

FORM OF AGREEMENT

Dated **1st September 2017**

The Ministry of Justice

-and-

Karcher (U.K) Ltd



Ministry of Justice

The commencement date for THIS AGREEMENT is the **1st September 2017**

The contract period is four years.

CALL OFF CONTRACT BETWEEN

Secretary of State for Justice (hereinafter called "the Authority") acting through his representative in the Ministry of Justice Procurement Directorate; and **Karcher (U.K) LTD** (hereinafter called "the Contractor") of **Karcher House, Beaumont Road, Banbury, Oxon, OX16 1TB**

NOW THIS AGREEMENT WITNESSED as follows:

In this Contract words and expressions shall have the meanings assigned to them in the contract Terms and Conditions definitions and those additional definitions in the included within the additional contract schedules.

The following documents and their annexes and accompanying schedules, shall together constitute the Contract between the Authority and the Contractor and the term "the Contract" shall in all such documents be construed accordingly.

Form of Agreement

AGREEMENT relating to SUPPLY AND MAINTENANCE OF FLOOR MACHINES, LOT 1 (DOMESTIC FLOOR MACHINES) including standard terms and all schedules

Each party acknowledges that this Contract constitutes the entire agreement and understanding between the parties with respect to the subject matter of this Contract and supersedes all prior discussions, understandings and agreements between the parties and their agents.

The Contractor also agrees that in entering into this Contract and the documents referred to within it, it is not relying on any statements, warranties or representations given or made (whether negligently or innocently or whether express or implied), or any acts or omissions by or on the part of the Authority in relation to the subject matter of this Contract, except those expressly set out in this Contract and hereby waives and releases the Authority in respect thereof absolutely.



Ministry of Justice

In consideration of the award of this Contract the Contractor covenants with the Authority to provide Goods and Services in conformity with the provisions of the contract.

In case of conflict between any of the documents accompanying this form of agreement, the order of precedence shall be as follows:

- 1. Form of Agreement**
- 2. AGREEMENT relating to SUPPLY AND MAINTENANCE OF FLOOR MACHINES LOT 1 including standard terms and all schedules**

The Authority hereby appoints the Ministry of Justice Procurement Directorate to act as Authority Representative for the purposes of this Contract.

The Contractor shall ensure that a contract manager shall be designated for the purposes of delivering this contract.

The Contract shall be governed and construed according to the laws of England and the parties hereby submit to the exclusive jurisdiction of the Courts of England.



Ministry
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<https://www.natwestbusinesscard.com/sdportal/home.view>

IN WITNESS OF WHICH THE CONTRACT HAS BEEN DULY EXECUTED BY THE PARTIES:

SIGNED for and on behalf of the **Secretary of State for Justice**

SIGNATURE

NAME

S J STEWART

POSITION

SENIOR COMMERCIAL MANAGER

DATE

04/09/17

SIGNED for and on behalf of Karcher (U.K) LTD

SIGNATURE

NAME

POSITION FINANCE DIRECTOR

DIRECT SALES SUPPORT MGR

DATE

7/9/2017.

7/9/2017.

AGREEMENT
relating to
SUPPLY AND MAINTENANCE OF FLOOR MACHINES
LOT 1 – DOMESTIC FLOOR MACHINES

Dated 1st September 2017

The Ministry of Justice

-and-

Karcher (U.K) Ltd



Ministry of Justice

Contents

Standard Terms

- 1 Definitions and Interpretations
- 2 Initial Contract Period
- 3 Contractor's Obligations
- 4 Authority's Obligations
- 5 Scope of Contract
- 6 Notices
- 7 Mistakes in Information
- 8 Conflicts of Interest
- 9 Prevention of Fraud and Prevention of Corruption

Payment and Contract Price

- 10 Contract Price
- 11 Payment and VAT
- 12 Recovery of Sums Due
- 13 Contract Price for an Extended Contract Term
- 14 Euro

Statutory Obligations and Regulations

- 15 Discrimination
- 16 The Contracts (Rights of Third Parties) Act 1999

Information

- 17 Authority Data
- 18 Protection of Personal Data
- 19 Freedom of Information
- 20 Confidentiality
- 21 Official Secrets Acts 1911-1989, Section 182 of the Finance Act 1989
- 22 Publicity, Media and Official Enquiries
- 23 Intellectual Property Rights
- 24 Monitoring
- 25 Audit

Control of the Contract

- 26 Assignment and Sub-Contracting
- 27 Waiver



Ministry of Justice

- 28 Variation
- 29 Severability
- 30 Remedies Cumulative
- 31 Extension of the Contract Term
- 32 Entire Agreement
- 33 Counterparts

Liabilities

- 34 Liability, Indemnity and Insurance
- 35 Warranties and Representations

Default, Disruption and Termination

- 36 Termination on Change of Control and Insolvency
- 37 Termination on Default
- 38 Termination for Convenience
- 38A Termination for Procurement Reasons
- 39 Consequences of Expiry or Termination
- 40 Disruption
- 41 Recovery upon Termination
- 42 Force Majeure

Disputes and Law

- 43 Governing Law
- 44 Dispute Resolution

Monitoring and Management Information

- 45 Monitoring with the Cabinet Office

Schedules

- 46 Schedule A Services
- 47 Schedule B Goods
- 48 Schedule C Prisons
- 49 Schedule D Information Security
- 50 Schedule E Specification
- 51 Schedule F Supplier's tender response document
- 52 Schedule G Pricing and Payment
- 53 Schedule H Commercially Sensitive Information
- 54 Schedule I Monitoring



Ministry of Justice

- 55 Schedule J Training and Apprenticeships
- 56 Schedule K Confidential Contract Information Exceptions
- 57 Schedule L European Social Fund Schedule



STANDARD TERMS

1. Definitions and Interpretations

1.1. Definitions

In these Conditions:

"Approval" means the written consent of the Authority.

"Authority" means the Secretary of State for Justice acting as part of the crown through the authorised representative identified in the Contract Letter.

"Authority Confidential Information" means all Personal Data and any information, however it is conveyed, that relates to the business affairs, developments, trade secrets, know-how, personnel, and suppliers of the Authority, including all Intellectual Property Rights, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably to be considered to be confidential.

"Authority Data" means

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

"Authority Personnel" means all employees, agents, consultants and sub-contractors of the Authority.

"Commencement Date" means the date specified in the Contract Letter.

"Basic Disclosure" means Disclosure Scotland's Basic Disclosure Certificate which contains details of convictions considered "unspent" under the Rehabilitation of Offenders Act 1974.

"Commercially Sensitive Information" means the information (i) listed in the Commercially Sensitive Information Schedule: or (ii) notified to the Authority in writing (prior to the commencement of this Contract) which has been clearly marked as Commercially Sensitive Information comprised of information:



Ministry of Justice

- a) which is provided by the Contractor to the Authority in confidence for the period set out in that Schedule or notification; and/or
- b) that constitutes a trade secret

"Condition" means a condition of the Contract.

"Confidential Contract Information Exceptions" means the Information listed in the relevant Schedule.

"Confidential Information" means the Authority's Confidential Information and/or the Contractor's Confidential Information.

"Contract" means this written agreement between the Authority and the Contractor consisting of the Contract Letter, these terms and conditions, any attached Schedules and the Contractor's Tender.

"Contract Letter" means the letter identifying those documents which form the Contract.

"Contract Period" means the period from the Commencement Date to:

- (a) the date of expiry of the Initial Contract Period; or
 - (b) following an extension pursuant to clause 31 (Extension of the Contract Term), the date of expiry of the extended period(s);
- or such earlier date of termination or partial termination of the Contract in accordance with the Law or the provisions of the Contract.

"Contract Price" means the amount (exclusive of any applicable VAT), payable to the Contractor by the Authority under the Contract, as set out in the Pricing and Payment Schedule, exclusive of any price adjustment formula agreed between the Parties for the full and proper performance by the Contractor of its obligations under the Contract but before taking into account the effect of any adjustment.

"Contracting Authority" means any contracting authority as defined in Regulation 3 of the Public Contracts Regulations 2015.

"Contractor" means the person, firm or company with whom the Authority enters into the Contract and for the purposes of the Contract includes the Contractor's Personnel and where applicable the Key Personnel.

"Contractor's Confidential Information" means any information which has been designated as confidential by either party in writing or that ought reasonably to be considered as confidential, however it is conveyed, including information that relates



Ministry of Justice

to the business affairs, developments, trade secrets, know-how, personnel and suppliers of the Contractor, including IPRs, together with all information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential.

"Contractor's Personnel Vetting Procedure" means the Authority's procedures for the vetting of Contractor's Personnel, as advised to the Contractor by the Authority.

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

"Crown" means the government of the United Kingdom (including the Northern Ireland Executive Committee and the Northern Ireland Departments, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government and particular bodies and government agencies.

"Data Controller" shall have the same meaning as set out in the Data Protection Act 1998.

"Data Processor" shall have the same meaning as set out in the Data Protection Act 1998.

"Data Protection Legislation" means the Data Protection Act 1998 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner.

"Data Subject" shall have the same meaning as set out in the Data Protection Act 1998.

"Default" means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant Party or their Personnel in connection with or in relation to the subject matter of the Contract and in respect of which such Party is liable to the other.

"Environmental Information Regulations" means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the



Ministry of Justice

Information Commissioner or relevant government department in relation to such regulations.

"Fees Regulations" means the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

"FOIA" means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.

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

- (a) any industrial action occurring within the Contractor's or any sub-contractor's organisation; or
- (b) the failure by any sub-contractor to perform its obligations under any sub-contract.

"Fraud" means any offence under the Law creating offences in respect of fraudulent acts or at common law in respect of fraudulent acts in relation to the Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.

"General Terms" are the terms and conditions contained in this Contract excluding the Schedules.

"Good Industry Practice" means standards, practices, methods and procedures conforming to the Law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances.

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

"Initial Contract Period" means the period from the Commencement Date to the date of expiry set out in the Contract Letter.

"Intellectual Property Rights" or **"IPRs"** means patents, inventions, trade marks, service marks, logos, design rights (whether registerable or otherwise), applications



Ministry of Justice

for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off.

"Law" means any applicable Act of Parliament, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, exercise of the Royal Prerogative, enforceable community right within the meaning of section 2 of the European Communities Act 1972, regulatory policy, guidance or industry code, judgment of a relevant court of law, or directives or requirements of any Regulatory Body with which the Contractor is bound to comply.

"Management Information" means the information specified in the Monitoring Schedule.

"Month" means a calendar month.

"Monitoring Schedule" means the Schedule containing details of the monitoring arrangements.

"Party" means a party to the Contract.

"Personal Data" shall have the same meaning as set out in the Data Protection Act 1998.

"Personnel" means all employees, agents, consultants and sub-contractors of either Party.

"Premises" means the location where the Goods or Services are to be delivered or provided as set out in the Specification.

"Pricing and Payment Schedule" means the Schedule containing details of the Contract Price.

"Process" has the meaning given to it under the Data Protection Legislation and, for the purposes of the Contract, it shall include both manual and automatic processing.

"Property" means the property, other than the real property, issued or made available to the Contractor by the Authority in connection with the Contract.

"Quality Standards" means the quality standards published by the British Standards Institute, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be



Ministry of Justice

expected to comply with, and as may be further detailed in the Specification
Schedule.

"Receipt" means the physical or electronic arrival of the invoice at the address of the Authority detailed at clause 6 or at any other address given by the Authority to the Contractor for the submission of invoices.

"Regulatory Bodies" means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Authority and **"Regulatory Body"** shall be construed accordingly.

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

"Replacement Contractor" means any third party service provider appointed by the Authority to supply any Goods or Services which are substantially similar to any of the Goods or Services, and which the Authority receives in substitution for any of the Goods or Services following the expiry, termination or partial termination of the Contract.

"Requests for Information" shall have the meaning set out in FOIA or the Environmental Information Regulations as relevant (where the meaning set out for the term "request" shall apply).

"Schedule" means a schedule attached to, and forming part of, the Contract.

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

"Specification" means the description of the Goods or Services to be supplied under the Contract as set out in Schedule E (Specification) including, where appropriate, the Contractor's Key Personnel, the Premises and the Quality Standards.

"Tender" means any document(s) submitted by the Contractor to the Authority in response to the Authority's invitation to suppliers for formal offers to supply it with the Goods or Services.

"Variation" has the meaning given to it in clause 28 (Variation).

"VAT" means value added tax in accordance with the provisions of the Value Added
Tax Act 1994.



Ministry of Justice

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

1.2. Interpretation

The interpretation and construction of the Contract shall be subject to the following provisions:

- (a) Words importing the singular meaning include where the context so admits the plural meaning and vice versa.
- (b) Words importing the masculine include the feminine and the neuter.
- (c) Reference to a clause is a reference to the whole of that clause unless stated otherwise.
- (d) Reference to any statute, enactment, order, regulation or other similar instrument where appropriate shall be construed as referring to any subsequent amendment or re-enactment of the same.
- (e) References to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted.
- (f) The words "**include**", "**includes**" and "**including**" are to be construed as if they were immediately followed by the words "**without limitation**".
- (g) Headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract.

2. Initial Contract Period

- 2.1. The Contract shall take effect on the Commencement Date and shall expire automatically on the date specified in the Contract Letter, unless it is terminated earlier or extended under clause 31.

3. Contractor's Obligations

- 3.1. The Contractor shall employ at all times a sufficient number of Contractor's Personnel to fulfil its obligations under the Contract. All Contractor's Personnel shall possess the qualifications and competence appropriate to the tasks for which they are employed. If and when so directed in writing by the Authority the Contractor shall within seven (7) days provide details of the



qualifications and competence of any person employed or proposed to be employed by the Contractor in connection with the Contract and shall provide a copy of any certificate or qualification or competence that has been issued in respect of any such person.

- 3.2. The Contractor shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of the Goods or Services has not been specified in the Contract, the Contractor shall agree the relevant standard of the Goods or Services with the Authority prior to the supply of the Goods or Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice. The Contractor shall ensure that all Contractor's Personnel supplying the Goods or Services shall do so with all due skill, care and diligence as are necessary for the proper supply of the Services.
- 3.3. The Authority, whose decision shall be final and conclusive, reserves the right under the Contract to refuse to admit to, or to withdraw permission to remain on, any Premises occupied by or on behalf of the Authority:
- 3.3.1. any member of the Contractor's Personnel; or
- 3.3.2. any person employed or engaged by a sub-contractor, agent or servant of the Contractor whose admission or continued presence would be, in the opinion of the Authority, undesirable.
- 3.4. If and when directed by the Authority, the Contractor shall provide a list of the names and addresses, National Insurance numbers, periods of employment, immigration status and tax exemption certificates of all persons who it is expected may require admission in connection with the Contract to any premises occupied by or on behalf of the Authority, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Authority may reasonably desire.
- 3.5. The Contractor's Personnel, engaged within the boundaries of a Government establishment, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of contractors' personnel when at that establishment and when outside that establishment.



Ministry of Justice

- 3.6. If the Contractor fails to comply with clause 3.4 above the Authority, (whose decision shall be final and conclusive), may decide that such failure is prejudicial to the interests of the Crown; and if the Contractor does not comply with the provisions of clause 3.4 within 2 Months of the date of a written notice from the Authority so to do then the Authority may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.
- 3.7. The Contractor shall bear the cost of any complying with any requirement of this clause.
- 3.8. The Contractor shall promptly inform and keep informed the Authority in writing of any industrial relations problems or other matters relating to the Contractor's Personnel which may affect the performance of the Contract.
- 3.9. The Contractor shall not employ any person where the Contractor knows, or by reason of the circumstances might reasonably be expected to know, that the person concerned is involved in any unlawful procurement of Social Security benefits or tax exemptions in connection with his employment by the Contractor. The Contractor shall not make, facilitate or participate in the procurement of any unlawful payments to any person employed by the Contractor, whether in the nature of Social Security fraud, evasion of tax or otherwise.
- 3.10. The Contractor shall comply with the Authority's procedures for the vetting of Contractor's Personnel in respect of all persons employed or engaged in the provision of the Services. The Contractor confirms that all persons employed or engaged by the Contractor were vetted and recruited on a basis that is equivalent to and no less strict than the Contractors' Personnel Vetting Procedures.
- 3.11. At the Authority's written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission in connection with the Contract to the Premises, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Authority may reasonably request.



Ministry of Justice

- 3.12. The Authority may require the Contractor to ensure that any person employed in the provision of the Goods or Services has undertaken a Criminal Records Bureau check as per the Contractor's Personnel Vetting Procedures. The Contractor shall ensure that no person who discloses that he/she has a Relevant Conviction, or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check or through the Criminal Records Bureau check or otherwise) is employed or engaged in the provision of the Goods or Services.
- 3.13. Where the Authority deems it necessary the Contractor shall provide a list of Personnel who will be undertaking regulated activity according to the Protection of Freedoms Act 2012. The Authority may in its sole discretion refuse access to its Premises by any member of the Contractor's Personnel who has not been subjected to the necessary checks by the Disclosure and Barring Service
- 3.14. The Contractor shall be subject to the provisions of the Schedules to this contract as applicable.

4. Authority's Obligations

- 4.1. Subject to reasonable notification by the Contractor of its requirements, the Authority shall give to the Contractor such instructions and/or decisions as pursuant to the Contract are required to be given by the Authority at such a time and in such a manner as shall enable the Contractor properly to perform the Contract.
- 4.2. The Authority shall supply or make available to the Contractor, without charge, such information as it is required to provide in accordance with the Specification in such time so as not to delay or disrupt the performance of the Contractor's duties under the Contract.
- 4.3. The Authority shall provide access to areas of land and building (including details of any restrictions) as stated in the Specification as it is reasonably able to do to enable the Contractor to carry out the Contract.
- 4.4. The Authority may provide site facilities to the Contractor for the carrying out of the Contract, which, if required, shall be as detailed and on such terms as set out in the Specification.



Ministry of Justice

- 4.5. The Authority shall be subject to the provisions of the Schedules to this Contract as applicable.

5. Scope of Contract

- 5.1. At all times during the Contract Period the Contractor shall be an independent contractor and nothing in the Contract shall be construed as creating a partnership, a contract of employment or a relationship of principal and agent between the Authority and the Contractor and accordingly neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Contract.
- 5.2. Other than as set out in the Contract, the Contractor agrees and acknowledges that it has not been given any rights of exclusivity or any volume guarantees whatsoever in relation to the volume of the Goods or Services provided under the Contract.

6. Notices

- 6.1. For the purposes of this clause 6, the address of each Party shall be as stated in the Contract Letter. Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party concerned.
- 6.2. Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, first class post, recorded delivery or special delivery), or by receipted facsimile transmission or receipted electronic mail. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given 2 Working Days after the day on which the letter was posted, or 4 hours, in the case of electronic mail or facsimile transmission or sooner where the other Party acknowledges receipt of such notice or communication.
- 6.3. Either Party may change its address for service by serving a notice in accordance with this clause.



