

Dated 25th February 2019

***(1) The Gambling Commission***

**-and-**

**(2) HealthWork Limited**

**RM 3795 Lot 2**

**AGREEMENT CN0556**

Relating to the supply of Occupational Health

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A. GENERAL PROVISIONS

**A1 Definitions and Interpretation**

A1.1 In this Contract unless the context otherwise requires the following provisions shall have the meanings given to them below:

“Approval” means the written consent of the Client.

“Client” means the Gambling Commission.

“Commencement Date” means the date of the Contract.

“Commercially Sensitive Information” means the information listed in the Commercially Sensitive Information Schedule comprised of information:

(a) which is provided by the Supplier to the Client in confidence for the period set out in that Schedule; and/or

(b) that constitutes a trade secret.

“Confidential Information” means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and know-how of either Party and all personal data and sensitive personal data within the meaning of the DPA. Confidential Information shall not include information which:

(i) was public knowledge at the time of disclosure (otherwise than by breach of clause E3 (Confidential Information));

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

(iii) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or

(iv) is independently developed without access to the Confidential Information.

“Contract” means this written agreement between the Client and the Supplier consisting of these clauses and any attached Schedules.

“Contracting Authority” means any contracting authority as defined in Regulation 3 of the Public Contracts Regulations 2006.

“Supplier” means the person, firm or company with whom the Client enters into the Contract.

“Contract Period” means the period from the Commencement Date to:

(a) the date of expiry set out in clause A2 (Initial Contract Period), or

(b) following an extension pursuant to clause F8 (Extension of Initial Contract Period), the date of expiry of the extended period,

or such earlier date of termination or partial termination of the agreement in accordance with the Law or the provisions of the Contract.

“Contract Price” means the price (exclusive of any applicable VAT), payable to the Supplier by the Client under the Contract, as set out in the Pricing Schedule, for the full and proper performance by the Supplier of its obligations under the Contract but before taking into account the effect of any adjustment of price in accordance with clause C4 (Price Adjustment on Extension of Initial Contract Period).

“Crown” means the government of the United Kingdom (including the Northern Ireland Executive Committee and 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.

“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 the Staff 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.

“DPA” means the Data Protection Act 1998 and General Data Protection Regulation (GDPR) any subordinate legislation made under such 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.

“Environmental Information Regulations” means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

“Equipment” means the Supplier’s equipment, plant, materials and such other items supplied and used by the Supplier in the performance of its obligations under the Contract.

“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 Supplier’s or any sub-Supplier’s organisation; or

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

“Fraud” means any offence under Laws 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.

“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 clause A2 (Initial Contract Period), or such earlier date of termination of the Contract in accordance with the Law or the provisions of the Contract.

“Intellectual Property Rights” means patents, inventions, trademarks, service marks, logos, design rights (whether registerable or otherwise), applications 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.

“Key Personnel” means those persons named in the Specification as being key personnel.

“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 or any Regulatory Body of which the Supplier is bound to comply.

“Monitoring Schedule” means the Schedule containing details of the monitoring arrangements.

“Month” means calendar month.

“Party” means a party to the Contract.

“Premises” means the location where the Services are to be supplied, as set out in the Specification.

“Pricing Schedule” means the Schedule containing details of the Contract Price.

“Property” means the property, other than real property, issued or made available to the Supplier by the Client in connection with the Contract.

“Quality Standards” means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardization or other reputable or equivalent body, (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with, 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 Client detailed at clause A5.3 or at any other address given by the Client to the Supplier 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 Client and “Regulatory Body” shall be construed accordingly.

“Replacement Supplier” means any third party service provider appointed by the Client to supply any services which are substantially similar to any of the Services and which the Client receives in substitution for any of the Services following the expiry, termination or partial termination of the Contract.

“Request 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).

"Relevant Convictions" means a conviction that is relevant to the nature of the Services or as listed by the Client and/or relevant to the work of the Client

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

“Services” means the services to be supplied as specified in the Specification.

“Specification” means the description of the Services to be supplied under the Contract as set out in the Specification Schedule including, where appropriate, the Key Personnel, the Premises and the Quality Standards.

“Specification Schedule” means the Schedule containing details of the Specification.

“Staff” means all persons employed by the Supplier to perform its obligations under the Contract together with the Supplier’s servants, agents, suppliers and sub-Suppliers used in the performance of its obligations under the Contract.

“Staff Vetting Procedure” means the Client’s procedures for the vetting of personnel and as advised to the Supplier by the Client.

“Tender” means the document(s) submitted by the Supplier to the Client in response to the Client’s invitation to suppliers for formal offers to supply it with the Services.

“Variation” has the meaning given to it in clause F3.1 (Variation).

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

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

A1.2 The interpretation and construction of this 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 shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;

(e) reference to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;

(f) the words “include”, “includes” and “including” are to be construed as if they were immediately followed by the words “without limitation”; and

(g) headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract.

**A2 Initial Contract Period**

The Contract shall be for the period **1st April 2019 to** **31st** **March 2021,** unless it is otherwise terminated in accordance with the provisions of the Contract, or otherwise lawfully terminated, or extended under clause F8 (Extension of Initial Contract Period).

**A3 Supplier’s Status**

At all times during the Contract Period the Supplier shall be an independent Supplier and nothing in the Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties 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.

## A4 Client’s Obligations

Save as otherwise expressly provided, the obligations of the Client under the Contract are obligations of the Client in its capacity as a contracting counterparty and nothing in the Contract shall operate as an obligation upon, or in any other way fetter or constrain the Client in any other capacity, nor shall the exercise by the Client of its duties and powers in any other capacity lead to any liability under the Contract (howsoever arising) on the part of the Client to the Supplier.

**A5 Notices**

A5.1Except 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.

A5.2 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 facsimile transmission or electronic mail (confirmed in either case by letter). Such letters shall be addressed to the other Party in the manner referred to in clause A5.3. 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 letters, facsimile transmission or item of electronic mail.

A5.3 For the purposes of clause A5.2, the address of each Party shall be:

(a) For the Client:

The Gambling Commission

Victoria Square House

Victoria Square

Birmingham

B2 4BP

For the attention of: Victoria Beaumont – HR Director

Tel: 0121 230 6561 / 07852125130

Email: vbeaumont@gamblingcommission.gov.uk

(b) For the Supplier:

HealthWorklimited

16 St John Street,

Manchester,

M3 4EA

For the attention of: Jennifer Junglas

Tel: 0161 831 9701

Email: jjunglas@healthworkltd.com

A5.4 Either Party may change its address for service by serving a notice in accordance with this clause.

**A6 Mistakes in Information**

The Supplier shall be responsible for the accuracy of all drawings, documentation and information supplied to the Client by the Supplier in connection with the supply of the Services and shall pay the Client any extra costs occasioned by any discrepancies, errors or omissions therein.

#### A7 Conflicts of Interest

A7.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Staff is placed in a position where, in the reasonable opinion of the Client, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Client under the provisions of the Contract. The Supplier will disclose to the Client full particulars of any such conflict of interest which may arise.

A7.2 The Client 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 Client, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Client under the provisions of the Contract. The actions of the Client pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Client.

B. SUPPLY OF SERVICES

B1 The Services

B1.1 The Supplier shall supply the Services during the Contract Period in accordance with the Client’s requirements as set out in the Specification and the provisions of the Contract in consideration of the payment of the Contract Price. The Client may inspect and examine the manner in which the Supplier supplies the Services at the Premises during normal business hours on reasonable notice.

B1.2 The assessment is informed by the scope of services as described in the Specification Schedule. This is subject to change from either party agreeing

B1.3 Subject to the Client providing written consent in accordance with clause B2.2 (Provision and Removal of Equipment), timely supply of the Services shall be of the essence of the Contract, including in relation to commencing the supply of the Services within the time agreed or on a specified date.

**B2 Provision and Removal of Equipment**

B2.1 The Supplier shall provide any Equipment necessary for the supply of the Services.

B2.2 The Supplier shall not deliver any Equipment nor begin any work on the Premises without obtaining prior Approval.

