accordance with the Change Control Process, the Authority and the Supplier shall, unless otherwise agreed in writing, continue to perform this Contract in compliance with its terms prior to such change.
- 1.3 Any discussions which may take place between the Authority and the Supplier in connection with a request or recommendation before the authorisation of a resultant change shall be without prejudice to the rights of either Party.
- 1.4 Any work undertaken by the Supplier and the Supplier's Staff which has not been authorised in advance by a change, and which has not been otherwise agreed in accordance with the provisions of this Schedule 8, shall be undertaken entirely at the expense and liability of the Supplier.

#### **2. PROCEDURE**

- 2.1 Discussion between the Authority and the Supplier concerning a change shall result in any one of the following:
  - (a) no further action being taken; or
  - (b) a request to change this agreement by the Authority; or
  - (c) a recommendation to change this Contract by the Supplier.
- 2.2 Where a written request for an amendment is received from the Authority, the Supplier shall, unless otherwise agreed, submit two copies of a Change Control Note signed by the Supplier to the Authority within three (3) weeks of the date of the request.
- 2.3 A recommendation to amend this agreement by the Supplier shall be submitted directly to the Authority in the form of two copies of a Change Control Note signed by the Supplier at the time of such recommendation. The Authority shall give its response to the Change Control Note within three (3) weeks.
- 2.4 Each Change Control Note shall contain:
  - (a) the title of the change;
  - (b) the originator and date of the request or recommendation for the change;
  - (c) the reason for the change;
  - (d) full details of the change, including any specifications;
  - (e) the price, if any, of the change;



- (f) a timetable for implementation, together with any proposals for acceptance of the change;
- (g) a schedule of payments if appropriate;
- (h) details of the likely impact, if any, of the change on other aspects of this agreement including:
  - (i) the timetable for the provision of the change;
  - (ii) the personnel to be provided;
  - (iii) the Charges;
  - (iv) the training to be provided;
  - (v) working arrangements; and
  - (vi) other contractual issues;
- (i) the date of expiry of validity of the Change Control Note; and
- (j) provision for signature by the Authority and the Supplier.

2.5 For each Change Control Note submitted by the Supplier the Authority shall, within the period of the validity of the Change Control Note:

- (a) allocate a sequential number to the Change Control Note; and
- (b) evaluate the Change Control Note and, as appropriate:
  - (i) request further information; or
  - (ii) arrange for two copies of the Change Control Note to be signed by or on behalf of the Authority and return one of the copies to the Supplier; or
  - (iii) notify the Supplier of the rejection of the Change Control Note.

2.6 A Change Control Note signed by the Authority and by the Supplier shall constitute an amendment to the Contract.

Any changes to this Contract, including to the Services, shall be recorded and agreed in writing in the Change Control Notification form detailed below:

CCN Number:

|                 |  |
|-----------------|--|
| Title of Change |  |
| Service Line    |  |
| Operations Lead |  |
| CM originator   |  |

| Change Control Notice (CCN to the following agreement: |                 |                    |
|--|-----------------|--------------------|
| Agreement name   |                 | Date of Agreement  |
|  |                 |                    |
| Date Change Requested                                  | Date CCN Raised | Expiry date of CCN |
|  |                 |                    |

| Contact Information for the proposed change |             |
|---|-------------|
| Originator                                  | Other Party |
| Name:                                       | Name:       |
| Company:                                    | Company:    |
| Telephone:                                  | Telephone:  |
| Email:                                      | Email:      |

| Clauses and Schedules affected |
|--------------------------------|
|                                |

| Associated Change Control Notices |                   |                   |
|-----------------------------------|-------------------|-------------------|
| CCN No.                           | Name of Agreement | Date of Agreement |
|                                   |                   |                   |

| Reason for change |
|-------------------|
|                   |

| Description of Change |
|-----------------------|
|                       |

|  |
|--|
| <b>Changes to contract charges and revised payment schedules</b> |
|  |

|                                  |
|----------------------------------|
| <b>Price to implement change</b> |
|                                  |