7. Mistakes in Information

- 7.1. The Contractor shall be responsible for the accuracy of all drawings, documentation and information supplied to the Authority by the Contractor in connection with the supply of the Goods or Services and shall pay the Authority any extra costs occasioned by any discrepancies, errors or omissions therein.
- 7.2. The Contractor shall be deemed to have satisfied himself as regards the nature and extent of the Goods or Services required by the Authority, the means of communication and access to the Authority's Premises, the supply and conditions affecting labour, the suitability of the Authority's Premises and the equipment necessary for the performance of the Contract, subject to all such matters being discoverable by the Contractor.
- 7.3. The Contractor acknowledges that it has:
- 7.3.1. made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Authority;
 - 7.3.2. raised all relevant due diligence questions with the Authority before the Commencement Date;
 - 7.3.3. satisfied itself that it has sufficient information to ensure that it can provide the Goods or Services; and
 - 7.3.4. entered into the Contract in reliance on its own due diligence alone.
- 7.4. Without prejudice to clause 7.3, the Contractor shall:
- 7.4.1. use its reasonable endeavours to check and verify that the data, information, plans, drawings, documents, handbooks and codes of practice supplied by the Authority are accurate; and
 - 7.4.2. notify the Authority immediately if it discovers errors or discrepancies in the data, information, plans, drawings, documents, handbooks and codes of practice supplied by the Authority.



8. Conflicts of Interest

8.1. The Contractor shall take appropriate steps to ensure that neither the Contractor nor any Contractor's Personnel is placed in a position where, in the reasonable opinion of the Authority:

8.1.1. there is or may be an actual conflict or potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract; or

8.1.2. the behaviour of the Contractor or the Contractor's Personnel is not in the Authority's best interest or might adversely affect the Authority's reputation.

The Contractor will as soon as reasonably practicable disclose to the Authority full particulars of any behaviour which might give rise to the acts complained of in sub-clauses 8.1.1 or 8.1.2

8.2. The Authority reserves the right to terminate the 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 potential conflict, between the financial or personal interests of the Contractor or the Contractor's Personnel and the duties owed to the Authority under the provisions of the Contract. The actions of the Authority pursuant to this clause shall not prejudice or affect any right of action or remedy which has accrued or will accrue to the Authority.

9. Prevention of Fraud and Prevention of Corruption

9.1. The Contractor shall take all reasonable steps, in accordance with Good Industry Practice, to prevent Fraud by the Contractor's Personnel in connection with the receipt of monies from the Authority.

9.2. The Contractor shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.

9.3. If the Contractor or its Personnel commits Fraud in relation to this or any other contract with the Crown (including the Authority) the Authority may:

(a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Authority resulting from the termination,



including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Goods or Services and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period; or

(b) recover in full from the Contractor any other loss sustained by the Authority in consequence of any breach of this clause.

9.4. The Contractor shall not offer or give or agree to give to the Authority or any other public body or any person employed by or on behalf of the Authority or any other public body any gift or consideration of any kind as an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other contract with the Authority or any other public body, or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any such contract.

9.5. The Contractor warrants that it has not paid commission or agreed to pay commission to the Authority or any other public body or any person employed by or on behalf of the Authority or any other public body in connection with the Contract.

9.6. If the Contractor, its Personnel or anyone acting on the Contractor's behalf, engages in conduct prohibited by clauses 9.4 or 9.5, the Authority may:

9.6.1. terminate the Contract and recover from the Contractor the amount of any loss suffered by the Authority resulting from the termination, including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Goods or Services and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period; or

9.6.2. recover in full from the Contractor any other loss sustained by the Authority in consequence of any breach of those clauses.



PAYMENT AND CONTRACT PRICE

10. Contract Price

- 10.1. In consideration of the performance by the Contractor of the Contractor's obligations under the Contract by the Contractor, the Authority shall pay the Contract Price in accordance with clause 11 below.
- 10.2. The Authority shall, in addition to the Contract Price and following Receipt of a valid VAT invoice, pay the Contractor a sum equal to the VAT chargeable on the value of the Goods or Services supplied in accordance with the Contract.

11. Payment and VAT

- 11.1. The Contractor shall submit invoices monthly in arrears. The Contractor shall ensure that each invoice contains all appropriate references, including the date of the invoice, the Contractor's name and address, the Contractor's banking details, the relevant purchase order number supplied by the Authority, the agreed payment and a detailed breakdown of the Goods or Services supplied and that it is supported by any other documentation reasonably required by the Authority to substantiate the invoice.
- 11.2. The Contractor shall add VAT to the Contract Price at the prevailing rate as applicable. Where the Contractor submits an invoice to the Authority in accordance with clause 11.1, the Authority shall consider and verify that invoice in a timely fashion.
- 11.3. The Authority shall pay all sums due to the Contractor under such an invoice within the period of thirty (30) days from the date on which the Authority has determined that the invoice is valid and undisputed. The Authority shall make payment by BACS and in accordance with Schedule G (Pricing and Payment). Where the Authority fails to comply with this clause 11.3 and there is undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purposes of this clause 11.3 after a reasonable time has passed.



Ministry of Justice

- 11.4. The Contractor shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred, levied, demanded or assessed on the Authority at any time in respect of the Contractor's failure to account for or to pay any VAT relating to payments made to the Contractor under the Contract. Any amounts due under this clause 11.4 shall be paid by the Contractor to the Authority not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Authority.
- 11.5. The Authority may reduce payment in respect of any Goods or Services which the Contractor has either failed to provide or has provided inadequately, without prejudice to any other rights or remedies of the Authority.
- 11.6. The Contractor shall not suspend the supply of the Goods or Services unless the Contractor is entitled to terminate the Contract under clause 37.3 for failure to pay undisputed sums of money. Interest shall be payable by the Authority on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payments of Commercial Debts (Interest) Act 1998.
- 11.7. Where the Contractor (or a sub-contractor at any stage of remoteness from the Authority) enters into a sub-contract with a supplier or contractor made wholly or substantially for the purpose of performing (or contributing to the performance of) its obligations under the whole or any part of the Contract (or relevant sub-contract), it shall include within such a sub-contract:
- 11.7.1. a provision having the same effect as clause 11.2 of the Contract; and
- 11.7.2. a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards, a provision having the same effect as clause 11.2 of the Contract,

12. Recovery of Sums Due

- 12.1. Whenever under the Contract any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Authority in respect of any Default), the Authority may unilaterally deduct that sum from any sum then due, or which at any later time may



Ministry of Justice

become due to the Contractor from the Authority under the Contract or under any other agreement or contract with the Authority or the Crown.

- 12.2. Any overpayment by either Party, whether of the Contract Price or of VAT, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- 12.3. The Contractor shall make any payments due to the Authority without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Contractor has a valid court order requiring an amount equal to such deduction to be paid by the Authority to the Contractor.

13. Contract Price for an Extended Contract Term

- 13.1. The Contract Price shall be firm for the Contract Period. In the event that the Authority gives notice to extend the term of the Contract pursuant to clause 31, the Contract Price for the extended term shall be:
 - 13.1.1. the price for the extended term as set out in or calculated in accordance with the Pricing and Payment Schedule; or
 - 13.1.2. where no price for the extended term or calculation is set out in the Pricing and Payment Schedule, the Contract Price for the previous year indexed in accordance with the Office of National Statistics' Consumer Prices Index (or, where this index ceases to exist, the index which replaces this index from time to time).

14. Euro

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



STATUTORY OBLIGATIONS AND REGULATIONS

15. Discrimination

- 15.1. In providing the Goods or Services the Contractor shall comply with the Equality Act 2010 and all applicable amendments, regulations and Codes of Practice or any future or other legislation which concerns discrimination in employment and service delivery (the "Equalities Provisions").
- 15.2. The Contractor shall take all reasonable steps to procure the observance of the Equalities Provisions by those of its Personnel engaged in the provision of the Goods or Services.
- 15.3. The Contractor shall provide such information as the Authority may reasonably require for the purpose of assessing the Contractor's compliance with clause 15.2.
- 15.4. The Contractor shall notify the Authority immediately in writing upon becoming aware of any investigation or legal proceedings brought against the Contractor or its sub-contractors under the Equalities Provisions.
- 15.5. In the event of any finding of unlawful discrimination being made against the Contractor or its sub-contractors under the Equalities Provisions during the period of this Contract, the Contractor shall inform the Authority of this finding forthwith and shall (but, in the event of an appeal, only after the final and unsuccessful outcome of the appellate process) take appropriate steps to the reasonable satisfaction of the Authority to prevent repetition of the unlawful discrimination.
- 15.6. In the event of repeated findings of unlawful discrimination against the Contractor during the period of this Contract (whether arising from the same or different acts or omissions, and regardless of any steps it has taken in accordance with clause 15.5 above) the Authority shall be entitled to terminate the Contract with immediate effect.
- 15.7. If requested to do so by the Authority, the Contractor shall fully co-operate with the Authority at its own expense in connection with any investigation, legal proceedings, ombudsman inquiries or arbitration in which the Authority may become involved arising from any breach of the Authority's duties under



Ministry of Justice

the Equalities Provisions due to the alleged acts or omissions of the Contractor.

16. The Contracts (Rights of Third Parties) Act 1999

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

INFORMATION

17. Authority Data

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



18. Protection of Personal Data

- 18.1. With respect to the Parties' rights and obligations under the Contract, the Parties agree that the Authority is the Data Controller and that the Contractor is the Data Processor.
- 18.2. The Contractor shall:
- 18.2.1. Process the Personal Data only in accordance with instructions from the Authority (which may be specific instructions or instructions of a general nature as set out in the Contract or as otherwise notified by the Authority to the Contractor during the Contract Period) and the Contractor shall at the very least comply with the provisions of the Information Security Schedule;
 - 18.2.2. Process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Goods or Services or as is required by Law or any Regulatory Body;
 - 18.2.3. implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected and in any event the measures shall not be of a lesser standard than that set out in Schedule D (Information Security);
 - 18.2.4. take reasonable steps to ensure the reliability of any Contractor's Personnel who have access to the Personal Data;
 - 18.2.5. obtain prior written consent from the Authority in order to transfer the Personal Data to any sub-contractors or affiliates for the provision of the Services;
 - 18.2.6. ensure that all Contractor's Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause 18;



Ministry of Justice

- 18.2.7. ensure that none of the Contractor's Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority;
- 18.2.8. notify the Authority (within five Working Days) if it receives:
 - 18.2.8.1. a request from a Data Subject to have access to that person's Personal Data; or
 - 18.2.8.2. a complaint or request relating to the Authority's obligations under the Data Protection Legislation;
- 18.2.9. provide the Authority with full co-operation and assistance in relation to any complaint or request made, including by:
 - 18.2.9.1. providing the Authority with full details of the complaint or request;
 - 18.2.9.2. complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Authority's instructions;
 - 18.2.9.3. providing the Authority with any Personal Data it holds in relation to a Data Subject, within the timescales required by the Authority; and
 - 18.2.9.4. providing the Authority with any information requested by the Authority;
- 18.2.10. permit the Authority (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit, in accordance with clause 25, the Contractor's data Processing activities (and/or those of its Personnel) and comply with all reasonable requests or directions by the Authority to enable the Authority to verify and/or procure that the Contractor is in full compliance with its obligations under the Contract;
- 18.2.11. provide a written description of the technical and organisational methods employed by the Contractor for processing Personal Data (within the timescales required by the Authority); and



Ministry of Justice

18.2.12. not Process Personal Data outside the European Economic Area without the prior written consent of the Authority and, where the Authority consents to a transfer, to comply with:

18.2.12.1. the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and

18.2.12.2. any reasonable instructions notified to it by the Authority.

18.2.13. The Contractor shall comply at all times with the Data Protection Legislation and shall not perform its obligations under the Contract in such a way as to cause the Authority to breach any of its applicable obligations under the Data Protection Legislation.

19. Freedom of Information

19.1. The Contractor acknowledges that the Authority is subject to the requirements of the Code of Practice on Government Information, FOIA and the Environmental Information Regulations and shall assist and co-operate with the Authority to enable the Authority to comply with its Information disclosure obligations.

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

19.2.1. transfer to the Authority all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;

19.2.2. provide the Authority with a copy of all Information in its possession, or power in the form that the Authority requires within five Working Days (or such other period as the Authority may specify) of the Authority's request; and



Ministry of Justice

19.2.3. provide all necessary assistance as reasonably requested by the Authority to enable the Authority to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

19.3. The Authority shall be responsible for determining in its absolute discretion and notwithstanding any other provision in the Contract or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the Code of Practice on Government Information, FOIA or the Environmental Information Regulations.

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

19.5. The Contractor acknowledges that (notwithstanding the provisions of this clause 19) the Authority may be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services:

19.5.1. in certain circumstances without consulting the Contractor; or

19.5.2. following consultation with the Contractor and having taken their views into account;

provided always that where clause 19.5.1 applies the Authority shall take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.

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

20. Confidentiality

20.1. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Authority shall be



Ministry of Justice

responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor hereby gives consent for the Authority to publish the Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time agreed changes to the Contract, to the general public. The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract. Prior to publication the Authority may, at its sole discretion, in whole or in part, redact information for one or more of the following grounds:

- (c) national security;
- (d) personal data;
- (e) information protected by intellectual property law;
- (f) information which it is not in the public interest to disclose (under a Freedom of Information Act analysis)
- (g) third party confidential information;
- (h) IT security; or
- (i) prevention of fraud

20.2. Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in the Contract, each Party shall:

20.2.1. treat the other Party's Confidential Information as confidential and safeguard it accordingly; and

20.2.2. not disclose the other Party's Confidential Information to any other person without the owner's prior written consent.

20.3. Clause 20.2 shall not apply to the extent that:

20.3.1. such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 19;

20.3.2. such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;



Ministry of Justice

- 20.3.3. such information was obtained from a third party without obligation of confidentiality;
 - 20.3.4. such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or
 - 20.3.5. it is independently developed without access to the other Party's Confidential Information.
- 20.4. The Contractor may only disclose the Authority's Confidential Information to the Contractor's Personnel who are directly involved in the provision of the Goods or Services any of the Authority's Confidential Information and need to know, and shall ensure that the Contractor's Personnel are aware of and shall comply with this clause 20.
- 20.5. The Contractor shall not, and shall procure that the Contractor's Personnel do not, use any of the Authority's Confidential Information received otherwise than for the purposes of the Contract.
- 20.6. At the written request of the Authority, the Contractor shall procure that those members of the Contractor's Personnel identified in the Authority's notice sign a confidentiality undertaking on similar terms to the Contract prior to commencing any work in accordance with the Contract.
- 20.7. Nothing in the Contract shall prevent the Authority from disclosing the Contractor's Confidential Information (including the Management Information obtained under clause 24):
- 20.7.1. to any Crown Body or any other Contracting Authority on the understanding that they shall be entitled to further disclose the Confidential Information to other Crown Bodies or 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 Crown Body or any Contracting Authority;
 - 20.7.2. to any consultant, contractor or other person engaged by the Authority or any entity specified in clause 20.7.1 (including any benchmarking organisation) for any purpose relating to or connected with this Contract, including for the avoidance of doubt any person conducting a Gateway review;



- 20.7.3. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - 20.7.4. to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions or for the purpose of the exercise of its rights under this Contract;
 - 20.7.5. on a confidential basis to a proposed successor body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract
 - 20.7.6. for the purpose of the examination and certification of the Authority's accounts; or
 - 20.7.7. 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.
- 20.8. The Authority shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause 20.7 is made aware of the Authority's obligations of confidentiality.
- 20.9. Nothing in this clause 20 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other Party's Confidential Information or an infringement of IPR.
- 21. Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989**
- 21.1. The Contractor undertakes to abide by, and ensure that its Personnel abide by, the provisions of:-
- (a) the Official Secrets Acts 1911 to 1989; and
 - (b) Section 182 of the Finance Act 1989.



Ministry of Justice

- 21.2. In the event that the Contractor and its Personnel fail to comply with this clause, the Authority reserves the right to terminate the Contract by giving notice in writing to the Contractor.

22. Publicity, Media and Official Enquiries

- 22.1. Without prejudice to the Authority's obligations under the FOIA, neither Party shall make any press announcements or publicise the Contract or any part thereof in any way, except with the written consent of the other Party.
- 22.2. Both Parties shall take reasonable steps to ensure that their Personnel comply with clause 22.1.

23. Intellectual Property Rights

- 23.1. Intellectual Property Rights in any guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models, designs or other material (the "**IP Materials**"):
- 23.1.1. furnished or made available to the Contractor by or on behalf of the Authority shall remain the property of the Authority; and
- 23.1.2. prepared by or for the Contractor on behalf of the Authority for use, or intended use, in relation to the performance by the Contractor of its obligations under the Contract shall belong to the Authority;
- and the Contractor shall not, and shall procure that the Contractor's Personnel shall not, (except when necessary for the performance of the Contract) without prior Approval, use or disclose any such Intellectual Property Rights in the IP Materials.
- 23.2. Subject to any pre-existing Intellectual Property Rights the Contractor hereby assigns to the Authority, with full title guarantee, all Intellectual Property Rights which may subsist in the IP Materials prepared in accordance with clause 23.1.2. This assignment shall take effect on the date of the Contract or as a present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights produced by the Contractor. The Contractor shall execute all documentation necessary to execute this assignment.



Ministry of Justice

- 23.3. The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced by the Contractor for the performance of the Contract.
- 23.4. The Contractor shall use best endeavours to ensure that the third party owner of any Intellectual Property Rights that are or which may be used to perform the Contract grants to the Authority a non-exclusive licence or, if itself a licensee of those rights, shall grant to the Authority an authorised sub-licence, to use, reproduce, modify, develop and maintain the Intellectual Property Rights in the same. Such licence or sub-licence shall be non-exclusive, perpetual, royalty free and irrevocable and shall include the right for the Authority to sub-licence, transfer, novate or assign to other Contracting Authorities, the Replacement Contractor or to any other third party supplying Goods or Services to the Authority.
- 23.5. The Contractor shall not infringe any Intellectual Property Rights of any third party in supplying the Goods or Services and the Contractor shall, during and after the Contract Period, indemnify and keep indemnified and hold the Authority and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Authority or the Crown may suffer or incur as a result of or in connection with any breach of this clause, except where such claim arises from:
- 23.5.1. items or materials based upon designs supplied by the Authority; or
 - 23.5.2. the use of data supplied by the Authority which is not required to be verified by the Contractor under any provision of the Contract.
- 23.6. The Authority shall notify the Contractor in writing of any claim or demand brought against the Authority for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Contractor.
- 23.7. The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Contractor, provided always that the Contractor shall:
- 23.7.1. consult the Authority on all substantive issues which arise during the conduct of such litigation and negotiations;
 - 23.7.2. take due and proper account of the interests of the Authority; and



- 23.7.3. not settle or compromise any claim without the Authority's prior written consent (not to be unreasonably withheld or delayed).
- 23.8. The Authority shall at the request of the Contractor afford to the Contractor all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Authority or the Contractor by a third party for infringement or alleged infringement of any third party Intellectual Property Rights in connection with the performance of the Contractor's obligations under the Contract and the Contractor shall indemnify the Authority for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Contractor shall not, however, be required to indemnify the Authority in relation to any costs and expenses incurred in relation to or arising out of a claim, demand or action which relates to the matters in clause 23.5.1 or 23.5.2.
- 23.9. The Authority shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by the Authority or the Contractor in connection with the performance of its obligations under the Contract.
- 23.10. If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Contract or in the reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the Authority as soon as reasonably practicable and, at its own expense and subject to the consent of the Authority (not to be unreasonably withheld or delayed), use its best endeavours to:
- 23.10.1. modify any or all of the Goods or Services without reducing the performance or functionality of the same, or substitute alternative Goods or Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply mutatis mutandis to such modified Goods or Services or to the substitute Goods or Services;
- or



Ministry of Justice

23.10.2. procure a licence to use and supply the Goods or Services, which are the subject of the alleged infringement, on terms which are acceptable to the Authority;

and in the event that the Contractor is unable to comply with clauses 23.10.1 or

23.10.2 within 20 Working Days of receipt of the Contractor's notification the Authority may terminate the Contract by notice in writing.

