# Award Form

This Award Form creates this Contract. It summarises the main features of the procurement and includes the Buyer and the Supplier’s contact details.

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| **1.** | **Buyer** | West Yorkshire Combined Authority (the Buyer).  Its offices are on: Wellington House, 40-50 Wellington Street, Leeds, LS1 2DE |
| **2.** | **Supplier** | Name: **[Insert** name (registered name if registered)]  Address: **[Insert** address registered address if registered]  Registration **[*Insert*** registration number if  number: registered]  SID4GOV ID: **[Insert** SID4GOV ID if you have  one] |
| **3.** | **Contract** | This Contract between the Buyer and the Supplier is for the supply of Deliverables, being [Insert general description of the Deliverables] - see Schedule 2 (Specification) for full details.  This opportunity is advertised in this Contract Notice in Find A Tender, reference **[Insert** reference number] (FTS Contract Notice). |
| **4.** | **Contract reference** | **[Insert** Buyer contract reference here, if any] |
| **5.** | **Buyer Cause** | Any material breach of the obligations of the Buyer or any other default, act, omission, negligence or statement of the Buyer, of its employees, servants, agents in connection with or in relation to the subject-matter of this Contract and in respect of which the Buyer is liable to the Supplier. |
| **6.** | **Collaborative working principles** | The Collaborative Working Principles [do not] apply to this Contract.  See Clause 3.1.3 for further details. |
| **7.** | **Financial Transparency Objectives** | The Financial Transparency Objectives do not apply to this Contract.  See Clause 6.3 for further details. |
| **8.** | **Start Date** | [**Insert** Day Month Year] |

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| **9.** | **Expiry Date** | [**Insert** Day Month Year] |
| **10.** | **Extension Period** | **[Insert** Not applicable or ***insert*** detail about extensions of this Contract]  [Further period up to **[Insert** Day Month Year or describe duration] |
| **11.** | **Ending this Contract** **without a reason** | The Buyer shall be able to terminate this Contract in accordance with Clause 14.3.  *[Provided that the amount of notice that the Buyer shall give to terminate in Clause 14.3 shall be [Insert].]* |
| **12.** | **Incorporated Terms**  (together these documents form the **"this Contract"**) | The following documents are incorporated into this Contract. Where numbers are missing we are not using these Schedules. If there is any conflict, the following order of precedence applies:   1. This Award Form 2. Core Terms 3. Schedule 36 (Intellectual Property Rights) 4. Schedule 1 (Definitions) 5. Schedule 20 (Processing Data) 6. The following Schedules (in equal order of precedence):    1. Schedule 2 (Specification)    2. Schedule 3 (Charges)    3. Schedule 5 (Commercially Sensitive Information)    4. Schedule 7 (Staff Transfer)    5. Schedule 16 (Security)    6. Schedule 19 (Cyber Essentials Scheme)    7. Schedule 21 (Variation Form)    8. Schedule 22 (Insurance Requirements)    9. Schedule 25 (Rectification Plan)    10. Schedule 26 (Sustainability)    11. Schedule 28 (ICT Services) 7. Schedule 4 (Tender), unless any part of the Tender offers a better commercial position for the Buyer (as decided by the Buyer, in its absolute discretion), in which case that part of the Tender will take precedence over the documents above. |

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| **13.** | **Special**  **Terms** | Not used |
| **14.** | **Buyer’s Environmental Policy** | **[Insert** details [Document name] [version] [date] [available online at:] |
| **15.** | **Social Value Commitment** | The Supplier agrees, in providing the Deliverables and performing its obligations under this Contract, to deliver the Social Value outcomes in Schedule 4 (Tender) and provide the Social Value Reports as set out in Schedule 26 (Sustainability) |
| **16.** | **Buyer’s Security Requirements and Security and ICT Policy** | See Schedule 16 |
| **17.** | **Charges** | **[Insert** information about the Charges]  **[Insert** Indexation is not applicable] or **[Insert** Indexation is applicable as detailed in Schedule 3 (Charges)]  Details in Schedule 3 (Charges) |
| **18.** | **Estimated Year 1 Charges** | [Insert Estimated Year 1 Charges] |
| **19.** | **Reimbursable expenses** | **[Insert** None or **Insert** Recoverable as set out in Schedule 3 (Charges)] |
| **20.** | **Payment method** | **BACS** |
| **21.** | **Service Levels** | As set out in Schedule 2 |
| **22.** | **Liability** | In accordance with Clause 15.1 each Party's total aggregate liability in each Contract Year under this Contract (whether in tort, contract or otherwise) is no more than [the greater of £ [**1 million**] or **150**% of the Estimated Yearly Charges |

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|  |  | In accordance with Clause 15.5, the Supplier’s total aggregate liability in each Contract Year under Clause 18.8.5 is no more than the Data Protection Liability, being £10million |
| **23.** | **Cyber Essentials Certification** | * [[**Insert** Not required] * [or **Insert** Cyber Essentials Scheme [Basic / Plus] Certificate (or equivalent). Details in Schedule 19 (Cyber Essentials Scheme)] |
| **24.** | **Progress Meetings and Progress Reports** | As set out in Schedule 2 |
| **25.** | **Guarantor** | Not applicable |
| **26.** | **Virtual**  **Library** | Not applicable |
| **27.** | **Supplier’s Contract Manager** | **[Insert** name] **[Insert** job title]  **[Insert** email address]  **[Insert** phone number] |
| **28.** | **Supplier Authorised Representative** | **[Insert** name] **[Insert** job title]  **[Insert** email address]  **[Insert** phone number] |
| **29.** | **Supplier Compliance Officer** | **[Insert** name] **[Insert** job title]  **[Insert** email address]  **[Insert** phone number] |
| **30.** | **Supplier Data Protection Officer** | **[Insert** name] **[Insert** job title]  **[Insert** email address]  **[Insert** phone number] |