|   |
|---|
| <b>Impact of change on other agreement provisions</b> |
|   |

|                                     |
|-------------------------------------|
| <b>Timetable for implementation</b> |
|                                     |

|  |   |
|--|---|
| <b>Acceptance</b>  |   |
| <b>Signed for and on behalf of:<br/>Health Education England</b> | <b>Signed:</b><br><br><b>Print Name:</b><br><br><b>Title:</b><br><br><b>Date:</b> |
| <b>Signed for and on behalf of:</b>                              | <b>Signed:</b><br><br><b>Print name:</b><br><br><b>Title:</b><br><br><b>Date:</b> |

## **SCHEDULE 9**

### **DATA PROTECTION PROTOCOL**

**Table A – Processing, Personal Data and Data Subjects**

| <b>Description</b>                    | <b>Details</b>  |
|---------------------------------------|---|
| Subject matter of the Processing      | <p><i>Purpose: To deliver a bespoke national Reciprocal mentoring project pilot that aims to improve understanding of the cultural inequalities that exist in HEE.</i></p> <p><i>The project is to be targeted at members of the workforce with specific characteristics as described by the Equality Act 2010 and others e.g. carers who experience disproportionate inequalities therefore, it will be essential to collect sensitive and personal information for this purpose.</i></p> <p><i>Individuals across HEE will be invited to take part on a voluntary basis</i></p> |
| Duration of the Processing            | <p><i>Processing will be ongoing during the period of 1 January 2022 to 30<sup>th</sup> April 2023</i></p>  |
| Nature and purposes of the Processing | <p><i>The nature of the processing means will include the: collection, recording, organisation, structuring, storage, retrieval, consultation, use, disclosure by transmission, dissemination alignment or combination, restriction, erasure or destruction of data for the purposes of recruiting targeted participants to the programme, and monitoring and evaluating engagement in and impact of the programme</i></p> <p><i>Anonymised information/data will be share for the purposes of reporting on the above.</i></p>  |
| Type of Personal Data                 | <p><i>Name, job title, band, ethnicity/race, gender, sexual orientation, transgender status, disability, caring status.</i></p>   |
| Categories of Data Subject            | <p><i>Staff (including volunteers, agents, and temporary workers), and suppliers,</i></p>   |

|  |  |
|--|--|
| 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 | <i>Data will be stored and destroyed in accordance with the following:</i><br><i>HEE Data Protection Policy</i><br><i>HEE Incident Reporting Policy</i><br><i>HEE Information Risk Management Policy</i><br><i>HEE Information Security Policy</i><br><i>HEE Records Management Policy</i> |
|--|--|

## Definitions

The definitions and interpretative provisions at Schedule 4 (Definitions and Interpretations) of the Contract shall also apply to this Protocol. Additionally, in this Protocol the following words shall have the following meanings unless the context requires otherwise:

|   |   |
|---|---|
| <b>“Data Loss Event”</b>                            | means any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;  |
| <b>“Data Protection Impact Assessment”</b>          | means an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;   |
| <b>“Data Protection Officer” and “Data Subject”</b> | shall have the same meanings as set out in the GDPR;  |
| <b>“Data Subject Access Request”</b>                | 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.   |
| <b>“Personal Data Breach”</b>                       | shall have the same meaning as set out in the GDPR;   |
| <b>“Protective Measures”</b>                        | <b>means appropriate technical and organisational measures which may include:</b> pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it; |

|   |  |
|---|--|
| <b>“Protocol” or “Data Protection Protocol”</b> | means this Data Protection Protocol;   |
| <b>“Sub-processor”</b>                          | means any third party appointed to Process Personal Data on behalf of the Supplier related to this Contract. |

## **DATA PROTECTION**

The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Supplier is the Processor. The only Processing that the Supplier is authorised to do is listed in Table A of this Protocol by the Authority and may not be determined by the Supplier.

The Supplier shall notify the Authority immediately if it considers that any of the Authority's instructions infringe the Data Protection Legislation.