23.11. The Contractor grants to the Authority a royalty-free, irrevocable and non-exclusive licence (with a right to sub-licence) (and where appropriate worldwide) to use any Intellectual Property Rights that the Contractor owned or developed prior to the Commencement Date and which the Authority reasonably requires in order to exercise its rights and take the benefit of the Contract including the Goods or Services provided.

24. Monitoring

24.1. The Contractor shall comply with the monitoring arrangements set out in the Monitoring Schedule including, but not limited to, providing such data and information as the Contractor may be required to produce under the Contract.

24.2. Where requested by the Authority, the Contractor shall supply the Management Information to the Authority and to Cabinet Office in the form set out in the Monitoring Schedule during the Contract Period.

24.3. The Contractor agrees that the Authority may provide Cabinet Office with information relating to the Services and Goods procured and any payments made under the Contract.

24.4. Upon receipt of the Management Information supplied by the Contractor in response to a request under 24.2 or receipt of information provided by the Authority to Cabinet Office under 24.3, the Authority and the Contractor shall consent to Cabinet Office:

- (c) storing and analysing the Management Information and producing statistics; and
- (d) sharing the Management Information or any statistics produced using the Management Information, with any other Contracting Authority.

24.5. In the event that Cabinet Office shares the Management Information or information provided under clause 24.3 in accordance with 24.4(b), any



Ministry of Justice

Contracting Authority receiving the Management Information shall be informed of the confidential nature of that information and shall be requested not to disclose it to any body who is not a Contracting Authority (unless required by law). The Authority may make changes to the Management Information which the Contractor is required to supply and shall give the Contractor at least one (1) Month's written notice of any changes

25. Audit

- 25.1. The Contractor and its Personnel shall keep and maintain until 6 years after the end of the Contract Period, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Goods or Services supplied under it, all expenditure reimbursed by the Authority, and all payments made by the Authority. The Contractor shall on request afford the Authority or the Authority's representatives such access to those records as may be requested by the Authority in connection with the Contract.
- 25.2. The Contractor and its Personnel shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) for the purposes of his financial audit of the Authority and for carrying out examinations into the economy, efficiency and effectiveness with which the Authority has used its resources. The Contractor shall provide such explanations as are reasonably required for these purposes. This clause does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Contractor by the Comptroller and Auditor General under section 6(3)(d) of the National Audit Act of 1983.



CONTROL OF THE CONTRACT

26. Assignment and Sub-Contracting

- 26.1. Except where clauses 26.5 and 26.6 apply, the Contractor shall not assign, sub-contract or in any other way dispose of the Contract or any part of it without prior Approval. Sub-contracting any part of the Contract shall not relieve the Contractor of any of its obligations or duties under the Contract.
- 26.2. The Contractor shall be responsible for the acts and omissions of its sub-contractors as though they are its own.
- 26.3. Where the Authority has consented to the placing of sub-contracts for the provision of services, copies of each sub-contract shall, at the request of the Authority, be sent by the Contractor to the Authority as soon as reasonably practicable.
- 26.4. Alternatively, the Authority may require that, if the Contractor wishes to sub-contract any obligations under the Contract for the provision of services at any time it shall submit a list of sub-contractors to the Authority for approval. The Contractor shall obtain the Authority's prior written approval before changing any of the sub-contractors so approved. The Authority shall not unreasonably withhold or delay such approval.
- 26.5. Notwithstanding clause 26.1, the Contractor may assign to a third party ("**the Assignee**") the right to receive payment of the Contract Price or any part thereof due to the Contractor under the Contract (including any interest which the Authority incurs under clause 11). Any assignment under this clause 26.5 shall be subject to:
- 26.5.1. reduction of any sums in respect of which the Authority exercises its right of recovery under clause 12;
 - 26.5.2. all related rights of the Authority under the Contract in relation to the recovery of sums due but unpaid; and
 - 26.5.3. the Authority receiving notification under both clauses 26.6 and 26.7.
- 26.6. In the event that the Contractor assigns the right to receive the Contract Price under clause 26.5, the Contractor or the Assignee shall notify the Authority in writing of the assignment and the date upon which the assignment becomes effective.



Ministry of Justice

- 26.7. The Contractor shall ensure that the Assignee notifies the Authority of the Assignee's contact information and bank account details to which the Authority shall make payment.
- 26.8. The provisions of clause 11 shall continue to apply in all other respects after the assignment and shall not be amended without the Approval of the Authority.
- 26.9. Subject to clause 26.11, the Authority may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof as it sees fit provided that any such assignment, novation or other disposal shall not increase the burden of the Contractor's obligations under the Contract.
- 26.10. Any change in the legal status of the Authority such that it ceases to be a Contracting Authority shall not, subject to clause 26.9, affect the validity of the Contract. In such circumstances, the Contract shall bind and inure to the benefit of any successor body to the Authority.
- 26.11. If the rights and obligations of the Authority under the Contract are assigned, novated or otherwise disposed of pursuant to clause 26.9 to a body which is not a Contracting Authority, or if there is a change in the legal status of the Authority such that it ceases to be a Contracting Authority (in the remainder of this clause both such bodies being referred to as the "**Transferee**"):
- 26.11.1. the rights of termination of the Authority in clauses 36 (Termination on Change of Control and Insolvency) and 37 (Termination on Default) shall be available to the Contractor in the event of respectively, the bankruptcy or insolvency or Default of the Transferee; and
- 26.11.2. the Transferee shall only be able to assign, novate or otherwise dispose its rights and obligations under the Contract or any part thereof with the prior consent in writing of the Contractor.
- 26.12. The Authority may disclose to any Transferee any Confidential Information of the Contractor which relates to the performance of the Contractor's obligations under the Contract. In such circumstances the Authority shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Contractor's obligations under the Contract and for no other purpose and shall take all reasonable steps to



Ministry of Justice

ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.

- 26.13. Each Party shall at its own cost and expense carry out, or use all reasonable endeavours to ensure the carrying out of whatever further actions, (including the execution of further documents), the other Party reasonably requires from time to time for the purpose of giving that other Party the full benefit of the provisions of the Contract.

27. Waiver

- 27.1. The failure of either Party to insist upon strict performance of any provision of the Contract or the failure of either Party to exercise any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.
- 27.2. No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with the provisions of clause 6.
- 27.3. A waiver of any right or remedy arising from a breach of Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

28. Variation

- 28.1. Subject to the provisions of this clause 28, the Authority may request a variation to the Specification provided that such variation does not amount to a material change to the Specification. Such a change is hereafter called a "**Variation**".
- 28.2. The Authority may request a Variation by notifying the Contractor in writing of the Variation and giving the Contractor sufficient information to assess the extent of the Variation and consider whether any change to the Contract Price is required in order to implement the Variation. The Authority shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation. If the Contractor accepts the Variation it shall confirm the same in writing.



28.3. In the event that the Contractor is unable to accept the Variation to the Specification or where the Parties are unable to agree a change to the Contract Price, the Authority may:

28.3.1. allow the Contractor to fulfil its obligations under the Contract without the variation to the Specification;

28.3.2. terminate the Contract following the arrangements provided by clause 38.

29. Severability

29.1. If any provision of the Contract is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of the Contract shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated.

29.2. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, the Parties shall immediately commence negotiations in good faith to remedy the invalidity.

30. Remedies Cumulative

30.1. Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of this Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not exclude the exercise of any other remedy.

31. Extension of the Contract Term

31.1. The Authority may by giving such notice as is specified in the Contract Letter, extend the term of the Contract beyond the Initial Contract Period for such period(s) as may be specified in the Contract Letter.

31.2 Without prejudice to its rights pursuant to clause 31.1, the Authority may at any time by giving written notice to the Contractor of not less than three (3) Month(s), extend the term of the Contract (whether or not it has exercised a right to extend pursuant to clause 31.1) for such period(s) as may be specified in the notice. The Authority shall be entitled to exercise its right to extend the term of the Contract



Ministry of Justice

pursuant to this clause 31.2 more than once, provided that the aggregate of the extensions made pursuant to this clause 31.2 shall not exceed one (1) year.

31.3 The provisions of the Contract will apply throughout any extended period(s) pursuant to clauses 31.1 and/or 31.2.

32. Entire Agreement

32.1. The Contract constitutes the entire agreement between the Parties relating to the subject matter of the Contract. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this clause shall not exclude liability in respect of any Fraud or fraudulent misrepresentation.

32.2. In the event of, and only to the extent of, any conflict between the clauses of the Contract, any document referred to in those clauses and the Schedules, the conflict shall be resolved, unless the Parties have agreed in writing to the contrary, in accordance with the following order of precedence:

- (1) the Contract Letter;
- (2) the Special Conditions;
- (3) the Schedules;
- (4) the Standard Terms and Conditions of the Contract;
- (5) the Contractor's Tender; and
- (6) any other document referred to in the Contract Letter.

33. Counterparts

33.1. The Contract may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.



LIABILITIES

34. Indemnity and Insurance

- 34.1. Neither Party excludes or limits liability to the other Party for:
- 34.1.1. death or personal injury caused by its negligence; or
 - 34.1.2. Fraud; or
 - 34.1.3. fraudulent misrepresentation; or
 - 34.1.4. any breach of any obligations imposed by section 2 of the Supply of Goods and Services Act 1982 or section 12 of the Sale of Goods Act 1979.
- 34.2. Subject to clauses 34.1 and 34.4, the Contractor shall indemnify the Authority and keep the Authority indemnified [fully up to £1million pounds] against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or the late or purported supply, of the Goods or Services or the performance or non-performance by the Contractor of its obligations under the Contract or the presence of the Contractor or any Contractor's Personnel on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Contractor, or any other loss which is caused directly or indirectly by any act or omission of the Contractor.
- 34.3. The Contractor shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of any Authority Personnel or the breach by the Authority of its obligations under the Contract.
- 34.4. Subject always to clause 34.1, the aggregate liability of either Party for Defaults resulting in direct loss of or damage to the property of the other under or in connection with the Contract shall unless agreed to the contrary not exceed £5,000,000.
- 34.5. Subject always to clause 34.1 in no event shall either Party be liable to the other for:
- 34.5.1. loss of profits, business, revenue, goodwill; and/or
 - 34.5.2. loss of savings (whether anticipated or otherwise); and/or



34.5.3. indirect or consequential loss or damage.

- 34.6. The Contractor shall not exclude liability for additional operational, administrative costs and/or expenses or wasted expenditure resulting from the direct Default of the Contractor.
- 34.7. The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover as specified in the Specifications Schedule in respect of risks which may be incurred by the Contractor, arising out of the Contractor's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of six (6) years following the expiration or earlier termination of the Contract.
- 34.8. The Contractor shall hold and shall ensure that all sub-contractors hold employer's liability insurance in respect of all eligible workers engaged in providing the Services in accordance with any legal requirement from time to time in force.
- 34.9. The Contractor shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premia due under those policies.
- 34.10. If, for whatever reason, the Contractor fails to ensure that insurances required by the provisions of the Contract are maintained, the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.
- 34.11. The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract. It shall be the responsibility of the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability referred to in clause 34.2.

35. Warranties and Representations

- 35.1. The Contractor warrants and represents that:-



Ministry of Justice

- 35.1.1. it has full capacity and authority and all necessary consents (including, where its procedures so require, the consent of its parent company) to enter into and perform the Contract and that the Contract is executed by a duly authorised representative of the Contractor;
- 35.1.2. in entering the Contract it has not committed any Fraud;
- 35.1.3. as at the Commencement Date, all information contained in the Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the Contract;
- 35.1.4. no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Contract;
- 35.1.5. it is not subject to any contractual obligations, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;
- 35.1.6. no proceeding or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Contractor or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Contractor's assets or revenue;
- 35.1.7. it owns, or has obtained or is able to obtain, valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;
- 35.1.8. in the three (3) years prior to the date of the Contract:
 - 35.1.8.1. it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;



35.1.8.2. it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and

35.1.9. it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract.

DEFAULT, DISRUPTION AND TERMINATION

36. Termination on Change of Control and Insolvency

36.1. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a company and in respect of the Contractor: -

36.1.1. a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or

36.1.2. a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding up is passed (other than as part of, and exclusively for the purpose of, a bona fide reorganisation or amalgamation); or

36.1.3. a petition is presented for its winding up (which is not dismissed within fourteen (14) days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or

36.1.4. a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or

36.1.5. an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or

36.1.6. it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or



Ministry of Justice

- 36.1.7. being a “**small company**” within the meaning of section 382 of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
 - 36.1.8. any event similar to those listed in clause 36.1.1 to 36.1.7 occurs under the law of any other jurisdiction.
- 36.2. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is an individual and:
- 36.2.1. an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Contractor’s creditors; or
 - 36.2.2. a debt relief order or a debt restriction order has been made in respect of him; or
 - 36.2.3. a petition is presented and not dismissed within fourteen (14) days or order made the Contractor’s bankruptcy; or
 - 36.2.4. a receiver, or similar officer is appointed over the whole or any part of the Contractor’s assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
 - 36.2.5. the Contractor is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986; or
 - 36.2.6. a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Contractor’s assets and such attachment or process is not discharged within fourteen (14) days; or
 - 36.2.7. he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005
- 36.3. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a partnership and:
- 36.3.1. a proposal is made for a voluntary arrangement within Article 4 of the Insolvent Partnerships Order 1994 or a proposal is made for any



other composition, scheme or arrangement with or assignment for the benefit of its creditors; or

36.3.2. it is for any reason dissolved; or

36.3.3. a petition is presented for its winding up or for the making of any administrative order, or an application is made for the appointment of a provisional liquidator; or

36.3.4. a receiver, or similar officer, is appointed over the whole or any part of its assets; or

36.3.5. the partnership is deemed unable to pay its debts within the meaning of section 222 or 223 of the Insolvency Act 1986 as applied and modified by the Insolvent Partnerships Order 1994; or

36.3.6. any of the following occurs in relation to any of its partners:

36.3.6.1. an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of his creditors; or

36.3.6.2. a petition is presented for his bankruptcy; or

36.3.6.3. a receiver, or similar officer, is appointed over the whole or any part of his assets.

36.4. The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a limited liability partnership and:

36.4.1. a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or

36.4.2. it is for any reason dissolved; or

36.4.3. an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given within Part II of the Insolvency Act 1986; or

36.4.4. any step is taken with a view to it being determined that it be wound up (other than as part of, and exclusively for the purpose of, a bona



Ministry of Justice

fide reconstruction or amalgamation) within Part IV of the Insolvency Act 1986; or

36.4.5. a petition is presented for its winding up (which is not dismissed within fourteen (14) days of its service) or an application is made for the appointment of a provisional liquidator within Part IV of the Insolvency Act 1986; or

36.4.6. a receiver, or similar officer, is appointed over the whole or any part of its assets; or

36.4.7. it is or becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986; or

36.4.8. a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986

36.4.9. References to the Insolvency Act 1986 in clause 36.4.1 shall be construed as references to that Act as applied under the Limited Liability Partnerships Act 2000 subordinate legislation.

36.5. The Contractor shall notify the Authority immediately of a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988 ("**change of control**"). Where in the reasonable opinion of the Authority the change is likely to result in an adverse effect on the provision of the Goods or Services the Authority may terminate the Contract by notice in writing with immediate effect within six (6) Months of:

36.5.1. being notified that a change of control has occurred; or

36.5.2. where no notification has been made, the date that the Authority becomes aware of the change of control, but shall not be permitted to terminate where an Approval was granted prior to the change of control.

37. Termination on Default

37.1. The Authority may terminate the Contract with immediate effect if the Contractor commits a Default and if:

37.1.1. the Contractor has not remedied the Default to the satisfaction of the Authority within ten (10) Working Days, or such other period as may



Ministry of Justice

be specified by the Authority, after issue of a written notice specifying the Default and requesting it to be remedied; or

37.1.2. the Default is not, in the opinion of the Authority, capable of remedy;
or

37.1.3. the Default is a material breach of the Contract.

- 37.2. In the event that through any Default of the Contractor, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded as to be unusable, the Contractor shall be liable for the cost of reconstitution of that data and shall provide a full credit in respect of any charge levied for its transmission and any other costs charged in connection with such Default.
- 37.3. If the Authority fails to pay the Contractor undisputed sums of money when due, the Contractor shall notify the Authority in writing of such failure to pay. If the Authority fails to pay such undisputed sums within ninety (90) Working Days of the date of such written notice, the Contractor may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Authority exercising its rights under clause 12.1.

38. Termination for Convenience

- 38.1. The Authority shall have the right to terminate the Contract at any time by giving three (3) Months' written notice to the Contractor.
- 38.2. Where, following the expiry or termination of the Contract, there is a transfer of an undertaking or a service provision change, within the meaning of the Transfer of Undertakings (Protection of Employment) Regulations 2006, (Transfer of Undertakings) shall have effect.

38A. Termination for Procurement Reasons

- 38A.1 The Authority shall have the right to terminate the Contract at any time by giving one (1) Month's written notice to the Contractor where:
- 38A.1.1 this Contract has been subject to a substantial modification which would have required a new procurement procedure in



accordance with regulation 72(9) of the Public Contracts Regulations 2015;

38A.1.2 the Contractor, at the time this Contract was awarded, was in one of the situations referred to in regulation 57(1) of the Public Contracts Regulations 2015, including as a result of the application of regulation 57(2) of the Public Contracts Regulations 2015, and should therefore have been excluded from the procurement procedure; or

38A.1.3 this Contract should not have been awarded to the Contractor in view of a serious infringement of the obligations under the Treaty on the European Union, the Treaty on the Functioning of the European Union and Directive 2014/24 that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of Treaty on the Functioning of the European Union.