B2.3 All Equipment brought onto the Premises shall be at the Supplier’s own risk and the Client shall have no liability for any loss of or damage to any Equipment unless the Supplier is able to demonstrate that such loss or damage was caused or contributed to by the Client’s Default. The Supplier shall provide for the haulage or carriage thereof to the Premises and the removal of Equipment when no longer required at its sole cost. Unless otherwise agreed, Equipment brought onto the Premises will remain the property of the Supplier.

B2.4 The Supplier shall maintain any items of Equipment within the Premises in a safe, serviceable and clean condition.

B2.5 The Supplier shall, at the Client’s written request, at its own expense and as soon as reasonably practicable:

(a) remove from the Premises any Equipment which in the reasonable opinion of the Client is either hazardous, noxious or not in accordance with the Contract; and

(b) replace such item with a suitable substitute item of Equipment.

B2.6 On completion of the Services the Supplier shall remove any Equipment together with any other materials used by the Supplier to supply the Services and shall leave the Premises in a clean, safe and tidy condition. The Supplier 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 Supplier or any Staff.

# B3 Manner of Carrying Out the Services

B3.1 The Supplier shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of Services has not been specified in the Contract, the Supplier shall agree the relevant standard of the Services with the Client prior to the supply of the Services and, in any event, the Supplier shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

B3.2 The Supplier shall ensure that all Staff supplying the Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services.

###### B4 Key Personnel

B4.1 The Supplier acknowledges that the Key Personnel are essential to the proper provision of the Services to the Client.

B4.2 The Key Personnel shall not be released from supplying the Services without the agreement of the Client, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment and other extenuating circumstances.

B4.3 Any replacements to the Key Personnel shall be subject to the agreement of the Client. 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.

B4.4 The Client shall not unreasonably withhold its agreement under clauses B4.2 or B4.3. Such agreement shall be conditional on appropriate arrangements being made by the Supplier to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

**B5 Supplier’s Staff**

B5.1 The Client may, by written notice to the Supplier, refuse to admit onto, or withdraw permission to remain on, the Premises:

(a) any member of the Staff; or

(b) any person employed or engaged by any member of the Staff,

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

B5.2 At the Client’s written request, the Supplier 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 Client may reasonably request.

B5.3 The Supplier’s Staff, engaged within the boundaries of the Premises, 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 personnel when at or outside the Premises.

B5.4 The Supplier shall comply with Staff Vetting Procedures in respect of all persons employed or engaged in the provision of the Services. The Supplier confirms that all persons employed or engaged by the Supplier were vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures.

B5.5 The Client may require the Supplier to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check as per the Staff Vetting Procedures. The Supplier shall ensure that no person who discloses that he/she has a Relevant Conviction, or is found by the Supplier 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 any part of the Services.

B5.6 If the Supplier fails to comply with clause B5.2 within 1 Month of the date of the request and in the reasonable opinion of the Client, such failure may be prejudicial to the interests of the Crown, then the Client 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 Client.

B5.7 The decision of the Client as to whether any person is to be refused access to the Premises and as to whether the Supplier has failed to comply with clause B5.2 shall be final and conclusive.

**B6 Inspection of Premises**

Save as the Client may otherwise direct, the Supplier is deemed to have inspected the Premises before submitting its Tender and to have made appropriate enquiries so as to be satisfied in relation to all matters connected with the performance of its obligations under the Contract.

###### B7 Licence to occupy Premises

B7.1 Any land or Premises made available from time to time to the Supplier by the Client in connection with the Contract, shall be made available to the Supplier on a non-exclusive licence basis free of charge and shall be used by the Supplier solely for the purpose of performing its obligations under the Contract. The Supplier shall have the use of such land or Premises as licensee and shall vacate the same on completion, termination or abandonment of the Contract.

B7.2 The Supplier shall limit access to the land or Premises to such Staff as is necessary to enable it to perform its obligations under the Contract and the Supplier shall co-operate (and ensure that its Staff co-operate) with such other persons working concurrently on such land or Premises as the Client may reasonably request.

B7.3 Should the Supplier require modifications to the Premises, such modifications shall be subject to prior Approval and shall be carried out by the Client at the Supplier’s expense. The Client shall undertake approved modification work without undue delay. Ownership of such modifications shall rest with the Client.

B7.4 The Supplier shall (and shall ensure that its Staff 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 Client, and the Supplier shall pay for the cost of making good any damage caused by the Supplier or its Staff 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.

B7.5 The Parties agree that there is no intention on the part of the Client to create a tenancy of any nature whatsoever in favour of the Supplier or its Staff and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Client retains the right at any time to use any premises owned or occupied by it in any manner it sees fit.

**B8 Property**

B8.1 Where the Client issues Property free of charge to the Supplier such Property shall be and remain the property of the Client and the Supplier irrevocably licences the Client and its agents to enter upon any premises of the Supplier during normal business hours on reasonable notice to recover any such Property. The Supplier shall not in any circumstances have a lien or any other interest on the Property and the Supplier shall at all times possess the Property as fiduciary agent and bailee of the Client. The Supplier shall take all reasonable steps to ensure that the title of the Client to the Property and the exclusion of any such lien or other interest are brought to the notice of all sub-Suppliers and other appropriate persons and shall, at the Client’s request, store the Property separately and ensure that it is clearly identifiable as belonging to the Client.

B8.2 The Property shall be deemed to be in good condition when received by or on behalf of the Supplier unless the Supplier notifies the Client otherwise within 5 Working Days of receipt.

B8.3 The Supplier 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.

B8.4 The Supplier shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Services, in accordance with the Client’s reasonable security requirements as required from time to time.

B8.5 The Supplier 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 Client’s Default. The Supplier shall inform the Client within 2 Working Days of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

## B9 Offers of Employment

For the duration of the Contract and for a period of 12 months thereafter neither the Client nor the Supplier 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 other Party’s prior written consent.

C PAYMENT AND CONTRACT PRICE

**C1 Contract Price – See payment schedule page 79 – The contract will have a break clause at 12 and 24 months.**

C1.1In consideration of the Supplier’s performance of its obligations under the Contract, the Client shall pay the Contract Price in accordance with clause C2 (Payment and VAT).

C1.2 The Client shall, in addition to the Contract Price and following Receipt of a valid VAT invoice, pay the Supplier a sum equal to the VAT chargeable on the value of the Services supplied in accordance with the Contract.

**C2 Payment and VAT**

C2.1 The Client shall pay all sums due to the Supplier within 30 days of Receipt of a valid invoice, submitted monthly in arrears.

C2.2 The Supplier shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Services supplied and that it is supported by any other documentation reasonably required by the Client to substantiate the invoice.

C2.3 Where the Supplier enters into a sub-contract with a supplier or Supplier for the purpose of performing its obligations under the Contract, it shall ensure that a provision is included in such a sub-contract which requires payment to be made of all sums due by the Supplier to the sub-Supplier within a specified period not exceeding 30 days from the receipt of a valid invoice.

C2.4 The Supplier shall add VAT to the Contract Price at the prevailing rate as applicable.

##### C2.5 The Supplier shall indemnify the Client on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Client at any time in respect of the Supplier’s failure to account for or to pay any VAT relating to payments made to the Supplier under the Contract. Any amounts due under this clause C2.5 shall be paid by the Supplier to the Client not less than 5 Working Days before the date upon which the tax or other liability is payable by the Client.

C2.6 The Supplier shall not suspend the supply of the Services unless the Supplier is entitled to terminate the Contract under clause H2.3 (Termination on Default) for failure to pay undisputed sums of money. Interest shall be payable by the Client on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

**C3 Recovery of Sums Due**

C3.1 Wherever under the Contract any sum of money is recoverable from or payable by the Supplier (including any sum which the Supplier is liable to pay to the Client in respect of any breach of the Contract), the Client may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Supplier under the Contract or under any other agreement or contract with the Client.

C3.2 Any overpayment by either Party, whether of the Contract Price or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.

C3.3 The Supplier shall make all payments due to the Client without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Supplier has a valid court order requiring an amount equal to such deduction to be paid by the Client to the Supplier.

C3.4 All payments due shall be made within a reasonable time unless otherwise specified in the Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

C4 Price adjustment on extension of the Initial Contract Period

C4.1 The Contract Price shall apply for the Initial Contract Period. In the event that the Client agrees to extend the Initial Contract Period pursuant to clause F8 (Extension of Initial Contract Period) the Client shall, in the 6 month period prior to the expiry of the Initial Contract Period, enter into good faith negotiations with the Supplier (for a period of not more than 30 Working Days) to agree a variation in the Contract Price.