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| **31.** | **Supplier Marketing Contact** | **[Insert** name] **[Insert** job title]  **[Insert** email address]  **[Insert** phone number] |
| **32.** | **Key Subcontractors** | **Key Subcontractor 1**  Name (Registered name if registered): **[insert** name] Registration number (if registered): **[insert** number] Role of Subcontractor: **[insert** role]  ***[Guidance: copy above lines as needed]*** |
| **33.** | **Buyer Authorised Representative** | **[Insert** name] **[Insert** job title]  **[Insert** email address]  **[Insert** phone number] |

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| **For and on behalf of the Supplier:** | | **For and on behalf of the Buyer**: | |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Role: |  | Role: |  |
| Date: |  | Date: |  |

*[Or Insert Sealing Signature Block]*

### Definitions used in the contract

Interpret this Contract using Schedule 1 (Definitions).

### How the contract works

* 1. If the Buyer decides to buy Deliverables under this Contract it must state its requirements using the Award Form. If allowed by the Regulations, the Buyer can:
     1. make changes to the Award Form;
     2. create new Schedules;
     3. exclude optional template Schedules; and
     4. use Special Terms in the Award Form to add or change terms.
  2. The Contract:
     1. is between the Supplier and the Buyer; and
     2. includes Core Terms, Schedules and any other changes or items in the completed Award Form.
  3. The Supplier acknowledges it has all the information required to perform its obligations under this Contract before entering into it. When information is provided by the Buyer no warranty of its accuracy is given to the Supplier.
  4. The Supplier acknowledges that, subject to the Allowable Assumptions set out in Annex 2 of Schedule 3 (Charges) (if any), it has satisfied itself of all details relating to:
     1. the Buyer’s requirements for the Deliverables;
     2. the Buyer’s operating processes and working methods; and
     3. the ownership and fitness for purpose of the Buyer Assets, and it has it has advised the Buyer in writing of:
     4. each aspect, if any, of the Buyer’s requirements for the Deliverables, operating processes and working methods that is not suitable for the provision of the Services;
     5. the actions needed to remedy each such unsuitable aspect; and
     6. a timetable for and, to the extent that such costs are to be payable to the Supplier, the costs of those actions,

and such actions, timetable and costs are fully reflected in this Contract.

* 1. The Supplier won’t be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:
     1. verify the accuracy of the Due Diligence Information; and
     2. properly perform its own adequate checks.
  2. The Buyer will not be liable for errors, omissions or misrepresentation of any information.
  3. The Supplier warrants and represents that all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

### What needs to be delivered

* 1. All deliverables
     1. The Supplier must provide Deliverables:

1. that comply with the Specification, the Tender Response and this Contract;
2. using reasonable skill and care;
3. using Good Industry Practice;
4. using its own policies, processes and internal quality control measures as long as they don’t conflict with this Contract;
5. on the dates agreed; and
6. that comply with Law.
   * 1. The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects or for such other period as specified in the Award Form.
     2. Where the Award Form states that the Collaborative Working Principles will apply, the Supplier must co-operate and provide reasonable assistance to any Buyer Third Party notified to the Supplier by the Buyer from time to time and act at all times in accordance with the following principles:
7. proactively leading on, mitigating and contributing to the resolution of problems or issues irrespective of its contractual obligations, acting in accordance with the principle of "fix first, settle later";
8. being open, transparent and responsive in sharing relevant and accurate information with Buyer Third Parties;
9. where reasonable, adopting common working practices, terminology, standards and technology and a collaborative approach to service development and resourcing with Buyer Third Parties;
10. providing reasonable cooperation, support, information and assistance to Buyer Third Parties in a proactive, transparent and open way and in a spirit of trust and mutual confidence; and
11. identifying, implementing and capitalising on opportunities to improve deliverables and deliver better solutions and performance throughout the relationship lifecycle.

### Goods clauses

* + 1. All Goods delivered must be new, or as new if recycled, unused and of recent origin.
    2. The Supplier transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.
    3. Risk in the Goods transfers to the Buyer on Delivery of the Goods, but remains with the Supplier if the Buyer notices damage following Delivery and lets the Supplier know within three (3) Working Days of Delivery.
    4. The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
    5. The Supplier must deliver the Goods on the date and to the specified location during the Buyer’s working hours.
    6. The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.
    7. All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
    8. The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.
    9. The Supplier must indemnify the Buyer against the costs of any Recall of the Goods and give notice of actual or anticipated action about the Recall of the Goods.
    10. The Buyer can cancel any order or part order of Goods which has not been Delivered. If the Buyer gives less than fourteen (14) days’ notice then it will pay the Supplier’s reasonable and proven costs already incurred on the cancelled order as long as the Supplier uses all reasonable endeavours to minimise these costs.
    11. The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer’s option and request) any Goods that the Buyer rejects because they don’t conform with Clause 3. If the Supplier doesn’t do this it will pay the Buyer’s costs including repair or re-supply by a third party.
    12. The Buyer will not be liable for any actions, claims and Losses incurred by the Supplier or any third party during Delivery of the Goods unless and to the extent that it is caused by negligence or other wrongful act of the Buyer or its servant or agent. If the Buyer suffers or incurs any Loss or injury (whether fatal or otherwise) occurring in the course of Delivery or installation then the Supplier shall indemnify the Buyer from any losses, charges, costs or expenses which arise as a result of or in connection with such Loss or injury where it is attributable to any act or omission of the Supplier or any of its Subcontractors or Supplier Staff.