39. Consequences of Expiry or Termination

39.1. Where the Authority terminates the Contract under clause 37 and then makes other arrangements for the supply of Goods or Services, the Authority may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period. The Authority shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clause 38, no further payments shall be payable by the Authority to the Contractor (for Goods or Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Authority), until the Authority has established the final cost of making the other arrangements envisaged under this clause.

39.2. Subject to clause 34, where the Authority terminates the Contract under clause 38, the Authority shall indemnify the Contractor against any commitments, liabilities or expenditure which would otherwise represent an unavoidable direct loss to the Contractor by reason of the termination of the



Ministry of Justice

Contract, provided that the Contractor takes all reasonable steps to mitigate such loss. Where the Contractor holds insurance, the Authority shall only indemnify the Contractor for those unavoidable direct costs that are not covered by the insurance available. The Contractor shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Authority, with supporting evidence, of losses reasonably and actually incurred by the Contractor as a result of termination under clause 38.

- 39.3. The Authority shall not be liable under clause 39.2 to pay any sum which:
- 39.3.1. was claimable under insurance held by the Contractor, and the Contractor has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy;
 - 39.3.2. when added to any sums paid or due to the Contractor under the Contract, exceeds the total sum that would have been payable to the Contractor if the Contract had not been terminated prior to the expiry of the Contract Period; or
 - 39.3.3. is a claim by the Contractor for loss of profit, due to early termination of the Contract.
- 39.4. In the event of any termination or expiry of the Contract:
- 39.4.1. the Authority shall be entitled to obtain a refund of the Contract Price paid by the Authority in respect of any part of the Contract which has not been performed by the Contractor;
 - 39.4.2. the Contract Price shall be reduced on a pro rata basis where any part of the Contract is terminated, and the remaining parts of the Contract shall continue to be performed for the remainder of the Contract Period;
 - 39.4.3. the Contractor shall return to the Authority all Property and all other items belonging to the Authority in its possession (save for copies required by the Contractor for statutory audit or archive purposes);
 - 39.4.4. subject to the payment of the appropriate portion of the Contract Price the Contractor shall provide the Authority with a copy of all deliverables undertaken to date (whether completed or not) in its



state at that time and, at the Authority's option, return or destroy all other copies in the Contractor's possession or control; and

39.4.5. the Contractor shall at the Authority's request novate any agreements between the Contractor and any third parties that are relevant to the receipt of the Goods or Services by the Authority.

39.5. Upon expiry or termination of all or any part of the Contract, the Contractor shall provide all reasonable assistance and information to the Authority (and to any Replacement Contractor appointed by the Authority) if requested, to the extent necessary to effect an orderly assumption of the Goods or Services by the Authority or the Replacement Contractor.

39.6. Save as otherwise expressly provided in the Contract:

39.6.1. termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and

39.6.2. termination of the Contract shall not affect the continuing rights, remedies or obligations of the Authority or the Contractor under clauses 9 (Prevention of Fraud and Prevention of Corruption), 11 (Payment and VAT), 12 (Recovery of Sums Due), 16 (Rights of Third Parties), 17 and 18 (Authority Data and Protection of Personal Data), 19 (Freedom of Information), 20 (Confidentiality), 21 (Official Secrets Acts 1911-1989), 23 (Intellectual Property Rights), 25 (Audit), 30 (Remedies Cumulative), 34 (Liability, Indemnity and Insurance), 35 (Warranties and Representations), 39 (Consequences of Expiry or Termination), 41 (Recovery upon Termination), 43 (Governing Law), 44 (Dispute Resolution) and clause A12 of the Special Conditions (Professional Indemnity).

40. Disruption

40.1. The Contractor shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Authority, its employees or any other contractor employed by the Authority.



- 40.2. The Contractor shall immediately inform the Authority of any actual or potential industrial action, whether such action be by their own employees or others, which affects or might affect its ability at any time to perform its obligations under the Contract.
- 40.3. In the event of industrial action by the Contractor's Personnel the Contractor shall seek Approval to its proposals to perform its obligations under the Contract.
- 40.4. If the Contractor's proposals referred to in clause 40.3 are considered insufficient or unacceptable by the Authority acting reasonably, then the Contract may be terminated with immediate effect by the Authority by notice in writing.
- 40.5. If the Contractor is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Authority, the Contractor may request a reasonable allowance of time and in addition, the Authority will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

41. Recovery upon Termination

- 41.1. On the termination of the Contract for any reason, the Contractor shall:
- 41.1.1. immediately return to the Authority all Confidential Information, Personal Data and Materials subject to Intellectual Property Rights in its possession or in the possession or under the control of any permitted suppliers or sub-contractors, which was obtained or produced in the course of providing the Goods or Services;
 - 41.1.2. immediately deliver to the Authority all Property (including materials, documents, information and access keys) provided to the Contractor for the purposes of the Contract. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
 - 41.1.3. assist and co-operate with the Authority to ensure an orderly transition of the provision of the Goods or Services to the Replacement Contractor and/or the completion of any work in progress;



41.1.4. promptly provide all information concerning the provision of the Goods or Services which may reasonably be requested by the Authority for the purposes of adequately understanding the manner in which the Goods or Services have been provided or for the purpose of allowing the Authority or the Replacement Contractor to conduct due diligence.

- 41.2. If the Contractor fails to comply with clauses 41.1.1 and 41.1.2, the Authority may recover possession thereof and the Contractor grants a licence to the Authority or its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor or its permitted suppliers or sub-contractors where any such items may be held.
- 41.3. Where the end of the Contract Period arises due to the Contractor's Default, the Contractor shall provide all assistance under clauses 41.1.3 and 41.1.4 free of charge. Otherwise, the Authority shall pay the Contractor's reasonable costs of providing the assistance and the Contractor shall take all reasonable steps to mitigate such costs.

42. Force Majeure

- 42.1. Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Contract (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under the Contract for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under the Contract for a period in excess of six (6) Months, either Party may terminate the Contract with immediate effect by notice in writing.
- 42.2. Any failure or delay by the Contractor in performing its obligations under the Contract which results from any failure or delay by an agent, sub-contractor or supplier shall be regarded as due to Force Majeure only if that agent, sub-contractor or supplier is itself impeded by Force Majeure from complying with an obligation to the Contractor.



Ministry of Justice

42.3. If either Party becomes aware of Force Majeure which gives rise to, or is likely to give rise to, any failure or delay on its part as described in clause 42.1 it shall immediately notify the other by the most expeditious method then available and shall inform the other of the period for which it is estimated that such failure or delay shall continue.



DISPUTES AND LAW

43. Governing Law

- 43.1. Subject to the provisions of clause 44, the Authority and the Contractor accept the exclusive jurisdiction of the English courts and agree that the Contract and all non-contractual obligations and other matters arising from or connected with it are to be governed and construed according to English Law.

44. Dispute Resolution

- 44.1. The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within twenty (20) Working Days of either Party notifying the other of the dispute, such efforts shall involve the escalation of the dispute to the Director of Procurement (or equivalent) of each Party.
- 44.2. Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of the competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- 44.3. If the dispute cannot be resolved by the Parties pursuant to clause 44.1 the dispute shall be referred to mediation pursuant to the procedure set out in clause 44.5 unless the Parties agree that the dispute is not suitable for resolution by mediation.
- 44.4. The obligations of the Parties under the Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Contractor and the Contractor's Personnel shall comply fully with the requirements of the Contract at all times.
- 44.5. The procedure for mediation and consequential provisions relating to mediation are as follows:
- 44.5.1. a neutral adviser or mediator ("**the Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within ten (10) Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from



the date of the proposal to appoint a Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution to appoint a Mediator.

44.5.2. the Parties shall within ten (10) Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the Centre for Effective Dispute Resolution or other mediation provider to provide guidance on a suitable procedure.

44.5.3. unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.

44.5.4. if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives.

44.5.5. failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative written opinion. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties.

44.5.6. if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts unless the dispute is referred to arbitration pursuant to the procedures set out in clause 44.6.

44.6. Subject to clause 44.2, the Parties shall not institute court proceedings until the procedures set out in clauses 44.1, 44.3 and 44.5 have been completed save that:



Ministry of Justice

- 44.6.1. The Authority may at any time before court proceedings are commenced, serve a notice on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause 44.7.
- 44.6.2. If the Contractor intends to commence court proceedings, it shall serve written notice on the Authority of its intentions and the Authority shall have twenty-one (21) days following receipt of such notice to serve a reply on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with the provisions of clause 44.7.
- 44.6.3. The Contractor may request by notice in writing to the Authority that any dispute be referred and resolved by arbitration in accordance with the provisions of clause 44.7, to which the Authority may consent as it sees fit.
- 44.7. In the event that any arbitration proceedings are commenced pursuant to clause 44.6:
- 44.7.1. the arbitration shall be governed by the provisions of the Arbitration Act 1996;
- 44.7.2. the Authority shall give a written notice of arbitration to the Contractor ("**the Arbitration Notice**") stating:
- 44.7.2.1. that the dispute is referred to arbitration; and
- 44.7.2.2. providing details of the issues to be resolved;
- 44.7.3. the London Court of International Arbitration ("**LCIA**") procedural rules in force at the date that the dispute was referred to arbitration in accordance with clause 44.7.2 shall be applied and are deemed to be incorporated by reference to the Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
- 44.7.4. the tribunal shall consist of a sole arbitrator to be agreed by the Parties;
- 44.7.5. if the Parties fail to agree the appointment of the arbitrator within ten (10) days of the Arbitration Notice being issued by the Authority



Ministry of Justice

under clause 44.7.2 or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

44.7.6. the arbitration proceedings shall take place in London and in the English language; and

44.7.7. the arbitration proceedings shall be governed by, and interpreted in accordance with, English law.



SCHEDULES

SCHEDULE A

SERVICES SCHEDULE

SPECIAL CONDITIONS: PROVISION OF THE SERVICES

A1. Definitions and Interpretations

In these Conditions:

"Equipment" means the Contractor's equipment, plant, materials and such other items supplied and used by the Contractor in the performance of its obligations under the Contract.

"Key Personnel" means those members of the Contractor's Personnel identified as such in the Specification.

"Know-How" means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services but excluding know-how already in the Contractor's or the Authority's possession before the Contract.

"Monitoring Schedule" means the Schedule containing details of the monitoring arrangements.

"Property" means the property, other than the real property, issued or made available to the Contractor by the Authority in connection with the Contract.

"Quality Standards" means the quality standards published by the British Standards Institute, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Specification Schedule.

"Service Levels" means the service levels to be met by the Services as referenced in the Contract Letter and set out in the Specification Schedule.



Ministry of Justice

"Services" means the services to be supplied as detailed in the Specification
Schedule E.

A2. The Services

- A2.1. The Contractor shall supply the Services during the Contract Period in accordance with the Authority's requirements as set out in the Specification and the Tender and the provisions of the Contract in consideration of the payment of the Contract Price. The Contractor shall perform the Services in accordance with all applicable Service Levels referenced in the Specification or the Tender. The Authority may inspect and examine the manner in which the Contractor supplies the Services at the Premises during normal business hours on reasonable notice.
- A2.2. If the Authority informs the Contractor in writing that the Authority reasonably believes that any part of the Services does not meet the requirements of the Contract or differ in any way from those requirements, and this is other than as a result of a Default by the Authority, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Authority.
- A2.3. Subject to the Authority providing written consent in accordance with clause A3.2 (Provision and Removal of Equipment) below, timely supply of the Services shall be required, and shall meet the requirements stated in the Specification Schedule, and in relation to commencing the supply of the Services within the time agreed or on a specified date.

A3. Provision and Removal of Equipment

- A3.1. The Contractor shall provide all the Equipment necessary for the supply of the Services.
- A3.2. The Contractor shall not deliver any Equipment nor begin any work on the Premises without obtaining prior Approval.
- A3.3. All Equipment brought onto the Premises shall be at the Contractor's own risk and the Authority shall have no liability for any loss of or damage to any Equipment unless the Contractor is able to demonstrate that such loss or



Ministry of Justice

damage was caused or contributed to by the Authority's Default. Unless otherwise agreed, Equipment brought onto the Premises will remain the property of the Contractor. The Contractor shall provide for the haulage or carriage to and the removal from the Premises of Equipment when no longer required at its sole cost.

A3.4. The Contractor shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.

A3.5. The Contractor shall, at the Authority's written request, at its own expense and as soon as reasonably possible:

A3.5.1.remove from the Premises any Equipment which in the reasonable opinion of the Authority is either hazardous, noxious or not in accordance with the Contract; and

A3.5.2.replace such item with a suitable substitute item of Equipment.

A3.6. On completion of the Services the Contractor shall remove the Equipment together with any other materials used by the Contractor to supply the Services and shall leave the Premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Contractor or any Contractor's Personnel.

A4. Key Personnel

A4.1. The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Authority.

A4.2. The Key Personnel shall not be released from supplying the Services without the agreement of the Authority, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.

A4.3. Any replacements of the Key Personnel shall be subject to the agreement of the Authority. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

A4.4. The Authority shall not unreasonably withhold its agreement under clause A4.2 or clause A4.3. Such agreement shall be conditional on appropriate



arrangements being made by the Contractor to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

A5. Licence to Occupy Premises

- A5.1. Any land or Premises made available to the Contractor by the Authority in connection with the Contract, shall be made available to the Contractor on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its obligations under the Contract. The Contractor shall have the use of such land or Premises as licensee and shall vacate the same on completion, termination or abandonment of the Contract.
- A5.2. The Contractor shall limit access to the land or Premises to such Contractor's Personnel as is necessary to enable it to perform its obligations under the Contract and the Contractor shall co-operate (and ensure that its Personnel co-operate) with such other persons working concurrently on such land or Premises as the Authority may reasonably request.
- A5.3. Should the Contractor require modifications to the Premises, such modifications shall be subject to prior Approval and shall be carried out by the Authority at the Contractor's expense. The Authority shall undertake approved modification work without undue delay. Ownership of such modifications shall rest with the Authority.
- A5.4. The Contractor shall (and shall ensure that its Personnel shall) observe and comply with such rules and regulations as may be in force at any time for the use of such Premises as determined by the Authority, and the Contractor shall pay for the cost of making good any damage caused by the Contractor or its Personnel other than fair wear and tear. For the avoidance of doubt, damage includes damage to the fabric of the buildings, plant, fixed equipment or fittings therein.
- A5.5. The Parties agree that there is no intention on the part of the Authority to create a tenancy of any nature whatsoever in favour of the Contractor or its Personnel and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Authority



retains the right at any time to use any premises owned or occupied by it in any manner the Authority sees fit.

A6. Offers of Employment

- A6.1. For the duration of the Contract and for a period of twelve (12) Months thereafter neither the Authority nor the Contractor shall employ or offer employment to any of the other Party's staff who have been associated with the procurement and/or the contract management of the Services without that Party's prior written consent unless the employment pertained to an advertised position where appointment was made following fair and open competition.

A7. Environmental Requirements

- A7.1. The Contractor shall, when working on the Premises, perform its obligations under the Contract in accordance with the Authority's environmental policy, which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

A8. Health and Safety

- A8.1. The Contractor shall promptly notify the Authority of any health and safety hazards which may arise in connection with the performance of the Contract. The Authority shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Authority's Premises and which may affect the Contractor in the performance of the Contract.
- A8.2. While on the Premises, the Contractor shall comply with any health and safety measures implemented by the Authority in respect of Contractor's Personnel and other persons working on those Premises.
- A8.3. The Contractor shall notify the Authority immediately in the event of any incident occurring in the performance of the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.



- A8.4. The Contractor shall take all necessary measures to comply with the requirements of the Health and Safety at Work etc., Act 1974 and any other Law relating to health and safety, which may apply to the Contractor's Personnel and other persons working on the Premises in the performance of the Contract.
- A8.5. The Contractor shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc., Act 1974) is made available to the Authority on request.

A9. Remedies in the event of Inadequate Performance

- A9.1. Where a complaint is received about the standard of the Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Contractor's obligations under the Contract, then the Authority shall notify the Contractor, and where considered appropriate by the Authority, investigate the complaint. The Authority may, in its sole discretion, uphold the complaint and take further action in accordance with clause 37 (Termination on Default) of the General Terms.
- A9.2. In the event that the Authority is of the reasonable opinion that the Contractor is in Default in relation to the performance of the Services in accordance with the Contract, then the Authority may:
- A9.2.1. withhold from payment or recover from the Contractor any payment attributable to the Default or non conforming Services, which shall be paid or reimbursed on rectification of the Default to the reasonable satisfaction of the Authority.
- A9.3. In the event that the Authority is of the reasonable opinion that there has been a material breach of the Contract by the Contractor, then the Authority may, without prejudice to its rights under clause 37 (Termination on Default) of the General Terms, do any of the following:
- A9.3.1. without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Contractor shall have



Ministry of Justice

demonstrated to the reasonable satisfaction of the Authority that the Contractor will once more be able to supply all or such part of the Services in accordance with the Contract;

A9.3.2. without terminating the whole of the Contract, terminate the Contract in respect of part of the Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself provide or procure a third party to provide such part of the Services; and/or

A9.3.3. terminate, in accordance with clause 37 (Termination on Default) of the General Terms, the whole of the Contract.

A9.4. Without prejudice to its rights under clause 12 (Recovery of Sums Due) of the General Terms, the Authority may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Authority or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Contractor for such part of the Services and provided that the Authority uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

A9.5. If the Contractor fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Authority shall instruct the Contractor to remedy the failure and the Contractor shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within ten (10) Working Days or such other period of time as the Authority may direct.

A9.6. In the event that:

A9.6.1. the Contractor fails to comply with clause A9.5 above and the failure is materially adverse to the interests of the Authority or prevents the Authority from discharging a statutory duty; or

A9.6.2. the Contractor persistently fails to comply with clause A9.5 above;

A9.6.3. the Authority may terminate the Contract (or that part of the Contract) with immediate effect by notice in writing.

A9.7. The remedies of the Authority under this clause may be exercised successively in respect of any one or more failures by the Contractor.



A10. Care of Property

- A10.1. Where the Authority issues Property free of charge to the Contractor such Property shall be and remain the property of the Authority and the Contractor irrevocably licences the Authority and its agents to enter upon any premises of the Contractor during normal business hours on reasonable notice to remove any such Property. The Contractor shall not in any circumstances have a lien or any other interest on the Property and the Contractor shall at all times possess the Property as fiduciary agent and bailee of the Authority. The Contractor shall take all reasonable steps to ensure that the title of the Authority to the Property and the exclusion of any such lien or other interest are brought to the notice of all Personnel and shall, at the Authority's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Authority.
- A10.2. The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Authority otherwise within five (5) Working Days of receipt.
- A10.3. The Contractor shall maintain the Property in good order and condition (excluding fair wear and tear) and shall use the Property solely in connection with the Contract and for no other purpose without prior Approval.
- A10.4. The Contractor shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Goods or Services, in accordance with the Authority's reasonable security requirements as required from time to time.
- A10.5. The Contractor shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear), unless such loss or damage was caused by the Authority's Default. The Contractor shall inform the Authority within two (2) Working Days of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.