C4.2 If the Parties are unable to agree a variation in the Contract Price in accordance with clause C4.1, the Contract shall terminate at the end of the Initial Contract Period.

C4.3 If a variation in the Contract Price is agreed between the Client and the Supplier, the revised Contract Price will take effect from the first day of any period of extension and shall apply during such period of extension.

C4.4 Any increase in the Contract Price pursuant to clause C4.1 shall not exceed the percentage change in the Office of National Statistics’ Consumer Prices Index (CPI) (or another such index specified in the Pricing Schedule) between the Commencement Date and the date 6 Months before the end of the Initial Contract Period.

#### C5 Euro

C5.1 Any requirement of Law to account for the Services in Euro, (or to prepare for such accounting) instead of and/or in addition to sterling, shall be implemented by the Supplier free of charge to the Client.

C5.2 The Client shall provide all reasonable assistance to facilitate compliance with clause C5.1 by the Supplier.

D. STATUTORY OBLIGATIONS AND REGULATIONS

**D1 Prevention of Corruption**

D1.1 The Supplier shall not offer or give, or agree to give, to the Client or any other public body or any person employed by or on behalf of the Client 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 Client 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.

D1.2 The Supplier warrants that it has not paid commission or agreed to pay commission to the Client or any other public body or any person employed by or on behalf of the Client or any other public body in connection with the Contract.

D1.3 If the Supplier, its Staff or anyone acting on the Supplier’s behalf, engages in conduct prohibited by clauses D1.1 or D1.2, the Client may:

(a) terminate the Contract and recover from the Supplier the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or

(b) recover in full of the Supplier any other loss sustained by the Client in consequence of any breach of those clauses.

**D2 Prevention of Fraud**

D2.1 The Supplier shall take all reasonable steps, in accordance with Good Industry Practice, to prevent Fraud by Staff and the Supplier (including its shareholders, members, directors) in connection with the receipt of monies from the Client.

D2.2 The Supplier shall notify the Client immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.

D2.3 If the Supplier or its Staff commits Fraud in relation to this or any other contract with the Crown (including the Client) the Client may:

(a) terminate the Contract and recover from the Supplier the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or

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

**D3 Discrimination**

D3.1 The Supplier shall not unlawfully discriminate either directly or indirectly on such grounds under protected characteristics e.g. race, religion, ethnicity, disability, sex or sexual orientation, gender reassignment, etc and without prejudice to the generality of the foregoing the Supplier shall not unlawfully discriminate within the meaning and scope of Equality Act 2010, the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof.

D3.2 The Supplier shall take all reasonable steps to secure the observance of clause D3.1 by all Staff.

**D4 The Contracts (Rights of Third Parties) Act 1999**

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.

#### D5 Environmental Requirements

The Supplier shall, when working on the Premises, perform its obligations under the Contract in accordance with the Client’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.

**D6 Health and Safety**

D6.1 The Supplier shall promptly notify the Client of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Client shall promptly notify the Supplier of any health and safety hazards which may exist or arise at the Premises and which may affect the Supplier in the performance of its obligations under the Contract.

D6.2 While on the Premises, the Supplier shall comply with any health and safety measures implemented by the Client in respect of Staff and other persons working there.

D6.3 The Supplier shall notify the Client immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.

D6.4 The Supplier shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the performance of its obligations under the Contract.

D6.5 The Supplier 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 Client on request.

**D7 Tax Arrangements of Public Appointees**

D7.1 Where HEALTHWORK LIMITED is liable to be taxed in the UK in respect of consideration received under this contract, it shall at all times comply with the Income Tax (Earnings and Pensions) Act 2003 (ITEPA) and all other statutes and regulations relating to income tax in respect of that consideration.

D7.2 Where HEALTHWORK LIMITED is liable to National Insurance Contributions (NICs) in respect of consideration received under this contract, it shall at all times comply with the Social Security Contributions and Benefits Act 1992 (SSCBA) and all other statutes and regulations relating to NICs in respect of that consideration.

D7.3 The Commission may, at any time during the term of this contract, request HEALTHWORK LIMITED to provide information which demonstrates how HEALTHWORK LIMITED complies with Clauses D7.1 and D7.2 above or why those Clauses do not apply to it.

D7.4 A request under Clause D7.3 above may specify the information which HEALTHWORK LIMITED must provide and the period within which that information must be provided.

D7.5 The Commission may terminate this contract if-

1. in the case of a request mentioned in Clause 3 above-

(i) HEALTHWORK LIMITED fails to provide information in response to the request within a reasonable time, or

(ii) HEALTHWORK LIMITED provides information which is inadequate to demonstrate either how HEALTHWORK LIMITED complies with Clauses D71 and D7.2 above or why those Clauses do not apply to it;

(b) in the case of a request mentioned in Clause D7.4 above, HEALTHWORK LIMITED fails to provide the specified information within the specified period, or

(c) it receives information which demonstrates that, at any time when Clauses D7.1 and D7.2 apply to HEALTHWORK LIMITED is not complying with those Clauses.

D7.6. The Commission may supply any information which it receives under Clause D7.3 to the Commissioners of Her Majesty’s Revenue & Customs for the purpose of the collection and management of revenue for which they are responsible.

E PROTECTION OF INFORMATION

E1 Data Protection Act / General Data Protection Regulation

**E1.1** GDPR CLAUSE DEFINITIONS:

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

Data Protection Impact Assessment: an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.

Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer take the meaning given in the GDPR.

Data Loss Event: any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under the Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of the Contract, including any Personal Data Breach.

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

GDPR: the General Data Protection Regulation (Regulation (EU) 2016/679).

LED: Law Enforcement Directive (Directive (EU) 2016/680).

Protective Measures: appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.

Sub-processor: any third party appointed to process Personal Data on behalf of the Contractor related to the Contract.

E1.2 The Supplier shall (and shall ensure that all of its Staff) comply with any notification requirements under the DPA / GDPR and both Parties will duly observe all their obligations under the DPA / GDPR which arise in connection with the Contract.

E1.3 Notwithstanding the general obligation in clause E1.2, where the Supplier is processing Personal Data (as defined by the DPA / GDPR) as a Data Processor for the Client the Supplier shall:

(a) Process the Personnel Data only in accordance with instructions from the Client (which may be specific instructions or instructions of a general nature) as set out in this Contract or as otherwise notified by the Contracting Authority;

1. comply with all applicable laws;
2. Process the Personal Data only to the extent; and in such manner as is necessary for the provision of the Provider’s obligations under this Contract or as is required by Law or any Regulatory Body;
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;
4. take reasonable steps to ensure the reliability of its staff and agents who may have access to the Personal Data;
5. obtain prior written consent from the Contracting Authority in order to transfer the Personal Data to any sub-Supplier for the provision of the Services;
6. not cause or permit the Personal Data to be transferred outside of the European Economic Area without the prior consent of the Client;
7. ensure that all staff and agents 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 E1;
8. ensure that none of the staff and agents publish disclose or divulge any of the Personal Data to any third parties unless directed in writing to do so by the Client

not disclose Personnel Data to any third parties in any circumstances other than with the written consent of the Client or in compliance with a legal obligation imposed upon the Client; and

E1.4 notify the Client (within five Working Days) if it receives:

1. a request from a Data Subject to have access to that person’s Personal Data; or
2. a complaint or request relating to the Client’s obligations under the DPA;

E1.5 The provision of this Clause E1 shall apply during the Contract Period and indefinitely after its expiry.

E2 Official Secrets Acts 1911 to 1989, S182 of the Finance Act 1989

E2.1 The Supplier shall comply with, and shall ensure that its Staff comply with, the provisions of:

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

(b) Section 182 of the Finance Act 1989.

E2.2 In the event that the Supplier or its Staff fail to comply with this clause, the Client reserves the right to terminate the Contract by giving notice in writing to the Supplier.

E3 Confidential Information

E3A 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 Client shall be 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 Supplier hereby gives his consent for the Client 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.

E3B

1. The Client may consult with the Supplier to inform its decision regarding any redactions but the Client shall have the final decision in its absolute discretion.
2. The Supplier shall assist and cooperate with the Client to enable the Client to publish this Contract.