### Services clauses

* + 1. Late Delivery of the Services will be a Default of this Contract.
    2. The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the Delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions of the Buyer or third party suppliers.
    3. The Supplier must at its own risk and expense provide all Supplier Equipment required to Deliver the Services. Any equipment provided by the Buyer to the Supplier for supplying the Services remains the property of the Buyer and is to be returned to the Buyer on expiry or termination of this Contract.
    4. The Supplier must allocate sufficient resources and appropriate expertise to this Contract.
    5. The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer’s operations, employees or other contractors.
    6. On completion of the Services, the Supplier is responsible for leaving the Buyer Premises in a clean, safe and tidy condition and making

good any damage that it has caused to the Buyer Premises or Buyer Assets, other than fair wear and tear.

* + 1. The Supplier must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.
    2. The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under this Contract.

### Pricing and payments

* 1. In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Award Form.
  2. All Charges:
     1. exclude VAT, which is payable on provision of a valid VAT invoice; and
     2. include all costs connected with the Supply of Deliverables.
  3. The Buyer must pay the Supplier the Charges within thirty (30) days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the invoice or in the Award Form.
  4. A Supplier invoice is only valid if it:
     1. includes all appropriate references including this Contract reference number and other details reasonably requested by the Buyer; and
     2. includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any).
  5. The Buyer may retain or set-off payment of any amount owed to it by the Supplier under this Contract or any other agreement between the Supplier and the Buyer if notice and reasons are provided.
  6. The Supplier must ensure that all Subcontractors are paid, in full, within thirty

(30) days of receipt of a valid, undisputed invoice. If this does not happen, the Buyer can publish the details of the late payment or non-payment.

* 1. The Supplier has no right of set-off, counterclaim, discount or abatement unless they’re ordered to do so by a court.

### The buyer’s obligations to the supplier

* 1. If Supplier Non-Performance arises from a Buyer Cause:
     1. the Buyer cannot terminate this Contract under Clause 14.4.1;
     2. the Supplier is entitled to reasonable and proven additional expenses and to relief from Delay Payments, liability and Deduction under this Contract;
     3. the Supplier is entitled to additional time needed to make the Delivery;
     4. the Supplier cannot suspend the ongoing supply of Deliverables.
  2. Clause 5.1 only applies if the Supplier:
     1. gives notice to the Buyer of the Buyer Cause within ten (10) Working Days of becoming aware;
     2. demonstrates that the Supplier Non-Performance only happened because of the Buyer Cause; and
     3. mitigated the impact of the Buyer Cause.

### Record keeping and reporting

* 1. The Supplier must attend Progress Meetings with the Buyer and provide Progress Reports when specified in the Award Form.
  2. The Supplier must keep and maintain full and accurate records and accounts in respect of this Contract during the Contract Period and for seven (7) years after the End Date and in accordance with the UK GDPR or the EU GDPR as the context requires, including the records and accounts which the Buyer has a right to Audit.
  3. Where the Award Form states that the Financial Transparency Objectives apply, the Supplier must co-operate with the Buyer to achieve the Financial Transparency Objectives and, to this end, will provide a Financial Report to the Buyer:
     1. on or before the Effective Date;
     2. at the end of each Contract Year; and
     3. within six (6) Months of the end of the Contract Period,
     4. and the Supplier must meet with the Buyer if requested within ten (10) Working Days of the Buyer receiving a Financial Report.
  4. If the Supplier becomes aware of an event that has occurred or is likely to occur in the future which will have a material effect on the:
     1. Supplier’s currently incurred or forecast future Costs; and
     2. forecast Charges for the remainder of this Contract,
     3. then the Supplier must notify the Buyer in writing as soon as practicable setting out the actual or anticipated effect of the event.
  5. The Buyer or an Auditor can Audit the Supplier.
  6. The Supplier must allow any Auditor access to their premises and the Buyer will use reasonable endeavours to ensure that any Auditor:
     1. complies with the Supplier’s operating procedures; and
     2. does not unreasonably disrupt the Supplier or its provision of the Deliverables.
  7. During an Audit, the Supplier must provide information to the Auditor and reasonable co-operation at their request including access to:
     1. all information within the permitted scope of the Audit;
     2. any Sites, equipment and the Supplier’s ICT system used in the performance of this Contract; and
     3. the Supplier Staff.
  8. The Parties will bear their own costs when an Audit is undertaken unless the Audit identifies a Material Default by the Supplier, in which case the Supplier will repay the Buyer's reasonable costs in connection with the Audit.
  9. The Supplier must comply with the Buyer’s reasonable instructions following an Audit, including:
     1. correcting any identified Default;
     2. rectifying any error identified in a Financial Report; and
     3. repaying any Charges that the Buyer has overpaid.
  10. If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
      1. tell the Buyer and give reasons;
      2. propose corrective action; and
      3. provide a deadline for completing the corrective action.
  11. Except where an Audit is imposed on the Buyer by a regulatory body or where the Buyer has reasonable grounds for believing that the Supplier has not complied with its obligations under this Contract, the Buyer may not conduct

an Audit of the Supplier or of the same Key Subcontractor more than twice in any Contract Year.