SCHEDULE B
GOODS SCHEDULE
SPECIAL CONDITIONS: THE GOODS

B1. Definitions and Interpretations

In these Conditions:

"**Goods**" means any such goods as are to be supplied by or on behalf of the Contractor (or by the Contractor's sub-contractor) under the Contract as specified in the Specification and the Tender.

"**Installation Works**" means, as the context so requires:

- (a) collectively, all works which the Contractor is to carry out at the beginning of the Contract Period to install the Goods in accordance with the Specification and the Tender; or
- (b) where there are a series of works to be carried out during the Contract Period to install the Goods in accordance with the Specification and the Tender, each set of installation works.

B2. The Specification

B2.1. The Contractor shall supply and, where relevant, install the Goods in accordance with the Specification and the Tender and with all applicable provisions of the Contract.

B3. The Goods

B3.1. If requested by the Authority, the Contractor shall either provide the Authority with samples of Goods or performance demonstrations of Goods for evaluation and approval at the Contractor's cost and expense.

B3.2. The Contractor shall ensure that the Goods are fully compatible with any equipment, to the extent specified in the Specification.

B3.3. The Contractor acknowledges that the Authority relies on the skill and judgment of the Contractor in the supply of the Goods and the performance of its obligations under the Contract.



B4. Delivery

- B4.1. Subject to the Prisons Schedule, the Contractor shall deliver the Goods at the time(s) and date(s) specified in the Specification, to the Premises or location agreed. Unless otherwise specified, deliveries shall only be accepted during normal business hours.
- B4.2. Unless otherwise stated in the Specification, where the Goods are delivered by the Contractor, the point of delivery shall be when the Goods have been removed from the transporting vehicle at the Premises and accepted by the Authority. Where the Goods are collected by the Authority, the point of delivery shall be when the Goods are loaded on the Authority's vehicle.
- B4.3. Time of delivery shall be as stated in the Specification Schedule and if the Contractor fails to deliver the Goods within the time promised or specified in the Specification, the Authority may release itself from any obligation to accept and pay for the Goods and/or terminate the Contract, in either case without prejudice to any other rights and remedies of the Authority.
- B4.4. The Authority shall be under no obligation to accept or pay for any Goods delivered in excess of the quantity ordered. If the Authority elects not to accept such over-delivered Goods it shall give notice in writing to the Contractor to remove them within five (5) Working Days and to refund to the Authority any expenses incurred by it as a result of such over-delivery (including but not limited to the costs of moving and storing the Goods), failing which the Authority may dispose of such Goods and charge the Contractor for the costs of such disposal. The risk in any over-delivered Goods shall remain with the Contractor unless they are accepted by the Authority.
- B4.5. The Authority shall be under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the Specification.
- B4.6. Unless expressly agreed to the contrary, the Authority shall not be obliged to accept delivery by instalments. If, however, the Authority does specify or agree to delivery by instalments, delivery of any instalment later than the date specified or agreed for its delivery shall, without prejudice to any other rights or remedies of the Authority, entitle the Authority to terminate the whole of any unfulfilled part of the Contract without further liability to the Authority.



Ministry of Justice

B4.7. Unless otherwise stated in the Specification, there shall be no charge for delivery of the Goods to the Premises or for packaging used by the Contractor. Returnable packaging will only be returned at the Contractor's risk and expense.

B5. Risk and Ownership

B5.1. Subject to clause B4 above, risk in the Goods shall, without prejudice to any other rights or remedies of the Authority (including the Authority's rights and remedies under clause B7 below) pass to the Authority when delivery is completed to the Authority's reasonable satisfaction.

B5.2. Ownership of the Goods shall, without prejudice to any other rights or remedies of the Authority (including the Authority's rights and remedies under clause B7 below), pass to the Authority at the time of delivery (or payment, if earlier).

B6. Non Delivery

B6.1. Where the Goods, having been placed in transit, fail to be delivered to the Authority on the due date for delivery, the Authority shall, (provided that the Authority has been advised in writing of the dispatch of the Goods), within ten (10) Working Days of the notified date of delivery, give notice to the Contractor that the Goods have not been delivered and may request the Contractor to deliver substitute Goods within the timescales specified by the Authority.

B7. Inspection, Rejection and Guarantee

B7.1. The Authority or its authorised representatives may inspect or test the Goods either complete or in the process of manufacture during normal business hours on reasonable notice at the Contractor's premises and the Contractor shall provide all reasonable assistance in relation to any such inspection or test free of charge, including further testing and inspection if reasonably required by the Authority. No failure to make complaint at the time of such inspection or test and no approval given during or after such inspection or test shall constitute a waiver by the Authority of any rights or remedies in respect



Ministry of Justice

of the Goods and, in particular, the Authority retains the right to reject the Goods in accordance with clause B7.2 below.

B7.2. The Authority may by written notice to the Contractor reject any of the Goods which fail to conform to the approved sample or fail to meet the Specification. Such notice shall be given within a reasonable time after delivery to the Authority of such Goods. If the Authority rejects any of the Goods pursuant to this clause the Authority may (without prejudice to other rights and remedies) either:

B7.2.1. have the Goods promptly, and in any event within five (5) Working Days, either repaired by the Contractor or replaced by the Contractor with Goods which conform in all respects with the approved sample or with the Specification and due delivery shall not be deemed to have taken place until such repair or replacement has occurred; or

B7.2.2. treat the Contract as discharged in whole or in part by the Contractor's breach and obtain a refund (if payment for the Goods has already been made) from the Contractor in respect of the Goods concerned, together with payment of any additional expenditure reasonably incurred by the Authority in obtaining other goods in replacement provided that the Authority uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement goods.

For the avoidance of doubt, the Authority will be deemed to have accepted the Goods if it expressly states the same in writing or fails to reject the Goods in accordance with this clause B7.2.

B7.3. The issue by the Authority of a receipt note for the Goods shall not constitute any acknowledgement of the condition, quantity or nature of those Goods, or the Authority's acceptance of them.

B7.4. The Contractor hereby guarantees the Goods for a period of 24 Months or such other period as may be agreed between the Parties from the date of delivery against faulty materials or workmanship. If the Authority shall within that period or within twenty-five (25) Working Days thereafter give notice in writing to the Contractor of any defect in any of the Goods as may have arisen during such guarantee period under proper and normal use, the



Ministry of Justice

Contractor shall (without prejudice to any other rights and remedies which the Authority may have) promptly remedy such defects (whether by repair or replacement as the Authority shall elect) free of charge

- B7.5. Any Goods rejected or returned by the Authority as described in clause B7.2 shall be returned to the Contractor at the Contractor's risk and expense.

B8. Labelling and Packaging

- B8.1. On dispatch of any consignment of the Goods the Contractor shall send the Authority an advice note specifying the means of transport, the place and date of dispatch, the number of packages and their weight and volume. The Goods shall be packed and marked in a proper manner and in accordance with the Authority's instructions and any statutory requirements and any requirements of the carriers. In particular the Goods shall be accompanied by an advice note with the contract number (or other reference number if appropriate) and the net weights, the name of the contents shall be clearly marked on each container and all containers of hazardous Goods (and all documents relating thereto) shall bear prominent and adequate warnings.
- B8.2. The Goods shall be accompanied by a delivery note showing the order number, date of order, number of packages and contents and, in the case of part delivery, the outstanding balance remaining to be delivered.

B9. Training

- B9.1. Where indicated in the Specification, the Contract Price shall include the cost of instruction of the Authority's personnel in the use and maintenance of the Goods and such instruction shall be in accordance with the requirements detailed in the Specification.

B10. Contract Performance

- B10.1. The Contractor shall ensure that:
- B10.1.1. the Goods conform in all respects with the Specification and, where applicable, with any sample or performance demonstration approved by the Authority;



Ministry of Justice

B10.1.2. the Goods operate in accordance with the relevant technical specifications and correspond with the requirements of the Specification and any particulars specified in the Contract;

B10.1.3. the Goods conform in all respects with all applicable Laws; and

B10.1.4. the Goods are free from defects in design, materials and workmanship and are fit and sufficient for all the purposes for which such Goods are ordinarily used and for any particular purpose made known to the Contractor by the Authority.

B11. Manner of Carrying out the Installation Work

B11.1. Subject to the Prisons Schedule, the Contractor shall not deliver any materials or plant nor commence any work on the Premises without obtaining prior Approval. Notwithstanding the foregoing, the Contractor shall, at the Authority's written request, remove from the Premises any materials brought into the Premises by the Contractor, which in the reasonable opinion of the Authority are either hazardous, noxious or not in accordance with the Contract and substitute proper and suitable materials at the Contractor's expense as soon as reasonably practicable.

B11.2. Any access to, or occupation of, the Premises which the Authority may grant the Contractor from time to time shall be on a non-exclusive licence basis free of charge. The Contractor shall use the Premises solely for the purpose of performing its obligations under the Contract and shall limit access to the Premises to such of the Contractor's Personnel as is necessary for that purpose. The Contractor shall co-operate (and ensure that its Personnel co-operate) with such other persons working concurrently on the Premises as the Authority may reasonably request.

B11.3. When the Contractor reasonably believes it has completed the Installation Works it shall notify the Authority in writing. Following receipt of such notice, the Authority shall inspect the Installation Works and shall, by giving written notice to the Contractor:

B11.3.1. accept the Installation Works, or



Ministry of Justice

- B11.3.2. reject the Installation Works and provide reasons to the Contractor if, in the Authority's reasonable opinion, the Installation Works do not meet the requirements set out in the Specification.
- B11.4. If the Authority rejects the Installation Works in accordance with clause B11.3.2, the Contractor shall immediately rectify or remedy any defects and if, in the Authority's reasonable opinion, the Installation Works do not, within [5] Working Days, meet the requirements set out in the Specification, the Authority may terminate the Contract with immediate effect by notice in writing.
- B11.5. The Installation Works shall be deemed to be completed when the Contractor receives a notice issued by the Authority in accordance with clause B11.3.1. Notwithstanding acceptance of any Installation Works in accordance with that clause, the Contractor shall remain solely responsible for ensuring that the Goods and the Installation Works conform to the Specification. No rights of estoppel or waiver shall arise as a result of the acceptance by the Authority of the Installation Works.
- B11.6. Throughout the Contract Period, the Contractor shall:
- B11.6.1. have at all times all licences, approvals and consents necessary to enable the Contractor and Contractor's Personnel to carry out the Installation Works;
 - B11.6.2. provide all tools and equipment (or procure the provision of all tools and equipment) necessary for completion of the Installation Works;
 - B11.6.3. not, in the performance of its obligations under the Contract, in any manner endanger the safety or unlawfully interfere with the safety or convenience of the public.
- B11.7. On completion of any Installation Works the Contractor shall remove its plant, equipment and unused materials and shall leave the Premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Premises or any objects contained therein, other than fair wear and tear, which is caused by the Contractor or any Contractor's Personnel.



B12. Liquidated Damages

B12.1. If the Contractor fails to deliver the Goods by the date(s) agreed, stipulated in the Specification or (where an extension of time has been agreed by the Parties) the revised date for delivery (as the context requires, the "**Agreed Delivery Date**"):

B12.1.1. the Contractor shall pay the Authority a sum by way of liquidated damages for each day between the Agreed Delivery Date and the date on which the Goods are delivered to the Authority, equal to such percentage of the Contract Price for the relevant Goods as the Authority shall stipulate in the Specification ("**Liquidated Damages Threshold**"). Subject to clause B12.3, during the period in which liquidated damages are payable under this Condition B12.1.1 ("**Liquidated Damages Period**") the liquidated damages payable in accordance with this clause B12.1.1 shall be the Authority's only remedy for any loss or damage suffered or incurred by the Authority in relation to the failure by the Contractor to deliver the Goods by the Agreed Delivery Date; and

B12.1.2. where the Liquidated Damages Threshold is met or exceeded (being that delivery continues not to be performed after the Liquidated Damages Threshold is met), the Authority shall be entitled to:

- (i) claim any remedy available to it (whether under the Contract or otherwise) for loss or damage incurred or suffered by it after the end of the Liquidated Damages Period; and
- (ii) without prejudice to clause B12.1.2(i), the Authority shall be entitled to terminate the Contract with immediate effect by giving notice in writing to the Contractor.

B12.2. The Contractor shall not be obliged to pay any sums pursuant to clause B12.1.1 if and to the extent the failure by the Contractor to deliver the Goods by the Agreed Delivery Date directly results from the Authority's Default provided that the Contractor notifies the Authority immediately of such circumstances in sufficient detail to enable the Authority to remedy the situation. Except as set out in this clause B12.2, no payment or concession



Ministry of Justice

to the Contractor by the Authority or other act or omission of the Authority shall in any way affect its rights to liquidated damages pursuant to clause B12.1 or be deemed to be a waiver of the right of the Authority to recover any damages unless such waiver has been expressly made in writing by the Authority.

B12.3. Notwithstanding clause B12.1.1, the Contractor does not exclude responsibility for performing or re-performing the obligation or duty which gave rise to the relevant claim at its own cost in such manner as would (if possible) result in the same or substantively similar effect for the Authority, whether or not such performance or re-performance gives rise to additional costs for the Contractor and the cost of re-performance shall be borne solely by the Contractor and shall not be re-charged to the Authority whether by way of costs, reimbursement or otherwise.

B12.4. Having given careful consideration to this matter, all monies payable by the Contractor under clause B12.1.1 are considered by the Parties to be a genuine pre-estimate of the losses which the Authority will incur in relation to the Contractor's failure to deliver the Goods by the Agreed Delivery Date it being impossible to quantify the actual aggregate losses sustainable by the Authority in terms of both loss of revenue as well as loss of reputation and prestige (the Parties acknowledging that hypothetically the losses sufferable by the Authority might be more or less than the agreed liquidated damages calculation); arrived at without any inequality of bargaining position as between the Parties as a true bargain between the Parties; fair, given the nature and circumstances of the Contract; neither excessive, extravagant, unconscionable or oppressive in all the circumstances; and as such these monies are payable as liquidated damages such that the Contractor waives absolutely any entitlement to challenge the enforceability in whole or in part of this clause B12. The Parties' joint intention in agreeing a scheme of liquidated damages in such circumstances is to substantially reduce and, to the fullest extent possible in law, eliminate, the risk of a dispute and potential litigation in relation to such circumstances.

B12.5. Each Party confirms that (a) it has taken specific legal advice on the effect of this clause and (b) based on such advice, it does not enter into the Contract



Ministry
of Justice

in anticipation that, or with any expectation that this clause will be
unenforceable for any reason.



SCHEDULE C

PRISONS SCHEDULE

SPECIAL CONDITIONS: PRISONS

C1. Access to Authority Premises

- C1.1. Where the Contractor's Personnel are required to have a pass for admission to the Premises the Authority shall, subject to satisfactory completion of approval procedures, arrange for passes to be issued. Contractor's Personnel who cannot produce a proper pass when required to do so by any of the Authority's personnel, or who contravene any conditions on the basis of which a pass was issued, may be refused admission to the Authority's Premises or required to leave those premises if already there.
- C1.2. The Contractor shall promptly return any pass if at any time the Authority so requires or if the person to whom the pass was issued ceases to be involved in the performance of the Contract. The Contractor shall promptly return all passes on completion or earlier termination of the Contract.
- C1.3. Contractor's Personnel attending the Premises may be subject to search at any time. Strip searches shall only be conducted on the specific authority of the Authority under the same rules and conditions applying to the Authority's personnel. The Contractor is referred to the Prison Rules 1999 Part III and the Prison (Amendment) Rules 2005 and the Young Offender Institute Rules 2000 Part III and the Young Offender Institute (Amendment) Rules 2008. The Contractor is also referred to the definition of misconduct contained in the said Rules and clause 3 of the General Terms and Conditions.

C2. Security

- C2.1. Whilst on the Premises the Contractor's Personnel shall comply with all security measures implemented by the Authority in respect of staff and other persons attending those premises. The Authority shall provide copies of its written security procedure to the Contractor on request. The Contractor and all members of the Contractor's Personnel shall be prohibited from taking any



Ministry of Justice

photographs on the Premises unless the Authority has given prior Approval and an Authority representative is present so as to have full control over the subject matter of each photograph to be taken. No such photograph shall be published or otherwise circulated without the Authority's prior written approval.

C2.2. The Authority shall have the right to carry out any search of Contractor Personnel or of vehicles used by the Contractor at the Premises.

C2.3. The Contractor shall co-operate with any investigation relating to security which is carried out by the Authority or by any person who is responsible to the Authority for security matters, and when required by the Authority shall:

C2.3.1. take all reasonable measures to make any Contractor's Personnel identified by the Authority available to be interviewed by the Authority, or by a person who is responsible to the Authority for security matters, for the purposes of the investigation. Contractor's Personnel shall have the right to be accompanied by and to be advised or represented by the other person whose attendance at the interview is acceptable to the Authority; and

C2.3.2. subject to any legal restriction on their disclosure, provide all documents, records or other material of any kind which may reasonably be required by the Authority or by a person who is responsible to the Authority for security matters, for the purposes of the investigation, so long as the provision of that material does not prevent the Contractor from performing the Contract. The Authority shall have the right to retain any such material for use in connection with the investigation and, so far as possible, shall provide the Contractor with a copy of any material retained.

C3. Offender Management Act 2007

C3.1. Nothing in the Contract shall be deemed to provide any authorisation to the Contractor in respect of any provision of the Offender Management Act 2007. The Contractor in providing the Goods or Services will comply with the provisions of PSO 1100 as published by the Authority from time to time.



SCHEDULE D

INFORMATION SECURITY SCHEDULE

SPECIAL CONDITIONS: INFORMATION SECURITY

Section I: Process measures to manage information risk

E1. The Contractor must:

- E1.1. identify, keep and disclose to the Authority upon request a record of those members of the Contractor's Personnel and any sub-contractors with access to or who are involved in handling Authority Data ("users"); and
- E1.2. provide to the Authority details of its policy for reporting, managing and recovering from information risk incidents, including losses of protected personal data and ICT security incidents and its procedures for reducing risk and raising awareness; and
- E1.3. immediately report information security incidents to the Authority. Significant actual or potential losses of personal data may be shared with the Information Commissioner and the Cabinet Office by the Authority.

Section II: Specific minimum measures to protect personal information

E2. The Contractor must be particularly careful to protect Authority Data whose release or loss could cause harm or distress to individuals. The Contractor must:

- E2.1. handle all such Authority Data as if it were confidential while it is processed or stored by the Contractor or its sub-contractors, applying the measures in this Schedule.
- E3. **When Authority Data is held on paper it must be kept secure at all times, locked away when not in use or the premises on which it is held secured. If Authority data held on paper is transferred it must be by an approved secure form of transfer with confirmation of receipt. When Authority Data is held and accessed on ICT systems on secure premises, the Contractor must apply the minimum protections for**



information set out in the Specification, or equivalent measures, as well as any additional protections as needed as a result of the Authority's risk assessment. Where in exceptional circumstances equivalent measures are adopted the Contractor must obtain the Authority's prior approval in writing.