E3.1 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:

1. treat the other party's Confidential Information as confidential and safeguard it accordingly; and
2. not disclose the other party's Confidential Information to any other person without the owner's prior written consent.

E3.2 Clause E3.1 shall not apply to the extent that:

(a) such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations pursuant to clause E4 (Freedom of Information);

(b) such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

(c) such information was obtained from a third party without obligation of confidentiality;

(d) such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or

(e) it is independently developed without access to the other party's Confidential Information.

E3.3 The Supplier may only disclose the Client's Confidential Information to the Staff who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality.

E3.4 The Supplier shall not, and shall procure that the Staff do not, use any of the Client's Confidential Information received otherwise than for the purposes of this Agreement.

E3.5 At the written request of the Client, the Supplier shall procure that those members of the Staff identified in the Client's notice signs a confidentiality undertaking prior to commencing any work in accordance with this Agreement.

E3.6 Nothing in this Agreement shall prevent the Client from disclosing the Supplier's Confidential Information:

(a) to any Crown Body or any other Contracting Authority. All Crown Bodies or Contracting Authorities receiving such Confidential Information 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;

(b) to any consultant, Supplier or other person engaged by the Client or any person conducting an Office of Government Commerce gateway review;

(c) for the purpose of the examination and certification of the Client's accounts; or

(d) for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Client has used its resources.

E3.7 The Client shall use all reasonable endeavors to ensure that any government department, Contracting Authority, employee, third party or sub-Supplier to whom the Supplier's Confidential Information is disclosed pursuant to clause E3.6 is made aware of the Client's obligations of confidentiality.

E3.8 Nothing in this clause E3 shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Agreement 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.

E4 Freedom of Information

E4.1 The Supplier acknowledges that the Client is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Client to enable the Client to comply with its Information disclosure obligations.

E4.2 The Supplier shall and shall procure that any sub-Suppliers shall transfer to the Client 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;

(a) provide the Client with a copy of all Information in its possession, or power in the form that the Client requires within 5 Working Days (or such other period as the Client may specify) of the Client's request; and

(b) provide all necessary assistance as reasonably requested by the Client to enable the Client 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.

E4.3 The Client shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Agreement 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 FOIA or the Environmental Information Regulations

E4.4 In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so by the Client.

E4.5 The Supplier acknowledges that (notwithstanding the provisions of Clause E4) the Client may, acting in accordance with the Secretary of State for Constitutional Affairs Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 (**“the Code”**), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Supplier or the Services in certain circumstances:

1. without consulting the Supplier; or
2. following consultation with the Supplier and having taken their views into account;

provided always that where E4.5(a) applies the Client shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier’s attention after any such disclosure.

E4.6 The Supplier shall ensure that all Information is retained for disclosure and shall permit the Client to inspect such records as requested from time to time.

E4.7 The Supplier acknowledges that the Commercially Sensitive Information listed in the Commercially Sensitive Information Schedule is of indicative value only and that the Client may be obliged to disclose it in accordance with this clause E4.

E5 Publicity, Media and Official Enquiries

E5.1 Without prejudice to the Client’s obligations under the FOIA, neither Party shall make any press announcement or publicise the Contract or any part thereof in any way, except with the written consent of the other Party.

E5.2 Both Parties shall take reasonable steps to ensure that their servants, employees, agents, sub-Suppliers, suppliers, professional advisors and consultants comply with clause E5.1.

E6 Security

E6.1 The Client shall be responsible for maintaining the security of the Premises in accordance with its standard security requirements. The Supplier shall comply with all security requirements of the Client while on the Premises and shall ensure that all Staff comply with such requirements.

E6.2 The Client shall provide the Supplier upon request copies of its written security procedures and shall afford the Supplier upon request with an opportunity to inspect its physical security arrangements.

E7 Intellectual Property Rights

E7.1 All Intellectual Property Rights in any guidance, specifications, instructions, , plans, data, drawings, databases, patents, patterns, designs or other material (the "**IP Materials**"):

1. furnished to or made available to the Supplier by or on behalf of the Client shall remain the property of the Client; and
2. prepared by or for the Supplier on behalf of the Client for use, or intended use, in relation to the performance by the Supplier of its obligations under the Contract shall belong to the Client;
3. This excludes any tools, models, methodologies or other forms of IP already in possession of the supplier and used for the performance of the contract

and the Supplier shall not, and shall ensure that the Staff shall not, (except when necessary for the performance of the Contract) without prior Approval, use or disclose any Intellectual Property Rights in the IP Materials.

E7.2 The Supplier hereby assigns to the Client, with full title guarantee, all Intellectual Property Rights which may subsist in the IP Materials prepared in accordance with clause E7.1(b). 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 Supplier. The Supplier shall execute all documentation necessary to execute this assignment.

E7.3 The Supplier shall waive or procure a waiver of any moral rights subsisting in copyright produced by the Contract or the performance of the Contract.

E7.4 The Supplier shall 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 Client a non-exclusive licence or, if itself a licensee of those rights, shall grant to the Client 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 Client to sub-license, transfer, novate or assign to other Contracting Authorities, the Replacement Supplier or to any other third party supplying services to the Client.

E7.5 The Supplier shall not infringe any Intellectual Property Rights of any third party in supplying the Services and the Supplier shall, during and after the Contract Period, indemnify and keep indemnified and hold the Client and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Client or the Crown may suffer or incur as a result of or in connection with any breach of this clause, except where any such claim arises from:

(a) items or materials based upon designs supplied by the Client; or

(b) the use of data supplied by the Client which is not required to be verified by the Supplier under any provision of the Contract.

E7.6 The Client shall notify the Supplier in writing of any claim or demand brought against the Client for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Supplier.

E7.7 The Supplier shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Supplier, provided always that the Supplier shall:

(a) consult the Client on all substantive issues which arise during the conduct of such litigation and negotiations;

(b) take due and proper account of the interests of the Client; and

(c) not settle or compromise any claim without the Client’s prior written consent (not to be unreasonably withheld or delayed).

E7.8 The Client shall at the request of the Supplier afford to the Supplier all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Client or the Supplier by a third party for infringement or alleged infringement of any third party Intellectual Property Rights in connection with the performance of the Supplier’s obligations under the Contract and the Supplier shall indemnify the Client for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Supplier shall not, however, be required to indemnify the Client 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 E7.5(a) or (b).

E7.9 The Client 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 Client or the Supplier in connection with the performance of its obligations under the Contract.

E7.10 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 Supplier is likely to be made, the Supplier shall notify the Client and, at its own expense and subject to the consent of the Client (not to be unreasonably withheld or delayed), use its best endeavours to:

(a) modify any or all of the Services without reducing the performance or functionality of the same, or substitute alternative Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions of this Contract shall apply to such modified Services or to the substitute Services; or

(b) procure a licence to use and supply the Services, which are the subject of the alleged infringement, on terms which are acceptable to the Client,

and in the event that the Supplier is unable to comply with clauses E7.7(a) or (b) within 20 Working Days of receipt of the Supplier’s notification the Client may terminate the Contract with immediate effect by notice in writing.

E8 Audit

The Supplier 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 Services supplied under it, all expenditure reimbursed by the Client, and all payments made by the Client. The Supplier shall on request afford the Client or the Client’s representatives such access to those records as may be requested by the Client in connection with the Contract.

F. CONTROL OF THE CONTRACT

F1 Transfer and Sub-Contracting

F1.1 Except where F1.4 and 5 applies, the Supplier 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 Supplier of any of its obligations or duties under the Contract.

F1.2 The Supplier shall be responsible for the acts and omissions of its sub-Suppliers as though they are its own.

F1.3 Where the Client has consented to the placing of sub-contracts, copies of each sub-contract shall, at the request of the Client, be sent by the Supplier to the Client as soon as reasonably practicable.

F1.4 Notwithstanding clause F1.1, the Supplier may assign to a third party (“**the Assignee**”) the right to receive payment of the Contract Price or any part thereof due to the Supplier under this Contract (including any interest which the Client incurs under clause C2.6). Any assignment under this clause F1.4 shall be subject to:

(a) reduction of any sums in respect of which the Client exercises it right of recovery under clause C3 (Recovery of Sums Due);

(b) all related rights of the Client under the contact in relation to

the recovery of sums due but unpaid; and

(c) the Client receiving notification under both clauses F1.5 and F1.6.