### Supplier staff

* 1. The Supplier Staff involved in the performance of this Contract must:
     1. be appropriately trained and qualified;
     2. be vetted using Good Industry Practice and the Security Policy (is used); and
     3. comply with all conduct requirements when on the Buyer’s Premises.
  2. Where the Buyer decides one of the Supplier’s Staff is not suitable to work on this Contract, the Supplier must replace them with a suitably qualified alternative.
  3. The Supplier must provide a list of Supplier Staff needing to access the Buyer’s Premises and say why access is required.
  4. The Supplier indemnifies the Buyer against all claims brought by any person employed or engaged by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.
  5. The Buyer indemnifies the Supplier against all claims brought by any person employed or engaged by the Buyer caused by an act or omission of the Buyer or any of the Buyer’s employees, agents, consultants and contractors.

### Supply chain

* 1. **Appointing Subcontractors**
     1. The Supplier must exercise due skill and care when it selects and appoints Subcontractors to ensure that the Supplier is able to:

1. manage Subcontractors in accordance with Good Industry Practice;
2. comply with its obligations under this Contract; and
3. assign, novate or transfer its rights and/or obligations under the Sub- Contract that relate exclusively to this Contract to the Buyer or a Replacement Supplier.

### Mandatory provisions in Sub-Contracts

* + 1. For Sub-Contracts in the Supplier’s supply chain entered into wholly or substantially for the purpose of performing or contributing to the performance of the whole or any part of this Contract:

1. where such Sub-Contracts are entered into after the Effective Date, the Supplier will ensure that they all contain provisions that; or
2. where such Sub-Contracts are entered into before the Effective Date, the Supplier will take all reasonable endeavours to ensure that they all contain provisions that:
3. allow the Supplier to terminate the Sub-Contract if the Subcontractor fails to comply with its obligations in respect of environmental, social, equality or employment Law;
4. require the Supplier to pay all Subcontractors in full, within thirty (30) days of receiving a valid, undisputed invoice; and
5. allow the Buyer to publish the details of the late payment or non- payment if this thirty (30) day limit is exceeded.

### When Sub-Contracts can be ended

* + 1. At the Buyer’s request, the Supplier must terminate any Sub-Contracts in any of the following events:

1. there is a Change of Control of a Subcontractor which isn’t pre-approved by the Buyer in writing;
2. the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 14.4;
3. a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Buyer;
4. the Subcontractor fails to comply with its obligations in respect of environmental, social, equality or employment Law; and/or
5. the Buyer has found grounds to exclude the Subcontractor in accordance with Regulation 57 of the Public Contracts Regulations 2015.

### Competitive terms

* + 1. If the Buyer can get more favourable commercial terms for the supply at cost of any materials, goods or services used by the Supplier to provide the Deliverables and that cost is reimbursable by the Buyer, then the Buyer may require the Supplier to replace its existing commercial terms with the more favourable terms offered for the relevant items.
    2. If the Buyer uses Clause 8.4.1 then the Charges must be reduced by an agreed amount by using the Variation Procedure.

### Ongoing responsibility of the Supplier

The Supplier is responsible for all acts and omissions of its Subcontractors and those employed or engaged by them as if they were its own.

### Rights and protection

* 1. The Supplier warrants and represents that:
     1. it has full capacity and authority to enter into and to perform this Contract;
     2. this Contract is entered into by its authorised representative;
     3. it is a legally valid and existing organisation incorporated in the place it was formed;
     4. there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform this Contract;
     5. all necessary rights, authorisations, licences and consents (including in relation to IPRs) are in place to enable the Supplier to perform its obligations under this Contract and for the Buyer to receive the Deliverables;
     6. it doesn’t have any contractual obligations which are likely to have a material adverse effect on its ability to perform this Contract;
     7. it is not impacted by an Insolvency Event or a Financial Distress Event; and
     8. neither it nor, to the best of its knowledge the Supplier Staff, have committed a Prohibited Act prior to the Effective Date or been subject to an investigation relating to a Prohibited Act.
  2. The warranties and representations in Clauses 2.7 and 9.1 are repeated each time the Supplier provides Deliverables under this Contract.
  3. The Supplier indemnifies the Buyer against each of the following:
     1. wilful misconduct of the Supplier, Subcontractor and Supplier Staff that impacts this Contract; and
     2. non-payment by the Supplier of any tax or National Insurance.
  4. All claims indemnified under this Contract must use Clause 30.
  5. The description of any provision of this Contract as a warranty does not prevent the Buyer from exercising any termination right that it may have for Default of that clause by the Supplier.
  6. If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify the Buyer.
  7. All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer’s benefit by the Supplier for free.

### Intellectual Property Rights (IPRs)

* 1. The Parties agree that the terms set out in Schedule 36 (Intellectual Property Rights) shall apply to this Contract.
  2. If there is an IPR Claim, the Supplier indemnifies the Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.
  3. If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer’s sole option, either:
     1. obtain for the Buyer the rights to continue using the relevant item without infringing any third party IPR; or
     2. replace or modify the relevant item with substitutes that don’t infringe IPR without adversely affecting the functionality or performance of the Deliverables.
  4. If the Buyer requires that the Supplier procures a licence in accordance with Clause 10.3.1 or to modify or replace an item pursuant to Clause 10.3.2, but this has not avoided or resolved the IPR Claim, then the Buyer may terminate this Contract by written notice with immediate effect and the consequences of termination set out in Clauses 14.5.1 shall apply.