E4. Wherever possible, Authority Data should be held and accessed on paper or ICT systems on secure premises protected as above. This means the Contractor should avoid the use of removable media (including laptops, removable discs, CD-ROMs, USB memory sticks, PDAs and media card formats) for storage or access to such data where possible. Where the Authority agrees that this is not possible the Contractor should work to the following hierarchy, recording the reasons why a particular approach has been adopted in a particular case or a particular business area:

- E4.1. best option: hold and access data on ICT systems on secure premises:
- E4.2. second best option: secure remote access, so that data can be viewed or amended without being permanently stored on the remote computer. This is possible for Authority Data over the internet using products meeting the FIPS 140-2 standard or equivalent, unless otherwise agreed with the Authority;
- E4.3. third best option: secured transfer of Authority Data to a remote computer on a secure site on which it will be permanently stored. Both the Authority Data at rest and the link should be protected at least to the FIPS 140-2 standard or equivalent. Protectively marked Authority Data must not be stored on privately owned computers unless they are protected in this way;
- E4.4. in all cases the remote computer should be password protected, configured so that its functionality is minimised to its intended business use only, and have up to date software patches and anti-virus software.

E5. Where the Authority agrees that it is not possible to avoid the use of removable media, the Contractor should apply all of the following conditions: -



- E5.1. the Authority Data transferred to the removable media should be the minimum necessary to achieve the business purpose, both in terms of the numbers of people covered by the Authority Data and the scope of Authority Data held. Where possible only anonymised Authority Data should be held;
- E5.2. the removable media should be encrypted to a standard or at least FIPS 140-2 or equivalent in addition to being protected by an authentication mechanism, such as a password;
- E5.3. user rights to transfer Authority Data to removable media should be carefully considered and strictly limited to ensure that this is only provided where absolutely necessary for business purposes and subject to monitoring by the Contractor and the Authority; and
- E5.4. the individual responsible for the removable media should handle it – themselves or if they entrust it to others – as if it were the equivalent or a large amount of their own cash.

- E6. Where the Authority agrees that the second condition of encryption in paragraph 5 cannot be applied due to business continuity and disaster recovery considerations, such unprotected Authority Data should only be recorded, moved, stored and monitored with strong controls.**

- E7. All material that has been used for confidential Authority Data should be subject to controlled disposal. The Contractor must:**
 - E7.1. destroy paper records containing protected personal data by incineration, pulping or shredding so that reconstruction is unlikely; and
 - E7.2. dispose of electronic media that has been used for protected personal data through secure destruction, overwriting, erasure or degaussing for re-use.

- E8. The Contractor must have appropriate mechanisms in place in order to comply with the Authority's requirements as set out in this Schedule, including adequate training in handling confidential data for the Contractor's Personnel.**

- E9. The Contractor must:**



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- E9.1. put in place arrangements to log activity of data users in respect of electronically held protected personal information, and for managers to check it is being properly conducted, with a particular focus on those working remotely and those with higher levels of functionality. Summary records of managers' activity must be shared with the Authority and be available for inspection by the Information Commissioner's Office on request;
- E9.2. minimise the number of users with access to the Authority Data.

Annex A

Minimum scope of Authority Data which is protected personal data

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

1. one or more of the pieces of information which can be used along with public domain information to identify and individual	combined with	2. information about that individual whose release is likely to cause harm or distress
Name/addresses (home or business or both)/post code/e-mail/telephone numbers/ driving licence number/date of birth [Note that driving licence number is included in this list because it directly yields date of birth and first part of surname]		Sensitive personal data as defined by s.2 of the Data Protection Act, including records relating to the criminal justice system, and group membership DNA or fingerprints/bank, financial or credit card details/mother's maiden name/National Insurance number/Tax, benefit or pension records/health records/employment record/school attendance or records/material relating to social services including child protection and housing

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

SCHEDULE E
SPECIFICATION SCHEDULE
SPECIAL CONDITIONS: SPECIFICATION



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MINISTRY OF JUSTICE SPECIFICATION DOCUMENT

The Supply and Maintenance of Floor Machines

SUMMARY

This document describes the requirement for the supply and maintenance of floor machines, for use by the Ministry of Justice.

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CONTENTS

1	Introduction	91
1.1	Overview	91
1.2	Purpose	91
2	General Requirements – SERVICE	92
2.1	Provision of Goods	92
2.2	Demand Requests	92
3	General Requirements- Delivery	93
3.1	Shipments, Delivery and Supply Chain Requirements	93
3.2	Lead Times	93
3.3	HM Prison Service Specific Delivery Requirements	94
3.4	Packaging	96
3.5	Labelling	96
3.6	Delivery Notes and Discrepancies	97
3.7	Back Order and Substitute items	98
3.8	Defective or Damaged Goods	98
3.9	Drivers Hand Book	99
4	General Requirements – ADMINISTRATION	100
4.1	Purchasing Routes	100
4.2	Invoice Address	101
4.3	Compliant Invoices/ Invoice Submission	101
4.4	Invoice Holds and Credit Notes	102
4.5	Information Requirements	102
4.6	Electronic Catalogue Production and Maintenance	102
4.7	Contract Management Requirements	103
4.8	Escalation Procedures	104
4.9	Management Information	104
4.10	Key Performance Indicators	106
4.11	Savings Initiatives	107
5	Legislative Requirements	108
5.1	Policy and Organisational Standards	108
5.2	Insurance	109
6	Technical Specification for Supply and Maintenance of Floor Machines	110
6.1	Floor Machines Specifications	110
6.2	Service and Maintenance	116
6.3	Product Variation	116
6.4	Product Innovation and Refreshment	117
6.5	Product Durability	117



6.6	Sourcing of Products	117
6.7	Environmental Sustainability Requirements	118

1 Introduction

1.1 Overview

The Ministry of Justice (MoJ) is seeking to implement a national agreement for the supply, service and maintenance of floor cleaning machines.

The MoJ has a requirement for floor machines used for the cleaning of various floor types in their prison establishments, HQ Buildings, courts and offices. Floor machines are also used in the industrial cleaning workshops within establishments run by BICS trained officers to help offenders obtain qualifications to assist them upon release to seek employment.

The contractor(s) will be experienced in the provision of high quality, robust equipment to British and European standards. The reliability and effectiveness of the floor machines is essential for establishments to maintain the high standard of cleanliness needed in a custodial environment.

All machines supplied must comply with published guidance such as, but not limited to relevant Health and Safety Executive (HSE) publications and consideration shall always be given to the applicability of British and European safety standards. Manufacturers have a duty under section 6 of the Health and Safety at Work Act to ensure their products do not cause harm and are safe to use, including the provision of instruction on use and maintenance of machines provided.

1.2 Purpose

This document is a specification for the supply and maintenance of floor machines for the MoJ. The information contained within this document forms the basis of the criteria against which the Contractors performance will be measured.



2 General Requirements – SERVICE

2.1 Provision of Goods

The Contractor will be required at all times to ensure sufficient stocks are maintained to fulfil orders placed by the Authority within the lead times contained within 3.3 Lead Times below. The Contractor is also obligated to ensure that contingency arrangements are in place for alternative supply should the Contractor find they are unable to meet the requirements of the contract within the relevant lead-times.

The contract is to have a total duration of 4 (four) years unless otherwise terminated in accordance with the terms and conditions of contract.

Throughout the life of the contract, provision shall be made to include or remove goods that fall within the general scope of the contract where a demand has changed for all participating contracting Authorities.

The majority of demand is currently generated from HM Prisons.

2.2 Demand Requests

All goods shall be demanded by an official purchase order form with a unique purchase order number communicated by either email or fax direct to the Contractor. The Contractor shall not make any provision for supply outside the purchasing route described above without an official Purchase Order unless there has been a technical problem as advised by a member of the procurement team.

Where an electronic or faxed purchase order is not available but contracted goods are required urgently, written (including email) authority from a member of the Ministry of Justice Procurement Directorate may be treated as an agreement by the authority to purchase the goods.

The Contractor will be required to email confirmation of the order including product lines, prices, quantities and an estimated delivery date to the requestor.

Although there is no obligation for the Authority to purchase any of the goods on the Scheduled List of Products at an estimate of business volumes predicted for the financial year 2017/18 is given at tender Stage.

The contractor will work with the Authority to minimise contract leakage and off-contract spend, which may include internal advertisement of the contract and the production of catalogues.



3 General Requirements- Delivery

3.1 Shipments, Delivery and Supply Chain Requirements

Goods shall be shipped directly to the end user to an official address at various sites nationally. And a number of other locations as mentioned in 1.1.

The majority of orders will be from HM Prison Establishments outlined, but not restricted to this.

Each delivery location must be uniquely identified by the Contractor for the purposes of Management Information Reporting as per Terms and Conditions Schedule I Monitoring.

The Contractor shall be required to:

- Handle product sourcing from manufacturer(s).
- Receive and store deliveries from manufacturer(s).
- Receive, collate, pick and pack orders from customers.
- Distribute to MoJ locations across England and Wales.
- Deliver goods in accordance with the contract lead times.
- check before delivering goods that the goods can be off loaded from their vehicles safely
- Comply with the Authority's vehicle restrictions, goods acceptance and stores opening times.
- Obtain proof of delivery and leave appropriate goods delivery notes. The delivery notes should contain the purchase order number.
- Ensure that purchase order numbers are referenced on invoices that are raised to prevent a delay in payment.
- Submit Invoice as per Contract requirements

3.2 Lead Times

Lead times for the performance of the contract shall be firm dependant on Contractor's tender submission and details will be included in the final contract. This will operate in conjunction with the Prison opening times for deliveries. In the event that products are unavailable at the time of order, the products will be placed on back order and the establishment notified promptly.

No substitutes are to be provided unless approved by the Contract Manager and details have been provided upon request.

Continued failure to supply goods/services within the agreed timescales and service levels will result in a Service Improvement Notice being issued, See Terms and Conditions Schedule I Monitoring.



Where goods are requested which are not contracted items the Contractor will be required to give an accurate estimate of the lead time at the time of ordering. These are not required to be fixed but the Contractor is expected to inform the sites of the expected delivery date.

3.3 HM Prison Service Specific Delivery Requirements

Some prisons are located in city centre locations, or may have restrictions on delivery vehicles due to proximity of locking gates, sterile area capacity, narrow gate entrances etc. It is the responsibility of the Contractor to ensure that the vehicle used for each delivery is of an appropriate size i.e. appropriate means can access with ease.

Not all sites will have forklift trucks available and that it is the responsibility of the contractor to check this before delivering goods, that the goods can be off loaded from their vehicles safely.

The Contractor is required to ensure that all drivers delivering to HM Prison Service Establishments have read and understood the HM Prison Service Drivers Handbook, which can be found below under **3.9**.

Delivery drivers may be required to be security cleared to CRB level for some locations, with the possibility of further clearances for high security locations.

Sections 2.7 and 2.8 of the Drivers Handbook relate to items which are prohibited inside prisons. These include items which may be used as weapons, alcohol, mobile telephones and drugs (including medicine in most cases). An overview is also given below.

Extract from the Prison Act 1952 (and amendments)

“40 Unlawful conveyance of spirits or tobacco into prison, etc

Any person who contrary to the regulations of a prison brings or attempts to bring into the prison or to a prisoner any spirituous or fermented liquor or tobacco, or places any such liquor or any tobacco anywhere outside the prison with intent that it shall come into the possession of a prisoner, and any officer who contrary to those regulations allows any such liquor or any tobacco to be sold or used in the prison, shall be liable on summary conviction to imprisonment for a term not exceeding six months or a fine not exceeding [F1level 3 on the standard scale]or both.

Annotations:

Amendments (Textual)



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F1Words substituted (E.W.S.) by virtue of (E.W.) Criminal Justice Act 1982 (c. 48, SIF 39:1), ss. 38, 46 and (S.) Criminal Procedure (Scotland) Act 1975 (c. 21, SIF 39:1), ss. 289F, 289G

The following table lists examples of acts of conveyance or use of items which are prohibited under Sections 40B, 40C and 40D of the Prison Act.

1. Conveying, etc List A Articles (S40A&B)
1.1 Controlled Drugs
1.2 Explosives
1.3 Firearms/Ammunition
1.4 Offensive Weapons
2. Conveying, etc List B Items (S40A&C)
2.1 Alcohol
2.2 Mobile Phones (Crown Immunity does not cover conveying of mobile phones)
2.3 Cameras
2.4 Sound-Recording Device

It is the responsibility of the Contractor to ensure that prohibited products are not supplied, and that vehicles containing deliveries for other locations contain details of ALL items on the vehicle. In the case of multi-drop deliveries the driver MUST be made aware of what goods are on the vehicle before entering the prison.



3.4 Packaging

Mandatory Requirements

Packaging should be sufficiently adequate and robust enough for carrier services to ensure the items contained within are delivered to the customer in pristine condition.

The Contractor shall ensure that goods are packed to protect them from damage and provide for safe handling. Packaging volume and weight must be the minimum amount to maintain necessary levels of safety and acceptance for the packed product and for the consumer.

Packaging must be manufactured so as to permit reuse or recovery in accordance with specific requirements.

Reusable Packaging must:

Enable a number of trips or rotations in normally predictable conditions of use.

Be able to be processed without contravening existing health and safety requirements for the workforce.

Meet the requirements specific to recoverable packaging when it becomes waste.

All Packaging must be recoverable in one or more of the following ways:

Manufactured in such a way that a high percentage of packaging is easily recoverable through material recycling.

Recoverable through energy recovery.

Bio-degradable or photo-degradable packaging.

The Contractor shall comply with guidelines laid down under the EU Directive 94/62/EC of 20 December 1994 on packaging and packaging waste and any subsequent amendments.

3.5 Labelling

The contractor shall meet the following requirements for packaging and labelling.



Delivery/Pallet level

Each delivery is expected to include a document envelope or equivalent, containing dispatch/delivery notes and any communications required in writing as a part of the delivery. These will be handed by the driver to the receiver, or attached to an outer pallet or carton as appropriate.

The delivery driver will be required to ensure that MoJ personnel have received the delivery note.

Outer box - These must be clearly marked with the following information:

Contractor's name

Contents list / Description of product

Quantity enclosed

Weight of package KG

Customer reference

Prominent and adequate warnings for any hazardous goods in line with legislation

3.6 Delivery Notes and Discrepancies

Each delivery consignment shall be accompanied with a delivery note with information printed as per Terms and Conditions B8.2 Labelling and Packaging. We would require as a minimum that the delivery note will have the below information:

MoJ's Official Purchase Order Number

Quantity

Purchase Order Line Number

Product Code

State which items are on Back Order

Delivery Address

Account Number (If Applicable)



Unit Price

Total Line Price

Total Order Price

3.7 Back Order and Substitute items

With regards to Back Orders if this occurs these will need to be identified on the delivery note when the rest of the order is delivered. When the missing item(s) are delivered with a new delivery note, this must refer to the original Purchase Order (PO) number to enable site to receipt the correct items. This will be the same for any credit note and or new invoice, if raised to avoid delays in payment.

The Authority will not accept substitute items, unless pre-agreed by the Contract Manager (refer also to section 6.2 Product Variation), as these would not match those product ordered via the system and causes problems internally. No agreements should be made locally to accept substitute items and the Authority must be notified of any stock issues to avoid this situation.

3.8 Defective or Damaged Goods

Items which are delivered in error or are found to be defective or damaged will be returned to the Contractor as agreed between the delivery location and Contractor by arranging a separate collection at the contractors expense, unless advised by the Contractor that the delivery location can dispose of the said items.

The Contractor shall either replace or credit any defective or damaged goods as agreed with the requestor.

All deliveries will be subject to inspection by the MoJ personnel and may be rejected if they are in a damaged state, or if they have not been ordered. Damaged products should, where possible, be returned at the time of delivery to the Contractors driver and these items noted on the delivery note and signed by both parties.



Ministry of Justice

3.9 Drivers Hand Book



P:\Wakefield PSU\
Category - Operation



4 General Requirements – ADMINISTRATION

4.1 Purchasing Routes

All purchase orders will be generated automatically by means of “electronic transmission” in .PDF file format (Adobe Acrobat) by either the I-Procurement System or I-Inventory System which are present within all HMPS Establishments and across Her Majesty’s Prison and Probation Service (HMPPS). Electronic transmission means either electronic mail or auto-fax (sent to print on a facsimile machine).

The successful contractor will be required to accept electronic purchase orders. The contractor shall be able to accept electronic purchase orders by one of the following methods:

XML(EDI)

Traditional EDI

E-mail

Autofax (as a maximum level, the system will send orders to print out on the contractor’s fax machine).

The Contractor shall ensure that they have sufficient capability to receive purchase orders in this format without interruption (24-hours a day and every day of the year).

The Contractor shall ensure that purchase orders are properly stored, are not accessible to unauthorised persons, are not altered, lost or destroyed and are capable of being retrieved only by properly authorised persons.

The Authority shall not be liable for the consequences of a corrupted, or incorrect transmission, or any failure to re-transmit a purchase order, if the error is or should in all the circumstances be reasonably obvious to the Contractor. In such event the Contractor shall immediately notify the Authority’s Representative thereof.

The Contractor is required to provide the necessary information to allow the Authority to create and maintain an electronic catalogue of goods.

**HMPPS is an executive agency of the Ministry of Justice, bringing together the headquarters of the Probation Service and HM Prison Service to enable more effective delivery of services. HMPPS effectively consists of HMPS and Probation, including all Public Sector operated prisons and support offices*



4.2 Invoice Address

Invoices are subject to the MoJ Standard Terms and Conditions of Contract 11. Invoices payable under the Contract shall be sent to the address stated on the Purchase Order and not to the delivery address.

4.3 Compliant Invoices/ Invoice Submission

The Ministry Of Justice has a system for invoices called Basware, once an invoice is received it has to go through a three way match process which matches the following:

Invoice Amount

Goods Receipted against Goods Ordered

PO Number

If the entire criteria above match between the PO and Invoice submitted it will be released for payment. The submission of non-compliant invoices will cause delay in payment.

A compliant invoice must comply with the following requirements:

Must be received at the correct billing address

Should not be sent to delivery address or with delivery note

Must all be in a standard format

Must quote a valid Purchase Order Number (clearly printed on the PO)

Must be to a total agreed sum

Must list product lines broken down by product code

Must give quantity purchased, and individual prices in addition to a line total

Back Order Notification

When payments are made, all HMPPS accounts are treated as one i.e. all payments and credit notes to the Contractor will be remitted together, therefore if there is a credit sitting on the account no payments will be



made against the whole account until invoices are accrued to the value of the credit.

4.4 Invoice Holds and Credit Notes

If the Authority has been over invoiced a credit note will be requested via the system. This will then automatically notify the company as to why this has been requested and the amount.

Credit notes should be submitted in the same compliant format as per the requirement for invoices in 4.3 with the addition of referencing the invoice number to which it refers.