F1.5 In the event that the Supplier assigns the right to receive the Contract price under clause F1.4, the Supplier or the Assignee shall notify the Client in writing of the assignment and the date upon which the assignment becomes effective.

F1.6 The Supplier shall ensure that the Assignee notifies the Client of the Assignee’s contact information and bank account details to which the Client shall make payment.

F1.7 The provisions of clause C2 (Payment and VAT) shall continue to apply in all other respects after the assignment and shall not be amended without the Approval of the Client.

F1.8 Subject to clause F1.10, the Client may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof to:

(a) any Contracting Authority; or

(b) any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Client; or

(c) any private sector body which substantially performs the functions of the Client,

provided that any such assignment, novation or other disposal shall not increase the burden of the Supplier’s obligations under the Contract.

F1.9 Any change in the legal status of the Client such that it ceases to be a Contracting Authority shall not, subject to clause F1.8, affect the validity of the Contract. In such circumstances, the Contract shall bind and inure to the benefit of any successor body to the Client.

F1.10 If the rights and obligations under the Contract are assigned, novated or otherwise disposed of pursuant to clause F1.6 to a body which is not a Contracting Authority or if there is a change in the legal status of the Client such that it ceases to be a Contracting Authority (in the remainder of this clause both such bodies being referred to as the **“Transferee”**):

(a) the rights of termination of the Client in clauses H1 (Termination on change of control and insolvency) and H2 (Termination on Default) shall be available to the Supplier in the event of respectively, the bankruptcy or insolvency, or Default of the Transferee; and

(b) the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof with the prior consent in writing of the Supplier.

F1.11 The Client may disclose to any Transferee any Confidential Information of the Supplier which relates to the performance of the Supplier’s obligations under the Contract. In such circumstances the Client shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Supplier’s obligations under the Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.

F1.12 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.

F2 Waiver

F2.1 The failure of either Party to insist upon strict performance of any provision of the Contract, or the failure of either Party to exercise, or any delay in exercising, 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.

F2.2 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 clause A6 (Notices).

F2.3 A waiver of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

**F3** **Variation**

F3.1 Subject to the provisions of this clause F3, the Client 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 hereinafter called a “Variation”.

F3.2 The Client may request a Variation by notifying the Supplier in writing of the “Variation” and giving the Supplier 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 Client shall specify a time limit within which the Supplier shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation. If the Supplier accepts the Variation it shall confirm the same in writing.

F3.3 In the event that the Supplier is unable to accept the Variation to the Specification or where the Parties are unable to agree a change to the Contract Price, the Client may;

(a) allow the Supplier to fulfil its obligations under the Contract without the variation to the Specification;

(b) terminate the Contract with immediate effect, except where the Supplier has already delivered all or part of the Services or where the Supplier can show evidence of substantial work being carried out to fulfil the requirements of the Specification; and in such case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed at Clause I2.

F4 Severability

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.

F5 Remedies in the event of inadequate performance

F5.1 Where a complaint is received about the standard of 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 Supplier’s obligations under the Contract, then the Client shall notify the Supplier, and where considered appropriate by the Client, investigate the complaint. The Client may, in its sole discretion, uphold the complaint and take further action in accordance with clause H2 (Termination on Default) of the Contract.

F5.2 In the event that the Client is of the reasonable opinion that there has been a material breach of the Contract by the Supplier, then the Client may, without prejudice to its rights under clause H2 (Termination on Default), do any of the following:

(a) without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Supplier shall have demonstrated to the reasonable satisfaction of the Client that the Supplier will once more be able to supply all or such part of the Services in accordance with the Contract;

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

(c) terminate, in accordance with clause H2 (Termination on Default), the whole of the Contract.

F5.3 Without prejudice to its right under clause C3 (Recovery of Sums Due), the Client may charge the Supplier for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Client or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Supplier for such part of the Services and provided that the Client uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

F5.4 If the Supplier fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Client shall instruct the Supplier to remedy the failure and the Supplier shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within 10 Working Days or such other period of time as the Client may direct.

F5.5 In the event that:

(a) the Supplier fails to comply with clause F5.4 above and the failure is materially adverse to the interests of the Client or prevents the Client from discharging a statutory duty; or

(b) the Supplier persistently fails to comply with clause F5.4 above,

the Client may terminate the Contract with immediate effect by notice in writing.

F6 Remedies Cumulative

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

F7 Monitoring of Contract Performance

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

F8 Extension of Initial Contract Period

Subject to clause C4. (Price adjustment on extension of the Initial Contract Period), the Client may, by giving written notice to the Supplier not less than 1 Month prior to the last day of the Initial Contract Period, extend the Contract for a further period of up to 12 Month(s). The provisions of the Contract will apply (subject to any Variation or adjustment to the Contract Price pursuant to clause C4 (Price adjustment on extension of the Initial Contract Period)) throughout any such extended period.

**F9 Entire Agreement**

F9.1 The Contract constitutes the entire agreement between the Parties in respect of the matters dealt with therein. 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.

F9.2 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 in accordance with the following order of precedence:

(a) the clauses of the Contract;

(b) the Schedules; and

(c) any other document referred to in the clauses of the Contract.

**F10 Counterparts**

This 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.

G LIABILITIES

G1 Liability, Indemnity and Insurance

G1.1 Neither Party excludes or limits liability to the other Party for:

(a) death or personal injury caused by its negligence; or

(b) Fraud; or

(c) fraudulent misrepresentation; or

(e) any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982.

G1.2 Subject to clauses G1.3 and G1.4, the Supplier shall indemnify the Client and keep the Client indemnified fully 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 Services or the performance or non-performance by the Supplier of its obligations under the Contract or the presence of the Supplier or any Staff 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 Supplier, or any other loss which is caused directly or indirectly by any act or omission of the Supplier.

G1.3 The Supplier 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 the Client or by breach by the Client of its obligations under the Contract.

G1.4 Subject always to clause G1.1, the liability of either Party for Defaults shall be subject to the following financial limits:

(a) the aggregate liability of either Party for all Defaults resulting in direct loss of or damage to the property of the other under or in connection with the Contract shall in no event exceed one million pounds; and

(b) the annual aggregate liability under the Contract of either Party for all Defaults (other than a Default governed by clauses E7.3 (Intellectual Property Rights) or G1.4(a)) shall in no event exceed the greater of two million pounds or twenty five per cent of the Contract Price paid or payable by the Client to the Supplier in the year in which the liability arises.

G1.5 Subject always to clause G1.1, in no event shall either Party be liable to the other for any:

(a) loss of profits, business, revenue or goodwill; and/or

(b) loss of savings (whether anticipated or otherwise); and/or

(c) indirect or consequential loss or damage.

G1.6 The Supplier shall not exclude liability for additional operational, administrative costs and/or expenses or wasted expenditure resulting from the direct Default of the Supplier.

G1.7 The Supplier shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Supplier, arising out of the Supplier’s performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Supplier. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of 6 (six) years following the expiration or earlier termination of the Contract.

G1.8 The Supplier shall hold employer’s liability insurance in respect of Staff in accordance with any legal requirement from time to time in force.

G1.9 The Supplier shall give the Client, 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 premiums due under those policies.

G1.10 If, for whatever reason, the Supplier fails to give effect to and maintain the insurances required by the provisions of the Contract the Client may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Supplier.

G1.11 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the Contract. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability referred to in clause G1.2.

G2 Professional Indemnity

The Supplier shall effect and maintain appropriate professional indemnity insurance cover during the Contract Period and shall ensure that all agents, professional consultants and sub-Suppliers involved in the supply of the Services do the same. To comply with its obligations under this clause and as a minimum, the Supplier shall ensure professional indemnity insurance held by the Supplier and by any agent, sub-Supplier or consultant involved in the supply of the Services has a limit of indemnity of not less than one million pounds for each individual claim or such higher limit as the Client may reasonably require (and as required by law) from time to time. Such insurance shall be maintained for a minimum of 6 (six) years following the expiration or earlier termination of the Contract.