The Supplier shall provide all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Authority, include:

- 1.3.1 a systematic description of the envisaged Processing operations and the purpose of the Processing;
- 1.3.2 an assessment of the necessity and proportionality of the Processing operations in relation to the Services;
- 1.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
- 1.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

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

- 1.4.1 process that Personal Data only in accordance with Table A of this Protocol, unless the Supplier is required to do otherwise by **Law**. **If it is so required the Supplier** shall promptly notify the Authority before Processing the Personal Data unless prohibited by Law;
- 1.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Authority as appropriate to protect against a Data Loss Event having taken account of the:
  - nature of the data to be protected;
  - harm that might result from a Data Loss Event;
  - state of technological development; and
  - cost of implementing any measures;
- 1.4.3 ensure that :
  - the Supplier Personnel do not Process Personal Data except in accordance with this Contract (and in particular Table A of this Protocol);



it takes all reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that they:

are aware of and comply with the Supplier's duties under this Protocol;

are subject to appropriate confidentiality undertakings with the Supplier or any Sub-processor;

are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Contract; and

have undergone adequate training in the use, care, protection and handling of Personal Data;

- 1.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Authority has been obtained and the following conditions are fulfilled:

the Authority or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with Article 46 of the GDPR or Article 37 of the Law Enforcement Directive (Directive (EU) 2016/680)) as determined by the Authority;

the Data Subject has enforceable rights and effective legal remedies;

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

the Supplier complies with any reasonable instructions notified to it in advance by the Authority with respect to the Processing of the Personal Data;

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

Subject to Clause 1.6 of this Protocol, the Supplier shall notify the Authority immediately if it:

- 1.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
- 1.5.2 receives a request to rectify, block or erase any Personal Data;
- 1.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

- 1.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under this Contract;
- 1.5.5 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
- 1.5.6 becomes aware of a Data Loss Event.

The Supplier's obligation to notify under Clause 1.5 of this Protocol shall include the provision of further information to the Authority in phases, as details become available.

Taking into account the nature of the Processing, the Supplier shall provide the Authority with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 1.5 of this Protocol (and insofar as possible within the timescales reasonably required by the Authority) including by promptly providing:

- 1.7.1 the Authority with full details and copies of the complaint, communication or request;
- 1.7.2 such assistance as is reasonably requested by the Authority to enable the Authority to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
- 1.7.3 the Authority, at its request, with any Personal Data it holds in relation to a Data Subject;
- 1.7.4 assistance as requested by the Authority following any Data Loss Event;
- 1.7.5 assistance as requested by the Authority with respect to any request from the Information Commissioner's Office, or any consultation by the Authority with the Information Commissioner's Office.

The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this Protocol. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:

- 1.8.1 the Authority determines that the Processing is not occasional;
- 1.8.2 the Authority determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
- 1.8.3 the Authority determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.

The Supplier shall allow for audits of its Processing activity by the Authority or the Authority's designated auditor.

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

Before allowing any Sub-processor to Process any Personal Data related to this Contract, the Supplier must:

- 1.11.1 notify the Authority in writing of the intended Sub-processor and Processing;
- 1.11.2 obtain the written consent of the Authority;
- 1.11.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this Protocol such that they apply to the Sub-processor; and
- 1.11.4 provide the Authority with such information regarding the Sub-processor as the Authority may reasonably require.

The Supplier shall remain fully liable for all acts or omissions of any Sub-processor.

The Authority may, at any time on not less than 30 Business Days' notice, revise this Protocol 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 Contract).

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

The Supplier shall comply with any further instructions with respect to Processing issued by the Authority by written notice. Any such further written instructions shall be deemed to be incorporated into Table A above from the date at which such notice is treated as having been received by the Supplier in accordance with Clause 27.2 of Schedule 2 of the Contract.

Subject to Clauses 0, 0, and 0 of this Protocol, any change or other variation to this Protocol shall only be binding once it has been agreed in writing and signed by an authorised representative of both Parties.