4.5 Information Requirements

The Contractor is required to provide the necessary information to allow the Authority to create and maintain an electronic catalogue of goods.

4.6 Electronic Catalogue Production and Maintenance

The current IT based procurement system is driven by electronic supplier catalogues for specific contracted items and prices, in line with the general trends in procurement.

The benefits to suppliers are that the system will encourage contract compliance by pointing users to centrally agreed contracts and approved products. Orders from the Authority will be transmitted electronically, speeding up the order processing and lead-times for the customer.

The contractor shall provide an electronic catalogue containing one or more of the following:

MS Excel Spreadsheet as a minimum level (a template will be provided).

eCatalogueXML

cXML

Flat File

Procurement in the MoJ is underpinned by the Oracle e-Business Suite and in particular the 'i-Procurement' module which is a self-service requisitioning application (similar to online shopping).



Ministry of Justice

In most cases, staff can select the items they want from electronic catalogues, filling up “virtual” shopping carts as they go. It has a virtual checkout where they confirm their order.

The Contractor shall provide and update as required by the Authority’s Representative, electronic catalogues detailing all Goods and Services provided under the Contract. These catalogues shall be formed in an electronic template compatible with the Authority’s systems and in particular the .XLS file format (Microsoft Office).

The Contractor shall ensure that these catalogues are provided and updated with all information necessary for the Authority to effectively operate its Oracle e-Business Suite and in particular to search catalogues and place Orders through the i-Procurement module. Catalogues must be populated with information including but not be limited to: suppliers unique ID/product code, clear descriptions of the Goods/Services; UNSPSC codes and lead times.

The catalogues available on i-Procurement do not currently include photographs or visual representations of the items available, and the contractor shall be required to provide an electronic bespoke pictorial catalogue, which will include pictures and basic product specification and pricing to further assist our customers in their product selection. These pictorial catalogues significantly reduce customer queries to both the Authority and Contractor.

4.7 Contract Management Requirements

The MoJ will nominate a Contract Manager who will manage the overall contract, and will be the Executive Contract Manager (ECM).

The MoJ will also nominate a Contract Manager (CM) who will be the main point of contact and responsible for day to day contact with the Contractor, with regards using the contract and dealing with local operational issues.

The Contractor shall likewise nominate a Contract Manager (CM) who will be the single point of contact act on behalf of the Contractor with regards to this agreement. The Contract Manager shall take overall responsibility for the Contract and shall not change without notification in advance to the Executive Contract Manager.

The Ministry of Justice places a high value on Contract Management therefore sufficient resources shall be made available, and if the Contract is sufficiently large, the CM shall be solely dedicated to the contract.

The Contractor shall be responsible for ensuring that the provision of supplies/services are carried out with reasonable skill, care and diligence



Ministry of Justice

in accordance with the Contract and to the satisfaction of the Authorities CM and ultimately the ECM.

The Contractor shall provide the CM and ECM with Management Information on the provision of Supplies/Services at specified intervals and in accordance with the Reporting Requirements below.

The ECM and or CM will meet with the Contractors CM upon request as part of an ongoing contract management process.

The MoJ also require a contact point in case of complaint and require you have a complaints procedure in place should a complaint need to be escalated. This should be clearly detailed in your tender submission.

4.8 Escalation Procedures

HMPS and MoJ

No.	Escalation Point	Role (Scope)
1	Requestor	Is the person who has raised the order their contact details are shown on the PO
2	Contract Manager	Is the person who deals with the day to day running and managing of the contract.
3	Executive Contract Manager	Is line manager to the CM.

4.9 Management Information

The Contractor is required to report various management information throughout the life of the contract. Performance reporting shall be supplied in an electronic format in line with the specified frequencies held within the table below.

Management information is a requirement of the contract to allow the contract manager to track service demand and manage Contractor performance in relation to service delivery by the Contractor.



Ministry of Justice

The Contractor should be aware that Management Information may be requested for submission via the MoJ e-Sourcing Portal in the form of Requests for Information (RFI's). The Authority is currently developing its electronic Procurement portfolio and may request that the Contractor takes part in electronic contract monitoring via the e-Sourcing Portal.

Management information shall be supplied free of charge to the Authority.

There may be a requirement to be able to split the information where requested into the following Groups:

HMPPS

HMCTS

MoJ Corporate

The Contractor is required to issue all ordering locations with suitable identifiers to allow spend information to be split in line with the above list. Individual ordering locations will, upon request, identify which of the above constituent organisation parts they fall within.

Reports	Frequency	Description
Back Order Report	Monthly	Report Highlighting all orders received not yet dispatched/installed or service/maintenance not yet completed. Include Original Order Number, Item description, received date, Quantity ordered, Quantity demanded.
April to March Annual Spend	Yearly	Report Highlighting spend over a specific period including product details/service/maintenance details, locations.
Lead time Report	Adhoc upon Request	Report highlighting lead times for delivery/installation/service



		/maintenance.
Problems with supply & Non Availability of Equipment	Event Driven	Report describing problems and actions taken to alleviate..
Customer Complaints	Adhoc upon Request	Report highlighting numbers and descriptions of complaints, date raised and date resolved, description of dispute resolution.
Stock Levels	Ad hoc upon request	Report detailing stock levels of equipment at any time.

4.10 Key Performance Indicators

Throughout the life of the contract, Contractors performance will be measured and reported against Key Performance Indicators on a quarterly basis as detailed below.

The contractor will be required to produce and present a quarterly Performance Reporting Pack, to include a summary of all the key performance indicators below, highlighting any failures to meet targets giving mitigating factors and plans for improvement as appropriate.

(a) KPI – Key Performance Indicator Name

(b) Description – A brief description of the KPI and what the measurement relates to

(c) Service Level – The level of service which is to be delivered by the contractor during the life of the contract. Percentage compliance is measured on a monthly basis.



(a) KPI	(b) Description	(c) Service Level
% orders compliant with Delivery Lead Times and Order Fulfilment	Products/Services/Installation delivered within agreed lead times in full and complete	95% of orders
% First Time Fix	Repairs completed on first visit	90% of orders
% Compliant Invoices Submitted	Invoice submitted with Purchase Order No to the correct location	99% of orders
% Customer Satisfaction	Complaints received regarding quality of product and service provided	95% of orders

4.11 Savings Initiatives

The Contractor must work with the Authority and utilise their specialist knowledge to help identify areas for cashable cost savings through the standardisation of products and the reduction of product lines.

The number of proposed initiatives in each year of the contract and savings achieved as a result will be included in Contractor Performance Measurement KPI's.

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

The Authority will work with the Contractor to run operational trials where necessary to prove the viability of savings initiatives before widespread adoption.



5 Legislative Requirements

Contractors must take cognisance of all relevant and pertinent UK and EU legislation in fulfilling the legal requirements to supply goods for sale in the UK market, including but not limited to relevant European Norms (EN) and British Standards (BS). The Contractor must provide the Authority with copies of relevant conformity certificates and testing reports of compliance for each product line supplied with regard to all applicable legislation.

It is the responsibility of the Contractor to notify the authority of any legislation and safety standards which are mandatory for products included in the scope of the contract. Failure to notify the authority and/or comply with such legislation may lead to the termination of the contract.

Specific highlighted legislation shall also be applicable as a minimum but not limited to:

Sales of Goods Act 1979 (as amended)

Supply of Goods and Services Act 1982 (as amended)

The Packaging (Essential Requirements) (Amendment) Regulations 2009

Environmental Protection Act 1990

Other Legislation can be accessed via the following websites:

The National Archives publishes all UK Legislation on behalf of HM Government. The relevant information relating to legislation can be found on-line via the web link below

<http://www.legislation.gov.uk/>

5.1 Policy and Organisational Standards

Below are a number of highlighted most applicable internal or policy standards, relevant to this contract. The Contractor must comply with all relevant Government Policies and Standards. These may include but is not limited to

Delivery Drivers Hand Book

Contractors Health & Safety

Conveyance of Unauthorised Articles & Other Related Offences



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Security & Vetting Procedure

Prison Service Orders can be found at

<http://www.justice.gov.uk/guidance/prison-probation-and-rehabilitation/psipso/psos.htm>

Prison Service Instructions can be found at

<http://www.justice.gov.uk/guidance/prison-probation-and-rehabilitation/psipso/psis/index.htm>

5.2 Insurance

The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing cover in respect of risks which may be incurred by the Contractor as per Terms and Conditions 34 Indemnity and Insurance.

Contractor's insurance policies are required to, as a minimum, meet the limits given below:

Insurance Type	Minimum Limit of Liability
Employers Liability Insurance	£5m
Public and Products Liability Insurance	£1m



6 Technical Specification for Supply and Maintenance of Floor Machines

6.1 Floor Machines Specifications

Please provide your closest match to the below specifications or offer suitable alternatives.

All machines purchased must be new and not ex demonstration or refurbished.

Heavy Duty Tub Vacuum Cleaner

220-240V

Hi 1200/ Lo 600 W Motor Power

Hi 2500/ Lo 1500MM Suction

9-15 L Capacity.

25-30 Metre Cable Length

Robust and suitable for use in a custodial environment.

Used for cleaning carpeted areas and upholstery in the establishment. Must have a tool kit provided with the machine for upholstery, cracks and crevices ect.

Upright Vacuum Cleaners

220-240V

800-900 W Motor Power



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4-6 L Capacity

10-20 Metre Cable Length

1600-2000 mm Suction

Bag or Cylinder

Robust and suitable for use in a custodial environment.

Used as above minus the tool kit. Bagless would be ideal but not essential.

Domestic Carpet Cleaning Machine

220-240V

1000-1200W Motor Power

2000-2500mm Suction

15-25 L Dry Capacity

9-15 L Wet Capacity

25-30 Metre Cable Length

This machine needs to be suitable for cleaning smaller carpeted areas, must be supplied with the relevant tool kit to enable cleaning of carpets and Upholstery.

Domestic Wet Pick Up Machine

220-240V

1000-1200W Motor Power

2000-2500mm Suction

15-20 L Dry Capacity



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8-12 L Wet Capacity

25-30 Metre Cable Length

Robust and suitable for use in a custodial environment.

This machine must be suitable for cleaning smaller carpeted areas and upholstery and must be supplied with the correct tools to enable the cleaning of both carpets and upholstery.

Industrial Carpet Cleaning Machine

220-240V

1000-1200W Motor Power

2000-2500mm Suction

25-40L Dry Capacity

20-35L Wet Capacity

25-30 Metre Cable Length

Robust and suitable for use in a custodial environment.

This machine must be suitable for cleaning large carpeted areas and upholstery and must be supplied with the correct tools to enable the cleaning of both carpets and upholstery.

Industrial Wet Pick Up Machine

220-240V

1000-1500 W Motor Power

Minimum 35L capacity



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10-15 Metre Cable Length

2200-2400 mm Suction

Robust and suitable for use in a custodial environment.

Must be suitable for all floor tasks e.g stripping, body fluids and Deep cleaning of cells ect

Scrubber Drier Machine

500V

Vac power 1000-1200 W

Brush power 300-350 W

Brush motor speed 1000 RPM

Operating down force 2-3kg

Waterlift 2000-2500 mm

Solution tank capacity minimum 15 litres

Recovery tank capacity minimum 15 litres

Drying width 400-450 mm.

Robust and suitable for use in a custodial environment.

Must be suitable for BICS training, hospital and gum floors ect.

Heavy Weight Buffer

240V

Motor power 1500W



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Speed 180-200 RPM

Cleaning width 450 mm.

Downforce 50-70 kg

Robust and suitable for use in a custodial environment.

Must be suitable for heavy duty floor cleaning e.g concrete, shower floors ect.

Low Speed Buffer

240V

Motor speed 150-200 rpm

Downforce 25-35 kg

Cleaning width's required are 400mm (15") and 450MM (17")

Robust and suitable for use in a custodial environment.

Must be suitable for all floor tasks e.g. Stripping, buffing, scrubbing, polishing and BICS training.

High Speed Buffer

240V

Motor speed 300-500 rpm

Downforce 35-45 kg

Cleaning width's required are 400mm (15") and 450MM (17")



Robust and suitable for use in a custodial environment.

Must be suitable for all floor tasks e.g. Stripping, buffing, scrubbing, polishing and BICS training.

Ultra High Speed Buffer

240V

Motor speed 1000 - 3000 rpm

Downforce 8-10 kg

Cleaning width required is 450MM (17")

Robust and suitable for use in a custodial environment.

Must be suitable for burnishing and spray cleaning and BICS training

Multi Speed Buffer

240V

Motor power 1500W

Speed 150-200/300-400/500-600

Cleaning width 450 mm.

Downforce 35-40 kg

Robust and suitable for use in a custodial environment.

Must be suitable for all floor tasks e.g Stripping, buffing,scrubbing, polishing and BICS training.



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The above requirement will be split out into 2 separate lots, domestic floor machines and Industrial floor machines the detail of these lots are as follows:

6.2 Service and Maintenance

Each machine must be provided with a warranty for a minimum of 12 months, this warranty must cover callouts, labour and parts. Any callouts and parts provided during this 12 month period will be provided at the expense of the contractor.

At the time of purchase a service and maintenance package must be offered to the end user details and prices of packages available must be outlined in the contractors bid. All packages should coincide with the manufacturer's recommendation. This should include callout charges, labour and parts. The number of callouts covered by this package must be clearly stated. If a package is not taken out at the time of purchase then off contract rates for callouts, labour and parts must be outlined in the contractors bid. It is also required that the contractor issues a written reminder leading up to the service anniversary this should be 4 weeks before. Call outs are required to be attended within 7 working days of the call out request unless otherwise agreed by the end user.

6.3 Product Variation

Any proposed changes to the product shall be communicated to the Authority prior to any changes to the specification being carried out. Any changes to the supply of models or variants to the minimum requirement of the Authority shall only take effect upon a formal variation to the contract specification unless agreed in writing with a member of the MoJ Procurement Directorate.

The Authority may over the life of the contract identify other products which may be migrated to the contract, of which the Contractor will be notified at the relevant time during the life of the contract. In addition, product lines or selections of products may be removed from the contract at the discretion of the Authority. Where items are to be removed the Contractor will be issued with a minimum of three months notice to allow for reduction of stock levels, unless otherwise agreed by both parties.

Where the contractor proposes new or alternate products, to replace or supplement that contractor's product range, this will be subject to the approval of MoJ Procurement. The contractor is permitted to propose changes to products either on an ad hoc basis or as part of an ongoing



standardisation process or product review. Such proposals will be submitted to the MoJ Procurement Directorate in the first instance, after which samples/demonstrations and product specifications may be requested and are to be provided free of charge.

6.4 Product Innovation and Refreshment

The Contractor is required to inform the Authority of any new innovative machines that are available on the market. When current models supplied are refreshed the Authority must be informed and a sample machine of the new model must be provided to the Authority free of charge for testing. The Authority will request a test to be carried out by a stakeholder and subject to the results of the test it will be added to the contract list.

6.5 Product Durability

Goods received under the contract must be covered by a warranty on purchase of the machine this must be valid for a minimum of 12 months and details of the warranty must be supplied with the machine upon delivery,. The warranty shall be valid from the date of delivery not from the date the order is received. All machines must be suitable and robust enough for use in a custodial environment.

6.6 Sourcing of Products

The Authority may require the Contractor to source additional non-contracted Items on an ad hoc basis. If usage of the item is considered significant or if the supply chain is such that guarantees of purchase are required – the items will be added to the contract via formal variation.

Where the Contractor is requested to source additional items the Authority reserves the right to purchase the items elsewhere in the future unless they are subsequently included in the contract.

The Authority will endeavour to approach the Contractor for quotations for additional required items which fall within the scope of this contract.



6.7 Environmental Sustainability Requirements

This section draws on the requirements detailed in the above section 6.1 but specifically highlights the sustainability requirements that the Prison Service seeks to promote with specific regard to this contract, in addition to the standard Sustainability Policy.

All goods supplied under the contract will be required to [and be manufactured in such a way as to] minimise the negative environmental impact of their use, within reason and without detrimental effect to their fitness for purpose.

Minimising environmental impact will be achieved by:

That non hazardous materials / substances be used in any of the Goods supplied

The use of packaging that has proven easy to recycle e.g. PVC is difficult to recycle, PET is not

That packaging is minimised, going beyond the Packaging (Essential Requirements) Regulations 2003.

Initiatives from bidding company which will lead to a reduction in the environmental impact of their organisation including carbon footprint reduction

The Contractor will be required to assist the MoJ in providing information relating to sustainability with regards to its products and distribution methods as and when required.

The use of polystyrene is not permitted in packaging unless unavoidable and approved by the authority representative.



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SCHEDULE F

SUPPLIER'S TENDER RESPONSE DOCUMENT

2 Technical Envelope			Questions Answered
			43 (out of 50)
2.1 Form Of Tender			12 (out of 12)
	Question	Description	Response
2.1.1	Form Of Tender	(*) I confirm that I have read, understood and accept the attached Form of Tender.	
2.1.2	Form of Tender	(*) Please complete attached Form of Tender and upload under this question.	
2.1.3	Form Of Tender	(*) I warrant that I have the requisite corporate authority to submit this tender.	
2.1.4	Form of Tender	(*) I understand that the Authority is not bound to accept the lowest or any Tender. I also understand the Authority has the right to accept only part of a Tender unless I have expressly stipulated otherwise.	