## G3 Warranties and Representations

The Supplier warrants and represents that:

(a) 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 its obligations under the Contract and that the Contract is executed by a duly authorised representative of the Supplier;

(b) in entering the Contract, it has not committed any Fraud;

(c) 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 Client prior to execution of the Contract;

(d) 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;

(e) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;

(f) no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier’s assets or revenue;

(g) it owns, 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;

(h) in the 3 years prior to the date of the Contract:

(i) 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;

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

(i) 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.

**H DEFAULT, DISRUPTION AND TERMINATION**

H1 Termination on insolvency and change of control

H1.1 The Client may terminate the Contract with immediate effect by notice in writing where the Supplier is a company and in respect of the Supplier:

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

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

1. a petition is presented for its winding up (which is not dismissed within 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
2. a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or

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

(f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or

(g) being a “small company” within the meaning of section 247(3) of the Companies Act 1985, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or

(h) any event similar to those listed in H1.1(a)-(g) occurs under the law of any other jurisdiction.

H1.2 The Client may terminate the Contract with immediate effect by notice in writing where the Supplier is an individual and:

(a) 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 Supplier’s creditors; or

(b) a petition is presented and not dismissed within 14 days or order made for the Supplier’s bankruptcy; or

(c) a receiver, or similar officer is appointed over the whole or any part of the Supplier’s assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or

(d) the Supplier 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

(e) 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 Supplier’s assets and such attachment or process is not discharged within 14 days; or

(f) he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005; or

(g) he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

H1.3 The Supplier shall notify the Client immediately if the Supplier undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988 (**“change of control”**). The Client may terminate the Contract by notice in writing with immediate effect within six months of:

(a) being notified that a change of control has occurred; or

(b) where no notification has been made, the date that the Client 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.

H2 Termination on Default

H2.1 The Client may terminate the Contract by written notice to the Supplier with immediate effect if the Supplier commits a Default and if:

(a) the Supplier has not remedied the Default to the satisfaction of the Client within 25 Working Days, or such other period as may be specified by the Client, after issue of a written notice specifying the Default and requesting it to be remedied; or

(b) the Default is not, in the opinion of the Client, capable of remedy; or

(c) the Default is a material breach of the Contract.

#### H2.2 In the event that through any Default of the Supplier, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded as to be unusable, the Supplier shall be liable for the cost of reconstitution of that data and shall reimburse the Client in respect of any charge levied for its transmission and any other costs charged in connection with such Default.

#### H2.3 If the Client fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Client in writing of such failure to pay. If the Client fails to pay such undisputed sums within 90 Working Days of the date of such written notice, the Supplier 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 Client exercising its rights under clauses C3.1 (Recovery of Sums Due).

H3 Break

The Client shall have the right to terminate the Contract at any time by giving One Month’s written notice to the Supplier for projects.

H4 Consequences of Expiry or Termination

H4.1 Where the Client terminates the Contract under clause H2 (Termination on Default) and then makes other arrangements for the supply of Services, the Client may recover from the Supplier the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Client throughout the remainder of the Contract Period. The Client shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clause H2 (Termination on Default), no further payments shall be payable by the Client to the Supplier (for Services supplied by the Supplier prior to termination and in accordance with the Contract but where the payment has yet to be made by the Client), until the Client has established the final cost of making the other arrangements envisaged under this clause.

H4.2 Subject to clause G1, where the Client terminates the Contract under clause H3 (Break), the Client shall indemnify the Supplier against any commitments, liabilities or expenditure which represent an unavoidable direct loss to the Supplier by reason of the termination of the Contract, provided that the Supplier takes all reasonable steps to mitigate such loss. Where the Supplier holds insurance, the Client shall only indemnify the Supplier for those unavoidable direct costs that are not covered by the insurance available. The Supplier shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Client, with supporting evidence, of losses reasonably and actually incurred by the Supplier as a result of termination under clause H3 (Break).

H4.3 The Client shall not be liable under clause H4.2 to pay any sum which:

(a) was claimable under insurance held by the Supplier, and the Supplier has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy;

(b) when added to any sums paid or due to the Supplier under the Contract, exceeds the total sum that would have been payable to the Supplier if the Contract had not been terminated prior to the expiry of the Contract Period; or

(c) is a claim by the Supplier for loss of profit, due to early termination of the Contract.

H4.4 Save as otherwise expressly provided in the Contract:

(a) 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

(b) termination of the Contract shall not affect the continuing rights, remedies or obligations of the Client or the Supplier under clauses C2 (Payment and VAT), C3 (Recovery of Sums Due), D1 (Prevention of Corruption), E1 (Data Protection Act), E2 (Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989), E3 (Confidential Information), E4 (Freedom of Information), E7 (Intellectual Property Rights), E8 (Audit), F6 Remedies Cumulative), G1 (Liability, Indemnity and Insurance), G2 (Professional Indemnity), H4 (Consequences of Expiry or Termination), H6 (Recovery upon Expiry or Termination) and I1 (Governing Law and Jurisdiction).

H5 Disruption

H5.1 The Supplier shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Client, its employees or any other Supplier employed by the Client.

H5.2 The Supplier shall immediately inform the Client 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.

H5.3 In the event of industrial action by the Staff, the Supplier shall seek Approval to its proposals to continue to perform its obligations under the Contract.

H5.4 If the Supplier’s proposals referred to in clause H5.3 are considered insufficient or unacceptable by the Client acting reasonably, then the Contract may be terminated with immediate effect by the Client by notice in writing.

H5.5 If the Supplier is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Client, the Supplier may request a reasonable allowance of time and in addition, the Client will reimburse any additional expense reasonably incurred by the Supplier as a direct result of such disruption.

H6 Recovery upon Termination

H6.1 On the termination of the Contract for any reason, the Supplier shall:

(a) immediately return to the Client all Confidential Information, Personal Data and IP Materials in its possession or in the possession or under the control of any permitted suppliers or sub-Suppliers, which was obtained or produced in the course of providing the Services;

(b) immediately deliver to the Client all Property (including materials, documents, information and access keys) provided to the Supplier under clause B11. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);

(c) assist and co-operate with the Client to ensure an orderly transition of the provision of the Services to the Replacement Supplier and/or the completion of any work in progress.

(d) promptly provide all information concerning the provision of the Services which may reasonably be requested by the Client for the purposes of adequately understanding the manner in which the Services have been provided or for the purpose of allowing the Client or the Replacement Supplier to conduct due diligence.

H6.2 If the Supplier fails to comply with clause H6.1 (a) and (b), the Client may recover possession thereof and the Supplier grants a licence to the Client or its appointed agents to enter (for the purposes of such recovery) any premises of the Supplier or its permitted suppliers or sub-Suppliers where any such items may be held.

H6.3 Where the end of the Contract Period arises due to the Supplier’s Default, the Supplier shall provide all assistance under clause H6(c) and (d) free of charge. Otherwise, the Client shall pay the Supplier’s reasonable costs of providing the assistance and the Supplier shall take all reasonable steps to mitigate such costs.

H7 Force Majeure

H7.1 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 6 Months, either Party may terminate the Contract with immediate effect by notice in writing.

H7.2 Any failure or delay by the Supplier in performing its obligations under the Contract which results from any failure or delay by an agent, sub-Supplier or supplier shall be regarded as due to Force Majeure only if that agent, sub-Supplier or supplier is itself impeded by Force Majeure from complying with an obligation to the Supplier.

H7.3 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 H7.1 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.

I DISPUTES AND LAW

11 Governing Law and Jurisdiction

Subject to the provisions of clause I2, the Client and the Supplier 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.

12 Dispute Resolution

I2.1 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 20 Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the finance director (or equivalent) of each Party.

I2.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.

I2.3 If the dispute cannot be resolved by the Parties pursuant to clause I2.1 the Parties shall refer it to mediation pursuant to the procedure set out in clause I2.5 unless (a) the Client considers that the dispute is not suitable for resolution by mediation; or (b) the Supplier does not agree to mediation.

I2.4 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 Supplier and the Staff shall comply fully with the requirements of the Contract at all times.

I2.5 The procedure for mediation and consequential provisions relating to mediation are as follows:

(a) 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 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 10 Working Days from the date of the proposal to appoint a Mediator or within 10 Working Days of notice to either Party that he is unable or unwilling to act, apply to the ADR Groupto appoint a Mediator.

(b) The Parties shall within 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 ADR Groupto provide guidance on a suitable procedure.