### Rectifying issues

* 1. If there is a Notifiable Default, the Supplier must notify the Buyer within three

(3) Working Days of the Supplier becoming aware of the Notifiable Default and the Buyer may request that the Supplier provide a Rectification Plan within ten (10) Working Days of the Buyer’s request alongside any additional documentation that the Buyer requires.

* 1. When the Buyer receives a requested Rectification Plan it can either:
     1. reject the Rectification Plan or revised Rectification Plan giving reasons; or
     2. accept the Rectification Plan or revised Rectification Plan (without limiting its rights) in which case the Supplier must immediately start work on the actions in the Rectification Plan at its own cost.
  2. Where the Rectification Plan or revised Rectification Plan is rejected, the Buyer:
     1. will give reasonable grounds for its decision; and
     2. may request that the Supplier provides a revised Rectification Plan within five (5) Working Days.

### Escalating issues

* 1. If the Supplier fails to:
     1. submit a Rectification Plan or a revised Rectification Plan within the timescales set out in Clauses 11.1 or 11.3; and
     2. adhere to the timescales set out in an accepted Rectification Plan to resolve the Notifiable Default.

or if the Buyer otherwise rejects a Rectification Plan, the Buyer can require the Supplier to attend an Escalation Meeting on not less than five (5) Working Days’ notice. The Buyer will determine the location, time and duration of the Escalation Meeting(s) and the Supplier must ensure that the Supplier Authorised Representative is available to attend.

* 1. The Escalation Meeting(s) will continue until the Buyer is satisfied that the Notifiable Default has been resolved, however, where an Escalation Meeting(s) has continued for more than five (5) Working Days, either Party may treat the matter as a Dispute to be handled through the Dispute Resolution Procedure.
  2. If the Supplier is in Default of any of its obligations under this Clause 12, the Buyer shall be entitled to terminate this Agreement and the consequences of termination set out in Clauses 14.5.1 shall apply as if the contract were terminated under Clause 14.4.1.

### Step-in rights

* 1. If a Step-In Trigger Event occurs, the Buyer may give notice to the Supplier that it will be taking action in accordance with this Clause 13.1 and setting out:
     1. whether it will be taking action itself or with the assistance of a third party;
     2. what Required Action the Buyer will take during the Step-In Process;
     3. when the Required Action will begin and how long it will continue for;
     4. whether the Buyer will require access to the Sites; and
     5. what impact the Buyer anticipates that the Required Action will have on the Supplier’s obligations to provide the Deliverables.
  2. For as long as the Required Action is taking place:
     1. the Supplier will not have to provide the Deliverables that are the subject of the Required Action;
     2. no Deductions will be applicable in respect of Charges relating to the Deliverables that are the subject of the Required Action; and
     3. the Buyer will pay the Charges to the Supplier after subtracting any applicable Deductions and the Buyer's costs of taking the Required Action.
  3. The Buyer will give notice to the Supplier before it ceases to exercise its rights under the Step-In Process and within twenty (20) Working Days of this notice the Supplier will develop a draft Step-Out Plan for the Buyer to approve.
  4. If the Buyer does not approve the draft Step-Out Plan, the Buyer will give reasons and the Supplier will revise the draft Step-Out Plan and re-submit it for approval.
  5. The Supplier shall bear its own costs in connection with any step-in by the Buyer under this Clause 13, provided that the Buyer shall reimburse the Supplier's reasonable additional expenses incurred directly as a result of any step-in action taken by the Buyer under:
     1. limbs (f) or (g) of the definition of a Step-In Trigger Event; or
     2. limbs (h) and (i) of the definition of a Step-in Trigger Event (insofar as the primary cause of the Buyer serving a notice under Clause 13.1 is identified as not being the result of the Supplier’s Default).

### Ending the contract

* 1. The Contract takes effect on the Effective Date and ends on the End Date or earlier if terminated under this Clause 14 or if required by Law.
  2. The Buyer can extend this Contract for the Extension Period by giving the Supplier written notice before this Contract expires as described in the Award Form.
  3. Ending the contract without a reason

The Buyer has the right to terminate this Contract at any time without reason by giving the Supplier not less than ninety (90) days’ notice (unless a different notice period is set out in the Award Form) and if it’s terminated Clause 14.6.3 applies.

### When the Buyer can end this Contract

* + 1. If any of the following events happen, the Buyer has the right to immediately terminate this Contract by issuing a Termination Notice to the Supplier and the consequences of termination in Clause 14.5.1 shall apply:

1. there’s a Supplier Insolvency Event;
2. the Supplier fails to notify the Buyer in writing of any Occasion of Tax Non-Compliance or fails to provide details of proposed mitigating factors which, in the reasonable opinion of the Buyer, are acceptable;
3. there’s a Notifiable Default that is not corrected in line with an accepted Rectification Plan;
4. the Buyer rejects a Rectification Plan or the Supplier does not provide it within ten (10) days of the request;
5. there’s any Material Default of this Contract;
6. there’s any Material Default of any Joint Controller Agreement relating to this Contract;
7. there’s a Default of Clauses 2.8, 12, 31 or Schedule 28 (ICT Services) (where applicable);
8. the performance of the Supplier causes a Critical Service Level Failure to occur;
9. there’s a consistent repeated failure to meet the Service Levels in Schedule 10 (Service Levels);
10. there’s a Change of Control of the Supplier which isn’t pre-approved by the Buyer in writing;
11. the Buyer discovers that the Supplier was in one of the situations in 57