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2.1.5	Form Of Tender	(*) I accept that: This Tender shall remain open for acceptance by the Authority for a period of three months after the due date for return of tenders specified in your Invitation to Tender.	[REDACTED]
2.1.6	Form Of Tender	(*) I confirm that parts of my tender submission may be incorporated into the final Contract Document, in particular those areas where service levels, lead times and details of logistics arrangements are detailed.	[REDACTED]
2.1.7	Form of Tender	(*) I confirm that I accept the attached Certificate of Bona fide tendering and have made the authority aware of any relevant disclosures or conflicts of interest. I understand that failing to disclose such information or acting in a manner contrary to the certificate may exclude my bid from consideration.	[REDACTED]
2.1.8	Form of Tender	(*) Please complete the attached Certificate of Bona fide tendering and attach signed document under this question..	[REDACTED]



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2.1.9	Form of Tender	(*) Please complete attached a point by point response to the specification (Annex I) and attach completed document under this question, confirming compliance or providing further details as appropriate.	[REDACTED]
2.1.10	Form of Tender	(*) Bidders are requested to submit their last 3 years Statement of Financial Position and Profit and Loss Accounts . If this information is not available, Bidders must state the reasons why and provide the information that is available. In these circumstances the Authority reserves the right to request clarification. The Authority will also obtain an Equifax Credit Report on the bidders. The results will be considered as to whether bidders have an acceptable score and a sound financial standing and business operation. Should the Authority deem a bidder is a commercial risk, the bidder will be excluded from further participation. Please confirm you have attached the requested documents.	[REDACTED]
2.1.11	Form of Tender	(*) Please attach your last 3 years Statement of Financial Position and Profit and Loss Accounts under this question.	[REDACTED]



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2.1.12	Form of Tender	(*) Please confirm your compliance with the statements set out within the attached Ministry of Justice Security Policy	
2.2 Proposed Amendments			1 (out of 2)
	Question	Description	Response
2.2.1	Proposed Amendments	(*) Please review the attached Standard Terms and Conditions of contract (General attachments area). If you accept these conditions please indicate your agreement by answering Yes. If you propose any changes answer No and list any proposed changes using the attachment function in the next question.	
2.2.2	Proposed Amendments	If you propose any changes to the Standard Terms and Conditions, please list any proposed changes using the attached document (Annex G) and re-attach under this question.	
	Note	Note Details	



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2.2.3	Proposed amendments	Please note that proposed amendments will not be automatically accepted. Proposed amendments may be considered by the Authority. The Authority has expressed rights to reject any proposed amendment and non-compliance with the Authority's requirements could lead to the exclusion of the Bidder from the exercise.	
2.3 Assurance of Supply			6 (out of 7)
	Question	Description	Response

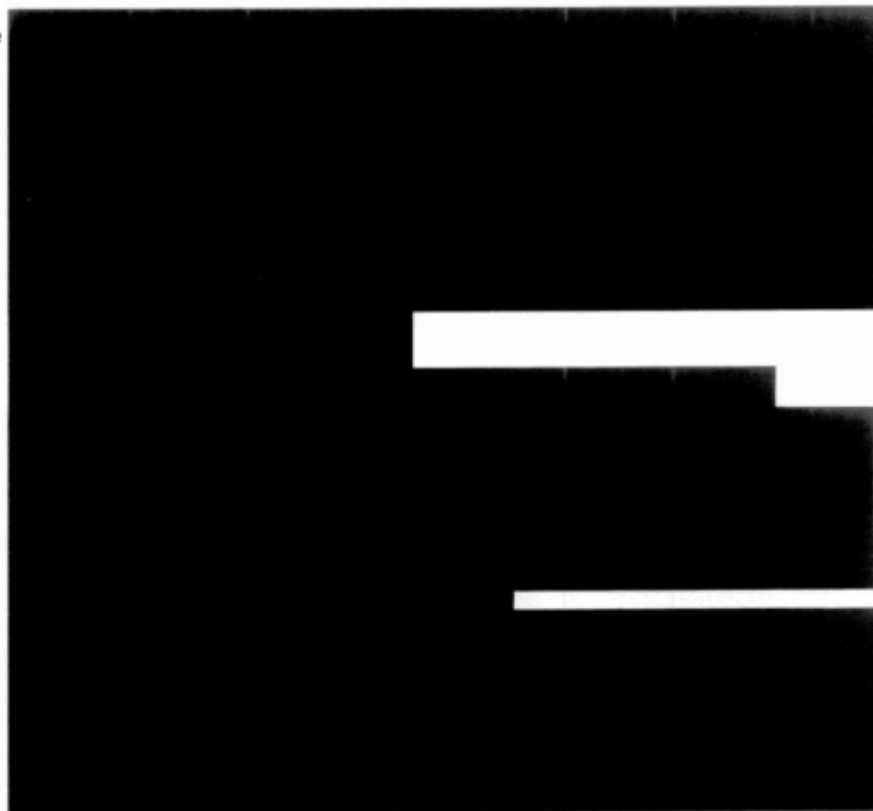


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2.3.1

Assurance of
Supply

(*) Please provide an executive summary of the delivery model proposed to meet the requirements of the contract, with regard to the multi-site nature of the requirement, naming any subcontractors.





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2.3.2

Assurance of
Supply

(*) In the event that you find yourself unable to provide the goods in line with the requirements of the contract, please detail what contingency plans you would propose to prevent stock outs (e.g. loss of existing stock, failure of logistical function or loss of branch/depot/warehouse). Where a third party alternate source or delivery network is to be used, please provide the names of third party entities. This should include delays at both manufacture or at delivery level.



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2.3.3

Assurance of
Supply

(*) Please provide a process flow and detailed information regarding the order process, from receipt of Purchase order to Payment of Invoice. This should include the management and storage of Purchase Orders, contacting sites to confirm delivery and the submission of invoices.





Ministry of Justice

2.3.4	Assurance of Supply	Please attach any relevant documentation in relation to the order process (e.g. process flow chart), from receipt of Purchase order to Payment of Invoice. This should include the management and storage of Purchase Orders, contacting sites to confirm delivery and the submission of invoices.	
2.3.5	Assurance of Supply	(*) Please give details of how you would deal with adhoc service/repair requirements. Also please confirm if a service/maintenance package can be purchased at anytime or if this has to be at the time of the machines purchase.	
2.3.6	Assurance of Supply	(*) Please give details of your equipment service / maintenance process and give average lead times for typical faults and issues.	
2.3.7	Assurance of Supply	Please attach any supporting documentation in relation to your equipment service / maintenance process and give average lead times for typical faults and issues.	
2.4 Logistics and Delivery			4 (out of 7)
	Question	Description	Response



Ministry of Justice

2.4.1	Logistics and Delivery	(*) Please provide details of the vehicles to be utilised in the delivery of the contract. This should include the numbers, locations, type, size and loading equipment.	
2.4.2	Logistics & Delivery	Please attach any relevant documentation in relation to the vehicles to be utilised in the delivery of the contract. This should include the numbers, locations, type, size and loading equipment.	
2.4.3	Logistics and Delivery	(*) HM Prison deliveries are frequently required to wait outside establishments for up to an hour. Please explain how this variable will be managed, especially where a delivery timetable is in place for the vehicle.	
2.4.4	Logistics and Delivery	(*) Please provide details of lead times from receipt of order to final delivery to the end user and explain how you will ensure that the lead times you propose as part of your solution will be met.	
2.4.5	Logistics & Delivery	Please attach any supporting documentation in relation to details of lead times from receipt of order to final delivery to the end user.	



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2.4.6	Logistics and Delivery	(*) What control methods do you propose to ensure that drivers are aware of their vehicle contents and that no prohibited items are present on vehicle at the time of delivery?	
2.4.7	Logistics & Delivery	If you propose to use sub-contractors, please provide additional details by completing the attached table and re-attach under this question.	
2.5 Quality and Diversity			6 (out of 6)
	Question	Description	Response
2.5.1	Quality and Diversity	(*) Please review Specification document attached under the General attachments area. Do the proposed machines fall within the technical specification as stated in section 6.1. of the Specification document (Technical specifications)?	
2.5.2	Quality and Diversity	(*) How do you propose to ensure the necessary Delivery Notes are provided as per 3.4 & 3.5. of the Specification Document?	



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2.5.3	Quality and Diversity	(*) Please provide a detailed service/ Maintenance package, including a parts and consumables list and manufacturer's recommendations. As detailed in section 6.2. Technical Specification.	
2.5.4	Quality and Diversity	(*) Please explain how you intend to identify alternative machines where no stock is available, to be provided at a maximum cost of the original item cost.	
2.5.5	Quality and Diversity	(*) Please explain how the quality of the goods provided will be monitored, and the process to ensure that product quality does not deteriorate over the life of the contract.	
2.5.6	Quality and Diversity	(*) Sample Evaluation: Domestic and / or Industrial Floor Machine Range samples provided as requested in 2.2.1 of Annex A (Tender Instructions).	
2.6 Service Level			7 (out of 9)
	Question	Description	Response



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2.6.1	Service Level	(*) Please indicate if you propose to produce and maintain a bespoke electronic catalogue, as per specification section 4.6. If so, please detail the information you intend to include e.g. compatibility, photographs etc.	
2.6.2	Service Level	Please attach any supporting documents in relation to a bespoke electronic catalogue (if applicable)	
2.6.3	Service Level	(*) Please propose your method of ensuring spend data can be provided in the format requested within the Specification Document, section 4.9 and how robust this methodology is believed to be.	

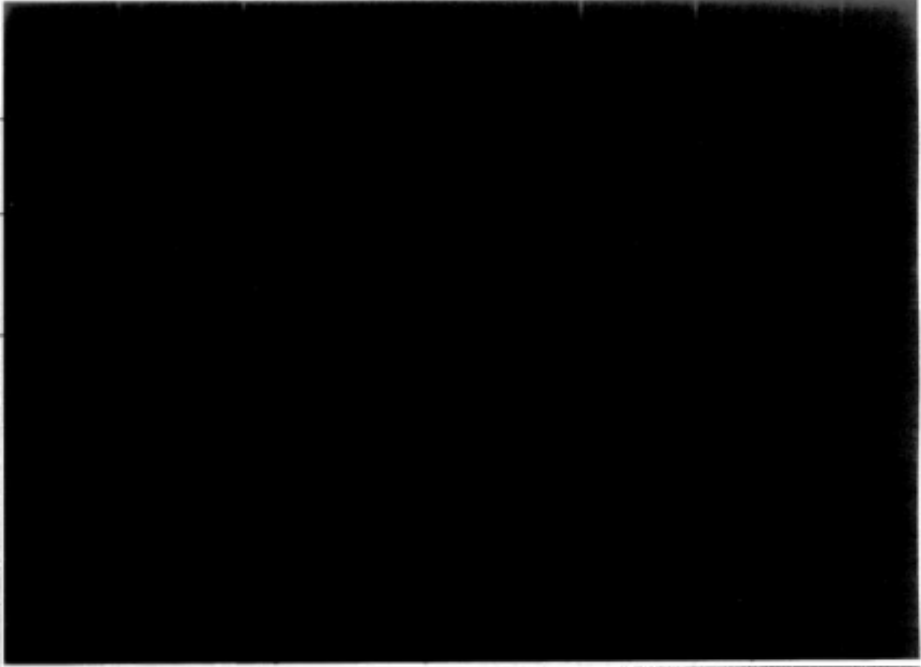


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2.6.4	Service Level	(*) Please explain how you are going to track the required KPI's as explained in the specification document point 4.10, and detail the reports you propose to submit to the authority to evidence this. i.e. monthly summary report of KPI's.	A large, solid black rectangular area that redacts the content of the rightmost column of the table for both rows.
2.6.5	Service Level	(*) Please outline the proposed process for dispute resolution, to include the completion of late, missing or outstanding orders, late payment and incorrect invoices and the issue of credit notes.	



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2.6.6	Service Level	Please attach any supporting documents in relation to your proposed process for dispute resolution.	
2.6.7	Service Level	(*) Please provide details of the proposed returns procedure for faulty goods, including timescales.	
2.6.8	Service level	Please attach any supporting documents in relation to your proposed returns procedure for faulty goods, including timescales under this question.	
2.6.9	Service Level	(*) Please indicate the personnel designated to support this service and their roles and responsibilities, should you be successful. This should include details of administration and support teams and contract manager(s).	
2.7 Regulatory			3 (out of 3)
	Question	Description	Response



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2.7.1	Regulatory	(*) Please confirm your compliance with the correct and relevant legislation as detailed in the Specification document (5. Legislative Requirements).	
2.7.2	Regulatory	(*) Please confirm that technical specifications provided are all compliant with the relevant Government Policies and Standards as detailed in the Specification document (5.1. Policy and Organisational Standards).	
2.7.3	Regulatory	(*) Please confirm your agreement and compliance with the following statement: As a supplier / organisation looking to bid for public sector contracts you should be aware that as part of the government's transparency agenda tender documentation issued by government departments for contracts over £10,000 will be published on a single website from September 2010, and made available to the public. You should also be aware that if your bid is successful, the resulting contract between you and the department will be published. In some circumstances, limited redactions will be made to tender documentation and/or contracts before they are published in order to comply with existing law, to protect commercial interests, and for the protection of national security.	



2.8 Environmental Considerations			3 (out of 3)
	Question	Description	Response
2.8.1	Environmental Considerations	(*) Please advise how your proposal intends to minimise environmental impact.	
2.8.2	Environmental Considerations	(*) Please provide supporting information relating to any other Environmental Initiatives currently in place within your organisation (e.g. economic delivery schedules, sustainable sourcing etc.)	



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2.8.3	Environmental Considerations	Please attach any supporting documents relating to any other Environmental Initiatives currently in place within your organisation.	
2.9 Lots			1 (out of 1)
	Question	Description	Response
2.9.1	Lots	(*) Please indicate which lots you are submitting a bid for.	



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2.8.3	Environmental Considerations	Please attach any supporting documents relating to any other Environmental Initiatives currently in place within your organisation.	
2.9 Lots			1 (out of 1)
	Question	Description	Response
2.9.1	Lots	(*) Please indicate which lots you are submitting a bid for.	



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Environmental Considerations			3 (out of 3)
	Question	Description	Response
Environmental Considerations	Environmental Considerations	(*) Please advise how your proposal intends to minimise environmental impact.	
	Environmental Considerations	(*) Please provide supporting information relating to any other Environmental Initiatives currently in place within your organisation (e.g. economic delivery schedules, sustainable sourcing etc.)	



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2.8.3	Environmental Considerations	Please attach any supporting documents relating to any other Environmental Initiatives currently in place within your organisation.	
2.9 Lots			1 (out of 1)
	Question	Description	Response
2.9.1	Lots	(*) Please indicate which lots you are submitting a bid for.	



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SCHEDULE G
SPECIAL CONDITIONS: PRICING AND PAYMENT

Item Description	Unit Price
Tub Vacuum	
Upright Vacuum	
Domestic Carpet Cleaner	
Domestic Wet Pick up	



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SCHEDULE H
COMMERCIALLY SENSITIVE INFORMATION SCHEDULE
SPECIAL CONDITIONS: COMMERCIALLY SENSITIVE
INFORMATION

N/A



SCHEDULE I
MONITORING SCHEDULE
SPECIAL CONDITIONS: MONITORING AND MANAGEMENT
INFORMATION

Section 1: Authority's Monitoring Requirements

I1. N/A

Section 2: Management Information to be supplied to the Authority and the Cabinet Office

I2. Appendix B

Line Item Amount

Invoice Line Description

Invoice Line Number

Currency Code

Order Date

VAT Inclusion Flag

VAT Rate

List Price

Number of Items

Unit of Purchase**

Unit of Purchase Quantity

Price per Unit

Supplier Product / Service Code

Product description

Product / Service Level 1(Product or Service Name)

Product / Service Level 2

Product / Service Level 3

Product / Service Level 4

Product / Service Level 5

UNSPSC Code

Taxonomy Code

Taxonomy Name

Geographical

Project Code

Project description

Project Start Date

Project Delivery Date (Estimate and Actual)

Total project cost

Project Stage



SCHEDULE J
TRAINING SCHEDULE
SPECIAL CONDITIONS: TRAINING AND APPRENTICESHIPS

J1. Definitions and Interpretations

“Apprentice” means a worker who is party to an apprenticeship agreement as defined in section 32 of the Apprenticeships, Skills, Children and Learning Act 2009 [*“Trainee” means a worker who is employed by the Contractor under a contract of employment which provides for a scheme to allow the worker to obtain a National Vocational Qualification [or enter here industry-wide recognised qualification] through paid study away from the workplace, and to obtain the competencies listed in the Annex to this schedule by working under the direction of experienced workers.*]

J2. The Contractor shall take all reasonable steps to employ Apprentices [Trainees], and report to the Authority the numbers of Apprentices [Trainees] employed and wider skills training provided, during the delivery of this Contract.

J3. The Contractor shall take all reasonable steps to ensure [insert % up to 5% or 1 in 20] of the employees, or that a similar specified proportion of hours worked in delivering the Contract, (which may include support staff and sub contractors) are to be delivered by an employee on an Apprentice [Trainee] programme.

J4. The Contractor is required to make available to its employees working on the Contract, information about the Government’s Apprenticeship programme available at www.apprenticeships.org.uk, and wider skills opportunities provided by local authorities.

J5. The Contractor shall provide any appropriate further skills training opportunities for employees delivering the Contract.



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J6. The Contractor shall provide a written report detailing the following measures in the [monthly] contract management reporting and be prepared to discuss Apprentices [Trainees] at contract management meetings:

- J6.1. The number of people during the reporting period employed on the Contract, including support staff and subcontractors;
- J6.2. The number of Apprentices [Trainees] and number of new Apprentices [Trainees] directly initiated through the procurement process;
- J6.3. The percentage of all employees which are Apprentices [Trainees];
- J6.4. Explanation from the contractor as to why the Contractor has not achieved the specified percentage target of Apprentices [Trainees];
- J6.5. Actions being taken to increase the number of Apprentices [Trainees];
- J6.6. Other training and skills development being undertaken by employees in relation to the Contract, including:
 - work experience placements for 14 to 16 year olds
 - work experience and work trial placements for other ages.
 - student sandwich and gap year placements
 - graduate placements
 - vocational training
 - skills training
 - on-site training provision and facilities.



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SCHEDULE K

CONFIDENTIAL CONTRACT INFORMATION EXCEPTIONS SCHEDULE

K1. Pursuant to clause 20.1, the Authority declares that the following categories of contract information are exceptions to the contract information to be published and the information falling within these categories is to be considered Confidential Information:

- (a) Pricing and Payment schedule**
- (b) Response to specification document**



SCHEDULE L

EUROPEAN SOCIAL FUND SCHEDULE

SPECIAL CONDITIONS: PUBLICITY AND AUDIT REQUIREMENTS

- L1.** Where the Authority identifies duties to be undertaken by the Contractor under this Contract that are supported directly or indirectly by the European Social Fund, the Contractor shall comply with this Schedule in relation to those duties.
- L2.** The Contractor shall comply with Articles 8 and 9 of the European Commission Regulation number 1828/2006 ("the Regulation"). The Contractor shall include equivalent reference to the Ministry of Justice and the National Offender Management Service as that given to the European Social Fund in all materials relevant to compliance with those Articles.
- L3.** The statement to be used in compliance with Article 9 (c) of the Regulation shall be "Investing in jobs and skills".
- L4.** The Contractor shall make financial records and supporting documents to comply with the standards described in Article 15 of the Regulation. The duration for which these records and supporting documents are maintained by the Contractor shall be at least twelve (12) years after the final payment of all sums due under the Contract, or such longer period as may be agreed between the parties.
- L5.** The Contractor shall co-operate with the Authority and other bodies in connection with audits conducted pursuant to Article 16 of the Regulation.
- L6.** The Contractor shall provide sufficient relevant information to the Authority to allow it to comply with Article 7.2 (d) of the Regulation when demanded with reasonable notice.
- L7.** Where the Contractor sub-contracts any duties referred to in paragraph M1 the Contractor shall ensure that it imposes on its sub-contractors equivalent compliance obligations to which it is subject by this Schedule.
- L8.** The Contractor shall give due regard to the "Guidance for providers and sub-contractors for Publicity requirements for NOMS/ESF Funded Projects" issued by NOMS from time to time, and shall make this Guidance available to its subcontractors.
- L9.** The Contractor shall indemnify the Authority and keep the Authority indemnified fully against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of the Contractor's failure to comply with this schedule.