(c) 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.

(d) If the Parties reach agreement on the resolution of the dispute, the agreement shall be recorded in writing and shall be binding on the Parties once it is signed by their duly authorised representatives.

(e) If the Parties fail to reach agreement in the structured negotiations within 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 I2.6.

I2.6 Subject to clause I2.2, the Parties shall not institute court proceedings until the procedures set out in clauses I2.1 and I2.3 have been completed save that:

(a) the Client may at any time before court proceedings are commenced, serve a notice on the Supplier requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7.

(b) if the Supplier intends to commence court proceedings, it shall serve written notice on the Client of its intentions and the Client shall have 21 days following receipt of such notice to serve a reply on the Supplier requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7.

(c) the Supplier may request by notice in writing to the Client that any dispute be referred and resolved by arbitration in accordance with clause I2.7, to which the Client may consent as it sees fit.

I2.7 In the event that any arbitration proceedings are commenced pursuant to clause I2.6:

### (a) the arbitration shall be governed by the provisions of the Arbitration Act 1996;

(b) the Client shall give a written notice of arbitration to the Supplier (the **“Arbitration Notice”**)stating:

(i) that the dispute is referred to arbitration; and

(ii) providing details of the issues to be resolved;

### (c) the London Court of International Arbitration (“LCIA”) procedural rules in force at the date that the dispute was referred to arbitration in accordance with I2.7(b) 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;

(d) the tribunal shall consist of a sole arbitrator to be agreed by the Parties;

(e) if the Parties fail to agree the appointment of the arbitrator within 10 days of the Arbitration Notice being issued by the Client under clause I2.7 (b) or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

(f) the arbitration proceedings shall take place in London and in the English language; and

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

**IN WITNESS** of which this Agreement has been duly executed by the parties.

**SIGNED** on behalf of

**The Gambling Commission SIGNED** on behalf of Health Work Limited

Signature................................ Signature....................................................

Name ..................................... Name..........................................................

Position ……………………..... Position.....................................................

**Specification Schedule**

**Introduction**

1. The Gambling Commission’s office base is Victoria Square House, Victoria Square, Birmingham.
2. We have over 350 employees, mostly based at our office in Birmingham, including over 40 home-based employees working across England, Scotland and Wales.
3. We are continuing to develop a healthy working environment, with a structured health and wellbeing programme which supports the Gambling Commission’s commitment to focusing on health and wellbeing and keeping our employees fit, healthy and at work.
4. The Occupational Health Service (OHS) must provide details of how they envisage they would organise the provision of an independent and confidential service. Providing a proactive service which reflects best practice and supports the Commission’s wellbeing programme.

**Service Delivery – General Terms**

1. For occupational health the supplier will be led by an accredited specialist in occupational medicine (our preference is a nurse led provision) to enhance employee performance and morale through recommending well-being initiatives and/or reductions in risks which could lead to ill-health, employee absence and accidents if not adopted.
2. For occupational health the supplier should be contactable and available to provide advice and assistance during working hours - Monday to Friday 9.00am – 5.00pm. We may also require access to a qualified occupational health practitioner during these times.
3. The supplier will have an online platform providing access to nominated users to submit and access all reports. This facility should also enable on line reporting for the Gambling Commission as and when needed.
4. Upon receipt of a referral, the supplier will maintain accurate and up to date records of activity from which reports on performance against agreed standards can be produced. This information will be required on a monthly basis, however, there may be occasions when further information is requested in addition to this.
5. The supplier will be responsible for providing the necessary documentation required in the provision of the service (e.g. appointment letters, reports, consent forms). Examples of all documentation to be used by the supplier must be supplied as part of the tender process.
6. The supplier will organise annual reviews and automatic recalls where necessary and maintain appropriate health records.

*Records Management*

1. The supplier will establish and maintain an accurate, comprehensive, secure and confidential health record system which will include regular updating of records. The supplier will comply with the relevant legislation including the Access to Medical Report Act 1988, The Access to Health Records Act 1990 and GDPR.
2. The supplier may be requested to represent the Commission on medical issues at tribunals or court cases.
3. Information may be required for litigation cases and will be provided at the request of the Gambling Commission’s Executive HR Director.
4. All employee details must be accurate, up to date and in line with legislative requirements. The retention of employee records will be in accordance with legal requirements.

*Transition of records*

1. The supplier must ensure that appropriate safeguards are in place to process the transfer of data in line with GDPR and Data Protection Act 2018.

*Monitoring*

1. The supplier will maintain detailed, accurate and up to date records of all activity, from which a full breakdown of service activity can be produced.
2. The Gambling Commission will monitor and undertake a review of the service provision against performance standards annually. An annual review meeting will be held with the supplier and any other agreed review meetings will be held periodically.

*Legislation Register*

1. The supplier will set up and maintain an up to date register of relevant UK and EU legislation relating to occupational health and ensure that the Gambling Commission is aware of its implications by providing written information as and when any changes are made. The supplier will bring to the attention of the Gambling Commission any new or proposed occupational health legislation or guidance which may affect the Gambling Commission.

*Training*

1. The supplier will be required to provide training to Gambling Commission managers and HR team on how to make the most effective use of the occupational health service.

**Service Specification**

**Occupational Health**

*Management Referrals*

1. The OHS supplier will provide independent and comprehensive medical advice to the Gambling Commission and its employees about measures to manage attendance, prevent or resolve health problems. Including
   1. any reasonable adjustments under the Equality Act 2010,
   2. phased return to work,
   3. advice on the prospects of a return to full capability or reduced hours/work,
   4. suitability of alternative employment,
   5. the appropriateness of ill- health retirement in line with the Civil Service Pension Scheme criteria,
   6. advice on serious underlying medical conditions (where applicable)

identification of any health and safety risks to that individual

1. The supplier should have clinics / facilities available across England, Scotland and Wales to accommodate the Gambling Commission’s home-based workers.
2. The approach must offer clear practicable advice as to what the employee can do to remain in/return to work and if applicable on adjusted duties.

*Attendance Management*

1. Where an employee’s disability or medical condition prevents them from travelling to the nearest clinic within reasonable travelling distance, the service will be provided by telephone or home visit as appropriate.

*Attendance Management – Case Conferences*

1. A case conference may be required on occasions either adhoc or part of an attendance management process. The purpose of the case conference is to discuss in more detail ways of resolving long term absences including prognosis where appropriate and advising on repeated short-term absences where a medical condition may be the cause. Areas of disagreement may also be discussed such as when the OHS supplier has recommended a course of action with which the individual disagrees.

Case conferences will usually take place with the Gambling Commission’s HR Business Partner, managers, the OH Adviser.

*Referral Process*

1. Referrals will be made electronically from the employee’s manager or via a nominated member of the Gambling Commission’s HR team. Where the referral is from the employee’s manager, this may require approval by a nominated member of the Gambling Commission’s HR team before the referral is processed.
2. Assessments may be completed face to face and / or telephone assessment. In the case of a telephone assessment, the OHS supplier must notify the Gambling Commission of this recommendation prior to the telephone assessment taking place with the option of changing this to a face to face assessment if necessary.
3. Employees referred to the supplier’s OHS are required to complete a consent form detailing that they understand the purpose of and consent to the referral taking place. This will include a consent to the OHS supplier requesting additional information where required from the employee’s GP and/or specialist consultant, and for a copy of the OH report to be forwarded to the employee’s GP/specialist consultant.
4. The supplier will liaise with other medical practitioners who may be treating the employee and any liaison will comply with the Access to Medical Reports and Access to Health Records Act.

*Occupational Health Appointments*

1. The supplier will schedule the appointment and will notify both the referring manager and the employee, ideally by telephone and confirming the appointment details in writing.
2. There may be exceptional circumstances where the Gambling Commission requires an emergency appointment, please outline what the process and timescales could be achieved outside the standard SLA terms.
3. Should the employee miss their appointment the supplier will contact the employee to re-arrange and notify the nominated member of the HR team of the revised appointment details.
4. Should the employee contact the supplier directly to re-arrange their appointment, the supplier will confirm the new appointment details to the employee and the nominated member of the HR team and also advise of any additional charges, which may be incurred.
5. If a further assessment is required, the supplier will arrange this appointment and confirm appointment details to the employee and the nominated HR team member.