(1) or 57(2) of the Regulations at the time this Contract was awarded;

1. the Supplier or its Affiliates embarrass or bring the Buyer into disrepute or diminish the public trust in them;
2. the Supplier fails to comply with its legal obligations in the fields of environmental, social, equality or employment Law when providing the Deliverables; or
3. the Supplier fails to enter into or to comply with an Admission Agreement under Part D of Schedule 7 (Staff Transfer).
   * 1. If any of the events in 73 (1) (a) or (b) of the Regulations happen, the Buyer has the right to immediately terminate this Contract and Clauses 14.5.1(b)) to 14.5.1(g)) apply.

### What happens if the contract ends

* + 1. Where the Buyer terminates this Contract under Clauses 14.4.1, 10.4 and 12.3, Paragraph 7 of Part D of Schedule 7 (Staff Transfer), Paragraph 2.2 of Schedule 12 (Benchmarking) (where applicable) Paragraph 4.1 of Schedule 37 (Corporate Resolution Planning) (where applicable) Paragraph 7 of Schedule 24 (Financial Difficulties) (where applicable)or Paragraphs 3.1.12.2 or 3.3.1.2 of Part A of Schedule 26 (Sustainability) all of the following apply:

1. The Supplier is responsible for the Buyer’s reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.
2. The Buyer’s payment obligations under the terminated Contract stop immediately.
3. Accumulated rights of the Parties are not affected.
4. The Supplier must promptly delete or return the Government Data except where required to retain copies by Law.
5. The Supplier must promptly return any of the Buyer’s property provided under the terminated Contract.
6. The Supplier must, at no cost to the Buyer, co-operate fully in the handover and re-procurement (including to a Replacement Supplier).
7. The Supplier must repay to the Buyer all the Charges that it has been paid in advance for Deliverables that it has not provided as at the date of termination or expiry.
   * 1. If either Party terminates this Contract under Clause 24.3:
8. each party must cover its own Losses; and
9. Clauses 14.5.1(b)) to 14.5.1(g)) apply.
   * 1. The following Clauses survive the termination or expiry of this Contract: 3.2.10, 4, 6, 7.4, 7.5, 10, 14.5, 14.6.3, 15, 18, 19, 20, 21, 22, 23,

35.3.2, 39, 40, Schedule 1 (Definitions), Schedule 3 (Charges), Schedule 7 (Staff Transfer), Schedule 30 (Exit Management)) (if used), Schedule 36 (Intellectual Property Rights) and any Clauses and Schedules which are expressly or by implication intended to continue.

### When the Supplier (and the Buyer) can end the contract

* + 1. The Supplier can issue a Reminder Notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate this Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the total Contract Value within thirty (30) days of the date of the Reminder Notice.
    2. The Supplier also has the right to terminate this Contract in accordance with Clauses 24.3 and 27.5.
    3. Where the Buyer terminates this Contract under Clause 14.3 or the Supplier terminates this Contract under Clause 14.6.1 or 27.5:

1. the Buyer must promptly pay all outstanding Charges incurred to the Supplier;
2. the Buyer must pay the Supplier reasonable committed and unavoidable Losses as long as the Supplier provides a fully itemised and costed schedule with evidence – the maximum value of this payment is limited to the total sum payable to the Supplier if this Contract had not been terminated; and
3. Clauses 14.5.1(b)) to 14.5.1(g)) apply.

### Partially ending and suspending the contract

* + 1. Where the Buyer has the right to terminate this Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends this Contract it can provide the Deliverables itself or buy them from a third party.
    2. The Buyer can only partially terminate or suspend this Contract if the remaining parts of this Contract can still be used to effectively deliver the intended purpose.
    3. The Parties must agree any necessary Variation required by this Clause 14.7 using the Variation Procedure, but the Supplier may not either:

1. reject the Variation; or
2. increase the Charges, except where the right to partial termination is under Clause 14.3.
   * 1. The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under this Clause 14.7.

### How much you can be held responsible for?

* 1. Each Party’s total aggregate liability in each Contract Year under this Contract (whether in tort, contract or otherwise) is no more than the greater of £5 million or 150% of the Estimated Yearly Charges unless specified otherwise in the Award Form.
  2. Neither Party is liable to the other for:
     1. any indirect Losses; and/or
     2. Loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
  3. In spite of Clause 15.1, neither Party limits or excludes any of the following:
     1. its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
     2. its liability for bribery or fraud or fraudulent misrepresentation by it or its employees; and
     3. any liability that cannot be excluded or limited by Law.
  4. In spite of Clause 15.1, the Supplier does not limit or exclude its liability for any indemnity given under Clauses 7.4, 7.5, 9.3.2, 10.2, 35.3.2 or Schedule 7 (Staff Transfer) of this Contract.
  5. In spite of Clause 15.1, The Buyer does not limit or exclude its liability for any indemnity given under Clause 7 or Schedule 7 (Staff Transfer) of this Contract.
  6. In spite of Clause 15.1, but subject to Clauses 15.2 and 15.3, the Supplier's total aggregate liability in each Contract Year under Clause 18.8.5 is no more than the Data Protection Liability Cap.
  7. Each Party must use all reasonable endeavours to mitigate any Loss or damage which it suffers under or in connection with this Contract, including any indemnities.
  8. When calculating the Supplier’s liability under Clause 15.1 the following items will not be taken into consideration:
     1. Deductions; and
     2. any items specified in Clause 15.4.
  9. If more than one Supplier is party to this Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