*Referral Reports*

1. Written reports must provide a professional capability assessment based on the information from both the employee, the Gambling Commission’s HR team and/or from further medical expert advice where necessary and be sent to the nominated member of the HR team
2. The reports must provide:

* Summary of relevant medical issues
* Information on fitness for work
* An opinion as to whether the Equality Act 2010 is likely to apply, how it is relevant and what adjustments should be considered and the likely duration
* the impact the employee’s illness may have on their ability to perform their duties short and long term
* Clear indication of what is the employee’s perception versus clinical opinion
* Work related risks and what to expect
* Summary of recommendations supported by medical evidence and providing a clear signpost for action to be taken including further assessment, referral for physiotherapy and/or counselling

*Ill Health Retirement*

1. Where the Gambling Commission has determined in accordance with the OH advice that ill health retirement may be appropriate, the supplier will ensure they have done everything they can to support the employee to return or remain in work and provide the Gambling Commission with all relevant reports to submit to the Medical Adviser to the Principal Civil Service Pension Scheme (PCSPS).
2. The supplier will upon request provide a report giving an opinion on the likelihood of the employee meeting the criteria for ill health retirement. This will help determine whether a formal retirement application should be made. This will only be an opinion as the final decision as to whether ill health retirement terms can be offered is the responsibility of a separate medical adviser to the Principal Civil Service Pension Scheme (PCSPS).

*Counselling*

1. The supplier will provide a programme / or a range of providers of short- term counselling, support, advice and information assessing the employee’s needs and providing the most appropriate therapeutic interventions such as CBT (Cognitive Behavioural Therapy) counselling. Counselling to be provided face to face and at a location that is within one hour travelling time by public transport from the Gambling Commission’s office base in Birmingham or the employee’s home address.
2. Counselling referrals to be made electronically directly from a nominated member of the Gambling Commission’s HR team.
3. The maximum number of counselling sessions is to be agreed with the nominated member of the HR team prior to arranging and confirming with the employee.
4. Additional counselling sessions must be approved by a nominated member of the HR team prior to discussing or confirming with the employee.
5. Initial, interim and final assessment reports to be available upon request from the Gambling Commission detailing presenting issues and progress, number of counselling sessions agreed, number of additional counselling sessions recommended where appropriate and an indication of the employee’s mental wellbeing (stress management) along with advice and recommendations for continued support to the employee.

*Placement Assessments*

1. The purpose of the placement assessment is to determine whether successful candidates are medically fit to undertake the role. This will include advice on any reasonable adjustments required under the Equality Act 2010.
2. The OHS will:

* Provide an online assessment service for candidates to complete and submit the placement form, and for the Commission to track progress without accessing the employee’s confidential medical information.
* Assess the individual fitness and where necessary identify any health surveillance requirements.
* Follow up on any outstanding placement assessments and to notify the Gambling Commission regarding any issues with completion of the placement assessment.
* Provide reasonable adjustments for candidates with a disability to complete the pre-placement assessment form.
* Provide the candidates with the outcome of the placement assessment and where applicable notify individuals about underlying health concerns identified through the screening process and advise on health measures, they should adopt.
* Provide the Gambling Commission with the outcome of the placement assessment and provide clear advice on any reasonable adjustments the Gambling Commission should consider to the work environment under the Equality Act 2010.
* Advise the Gambling Commission if further information is required from the GP/Consultant before the placement assessment can be completed
* Advise the Gambling Commission of any delays where further information has been requested from the employee and/or their GP/Consultant

*Management Information*

1. The OHS supplier will provide monthly reports including summary on work volumes and analysis of the type of cases referred, along with advice and guidance on tackling problem areas where hotspots occur. Such as a business area experiencing high levels of sickness absence and could benefit from taking part in a specific wellbeing initiative and or specific training needs.

*Health and Wellbeing promotional events*

1. The OHS supplier will support the Gambling Commission as required with the promotion of wellbeing events linked to national awareness campaigns. Working in partnership with employees to improve their own health and wellbeing through healthy lifestyles, building resilience and maximising their attendance at work.
2. Providing Gambling Commission managers with advice and support to help them look after their teams’ mental wellbeing, providing information and where to access services and support.
3. Providing on-going support to our employees within our contact centre to manage difficult and sometimes abusive calls which can have an impact on their mental wellbeing.
4. Provide online information including general interest information on health-related topics such as healthy eating, fitness, smoking cessation, alcohol awareness, sleep, back pain etc.

*Management Information*

1. The supplier will provide monthly reports including summary on access to the service and analysis of the type of information requested. Feedback on themes and trends which would benefit from action by the Gambling Commission.

**Additional Services OHS**

1. Tenders are invited to submit details of any additional occupational health services which you are able to supply. However, these additional services must not be included within the tender price.
2. Please enclose examples of the following within your tender bid.

* Reports
* Placement assessment outcome – fit/unfit for work confirmation form
* Occupational health/Counselling appointment letter
* Consent forms
* Occupational health referral form
* Counselling request form
* Management information provided monthly for occupational health referrals

**Contract duration**

The contract will start on **1st APRIL 2019**. However, handover and previous information may be gathered beforehand. The contract will be for three years, with the potential to extend for a further two years in annual increments subject to satisfactory performance and agreement of fees. Please note: This contract contains break clauses at 12 & 24 months.

**Pricing Schedule**

|  |  |  |  |
| --- | --- | --- | --- |
| **1a.** |  |  |  |
| **Service** | **Estimated volume of cases/sessions** | **Cost per case (£)** | **Additional Comments** |
| **Pre-placement assessments** – nurse screening of health questionnaire: | **70** | **£25** |  |
| **Pre-placement assessments** – telephone or face to face follow up interview with nurse or doctor | **20** | **£45** | **Tel call (15 mins)** |
| **Sickness absence** – nurse led medical assessment with written report. Occupational Health Doctor assigned to complex, contentious or ill health retirement cases | **45** | **£160**  **£320** | **OHA nurse assessment**  **OHP doctor assessment** |
| **Specialist consultant** opinions with written report OR diagnostic procedure OR case summary and written opinion from patient’s GP. This is particularly relevant where the employee is awaiting an appointment and where the information would help to confirm the long term prognosis for the employee’s health. | **15** | **£320** | **Opinion written by Specialist OH doctor in response to medical information from the employee’s GP or other medical information.** |
| **Counselling** – on referral by occupational health or Gambling Commission HR team (with the aim of keeping employees in work or returning them to work as quickly as possible) | **5** | **£90** |  |
| **Physiotherapy** – on referral by a doctor or occupational health (with the aim of keeping employees in work or returning then to work as quickly as possible) | **5** | **£50** |  |
| **Case management** – with HR Business Partners and if appropriate managers to discuss and advise on individual cases; per conference of up to 30 minutes with a nurse or doctor | **5** | **£80**  **£160** | **Per half hour conference call with nurse (OHA)**  **Per half hour conference call with doctor (OHP)** |
| **Training – stress management** – up to half a day session to all employees in building resilience. For managers to spot the signs of stress, provide support and to ensure the Gambling Commission continues to promote a healthy workforce | **4** | **£800** | **Per half day** |

Below are the services we may be looking to provide in the future. Wherever possible please could you indicate a cost.

|  |  |  |  |
| --- | --- | --- | --- |
| **1b.** |  |  |  |
| **Service** | **Estimated volume of cases/sessions** | **Cost per case (£)** | **Additional comments** |
| **Using occupational health seminars** for managers and HR employees - per hour | **4** | **£160** | **Per hour** |
| **Improving working life strategy –** health promotion initiatives which may include user groups and involve longer term initiatives surrounding not just health but quality of working life issues as well. e.g. information sessions on health-related issues specifically tied to high profile issues in the workplace, or linked to national health awareness days (smoking, healthy eating, healthy heart, breast cancer). | **Up to 6 events per year** | **£595 per day**  **£1200 per day** | **Where this is delivered by one of our nurses or counsellors (this is the commonest way we provide health promotion days)**  **Where this is delivered by one of our doctors (this is rarely asked for but we can provide this if you wish a doctor to be involved)** |

COMMERCIALLY SENSITIVE INFORMATION SCHEDULE

*[Insert commercially sensitive information as appropriate and if known the dates that the information will remain commercially sensitive]*

**NOT APPLICABLE**