### Obeying the law

* 1. The Supplier shall comply with the provisions of Schedule 26 (Sustainability).
  2. The Supplier shall comply with the provisions of:
     1. the Official Secrets Acts 1911 to 1989; and
     2. section 182 of the Finance Act 1989.
  3. The Supplier indemnifies the Buyer against any costs resulting from any Default by the Supplier relating to any applicable Law to do with this Contract.
  4. The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 16.1 and Clauses 31 to 36.

### Insurance

The Supplier must, at its own cost, obtain and maintain the Required Insurances in Schedule 22 (Insurance Requirements).

### Data protection and security

* 1. The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Schedule 20 (Processing Data).
  2. The Supplier must not remove any ownership or security notices in or relating to the Government Data.
  3. The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies via a secure encrypted method upon reasonable request.
  4. The Supplier must ensure that any Supplier, Subcontractor and Subprocessor system (including any cloud services or end user devices used by the Supplier, Subcontractor and Subprocessor) holding any Government Data, including back-up data, is a secure system that complies with the Cyber Essentials Schedule (if used), the Security Schedule (if used), the Security

Policy and the security requirements specified in the Award Form. and otherwise as required by Data Protection Legislation.

* 1. If at any time the Supplier suspects or has reason to believe that the Government Data is corrupted, lost or sufficiently degraded, then the Supplier must immediately notify the Buyer and suggest remedial action.
  2. If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Buyer may either or both:
     1. tell the Supplier to restore or get restored Government Data as soon as practical but no later than five (5) Working Days from the date that the Buyer receives notice, or the Supplier finds out about the issue, whichever is earlier; and
     2. restore the Government Data itself or using a third party.
  3. The Supplier must pay each Party’s reasonable costs of complying with Clause 18.6 unless the Buyer is at fault.
  4. The Supplier:
     1. must provide the Buyer with all Government Data in an agreed format (provided it is secure and readable) within ten (10) Working Days of a written request;
     2. must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
     3. must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice, other than in relation to Government Data which is owned or licenced by the Supplier or in respect of which the Parties are either Independent Controllers or Joint Controllers;
     4. securely erase all Government Data and any copies it holds when asked to do so by the Buyer (and certify to the Buyer that it has done so) unless and to the extent required by Law to retain it other than in relation to Government Data which is owned or licenced by the Supplier or in respect of which the Parties are either Independent Controllers or Joint Controllers; and
     5. indemnifies the Buyer against any and all Losses incurred if the Supplier breaches Clause 18 or any Data Protection Legislation.

### What you must keep confidential

* 1. Each Party must:
     1. keep all Confidential Information it receives confidential and secure;
     2. not disclose, use or exploit the Disclosing Party’s Confidential Information without the Disclosing Party's prior written consent, except for the purposes anticipated under this Contract; and
     3. immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.
  2. In spite of Clause 19.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:
     1. where disclosure is required by applicable Law, a regulatory body or a court with the relevant jurisdiction if the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
     2. if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
     3. if the information was given to it by a third party without obligation of confidentiality;
     4. if the information was in the public domain at the time of the disclosure;
     5. if the information was independently developed without access to the Disclosing Party’s Confidential Information;
     6. on a confidential basis, to its auditors or for the purpose of regulatory requirements;
     7. on a confidential basis, to its professional advisers on a need-to-know basis; and
     8. to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.
  3. The Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under this Contract. The Supplier Staff shall remain responsible at all times for compliance with the confidentiality obligations set out in this Contract by the persons to whom disclosure has been made.
  4. The Buyer may disclose Confidential Information in any of the following cases:
     1. on a confidential basis to the employees, agents, consultants and contractors of the Buyer;
     2. on a confidential basis to any other Crown Body, any successor body to a Crown Body or any company that the Buyer transfers or proposes to transfer all or any part of its business to;
     3. if the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
     4. where requested by Parliament;
     5. under Clauses 4.6 and 20; and
     6. on a confidential basis under the audit rights in Clauses 6.5 to 6.9 (inclusive), Clause 13 (Step-in rights), Schedule 7 and Schedule 30 (if used).
  5. For the purposes of Clauses 19.2 to 19.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in Clause 19.
  6. Transparency Information and any information which is exempt from disclosure by Clause 20 is not Confidential Information.
  7. The Supplier must not make any press announcement or publicise this Contracts or any part of them in any way, without the prior written consent of the Buyer and must use all reasonable endeavours to ensure that Supplier Staff do not either.

### When you can share information

* 1. The Supplier must tell the Buyer within forty eight (48) hours if it receives a Request For Information.
  2. In accordance with a reasonable timetable and in any event within five (5) Working Days of a request from the Buyer, the Supplier must give the Buyer full co-operation and information needed so the Buyer can:
     1. publish the Transparency Information; and
     2. comply with any Request for Information.
  3. To the extent that it is allowed and practical to do so, the Buyer will use reasonable endeavours to notify the Supplier of a FOIA request and may talk to the Supplier to help it decide whether to publish information under Clause

20.1. However, the extent, content and format of the disclosure is the Buyer’s decision in its absolute discretion.

### Invalid parts of the contract

If any provision or part provision of this Contract is or becomes invalid, illegal or unenforceable for any reason, such provision or part-provision shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this Contract.

### No other terms apply

The provisions incorporated into this Contract are the entire agreement between the Parties. The Contract replaces all previous statements, or agreements whether written or oral. No other provisions apply.

### Other people’s rights in this Contract

* 1. The provisions of Paragraphs 2.1 and 2.3 of Part A, Paragraphs 2.1, 2.3 and

3.1 of Part B, Paragraphs 1.2, 1.4 and 1.7 of Part C, Part D and Paragraphs 1.4, 1.7, 2.3, 2.5 and 2.10 of Part E of Schedule 7 (Staff Transfer) and the

provisions of Paragraph 3.1, 6.1, 7.2, 8.2, 8.5, 8.6 and 8.9 of Schedule 30 (Exit Management) (together "Third Party Provisions") confer benefits on persons named or identified in such provisions other than the Parties (each such person a "Third Party Beneficiary") and are intended to be enforceable by Third Parties Beneficiaries by virtue of the Contracts (Rights of Third Parties) Act ("CRTPA").

* 1. Subject to Clause 23.1, no third parties may use the CRTPA to enforce any term of this Contract unless stated (referring to CRTPA) in this Contract. This does not affect third party rights and remedies that exist independently from CRTPA.
  2. No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Buyer, which may, if given, be given on and subject to such terms as the Buyer may determine.
  3. Any amendments or modifications to this Contract may be made, and any rights created under Clause 23.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

### Circumstances beyond your control

* 1. Any Party affected by a Force Majeure Event is excused from performing its obligations under this Contract while the inability to perform continues, if it both:
     1. provides a Force Majeure Notice to the other Party; and
     2. uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
  2. Any failure or delay by the Supplier to perform its obligations under this Contract that is due to a failure or delay by an agent, Subcontractor or supplier will only be considered a Force Majeure Event if that third party is

itself prevented from complying with an obligation to the Supplier due to a Force Majeure Event.

* 1. Either party can partially or fully terminate this Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for ninety (90) days continuously.

### Relationships created by the contract

The Contract does not create a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

### Giving up contract rights

A partial or full waiver or relaxation of the terms of this Contract is only valid if it is stated to be a waiver in writing to the other Party.

### Transferring responsibilities

* 1. The Supplier cannot assign, novate or in any other way dispose of this Contract or any part of it without the Buyer’s written consent.
  2. Subject to Schedule 27 (Key Subcontractors), the Supplier cannot sub- contract this Contract or any part of it without the Buyer’s prior written consent. The Supplier shall provide the Buyer with information about the Subcontractor as it reasonably requests. The decision of the Buyer to consent or not will not be unreasonably withheld or delayed. If the Buyer does not communicate a decision to the Supplier within ten (10) Working Days of the request for consent then its consent will be deemed to have been given. The Buyer may reasonably withhold its consent to the appointment of a Subcontractor if it considers that:
     1. the appointment of a proposed Subcontractor may prejudice the provision of the Deliverables or may be contrary to its interests;
     2. the proposed Subcontractor is unreliable and/or has not provided reliable goods and or reasonable services to its other customers; and/or
     3. the proposed Subcontractor employs unfit persons.
  3. The Buyer can assign, novate or transfer its Contract or any part of it to any Crown Body, public or private sector body which performs the functions of the Buyer.
  4. When the Buyer uses its rights under Clause 27.3 the Supplier must enter into a novation agreement in the form that the Buyer specifies.
  5. The Supplier can terminate this Contract novated under Clause 27.3 to a private sector body that is experiencing an Insolvency Event.
  6. The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.
  7. If at any time the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:
     1. their name;
     2. the scope of their appointment;
     3. the duration of their appointment; and
     4. a copy of the Sub-Contract.

### Changing the contract

* 1. Either Party can request a Variation to this Contract which is only effective if agreed in writing, including where it is set out in the Variation Form, and signed by both Parties.
  2. The Supplier must provide an Impact Assessment either:
     1. with the Variation Form, where the Supplier requests the Variation; and
     2. within the time limits included in a Variation Form requested by the Buyer.
  3. If the Variation to this Contract cannot be agreed or resolved by the Parties, the Buyer can either:
     1. agree that this Contract continues without the Variation; and
     2. refer the Dispute to be resolved using Clause 39 (Resolving Disputes).
  4. The Buyer is not required to accept a Variation request made by the Supplier.
  5. The Supplier may only reject a Variation requested by the Buyer if the Supplier:
     1. reasonably believes that the Variation would materially and adversely affect the risks to the health and safety of any person or that it would result in the Deliverables being provided in a way that infringes any Law; or
     2. demonstrates to the Buyer's reasonable satisfaction that the Variation is technically impossible to implement and that neither the Tender nor the

Specification state that the Supplier has the required technical capacity or flexibility to implement the Variation.

* 1. If there is a General Change in Law, the Supplier must bear the risk of the change and is not entitled to ask for an increase to the Charges.
  2. If there is a Specific Change in Law or one is likely to happen during this Contract Period the Supplier must give the Buyer notice of the likely effects of the changes as soon as reasonably practical. They must also say if they think any Variation is needed either to the Deliverables, the Charges or this Contract and provide evidence:
     1. that the Supplier has kept costs as low as possible, including in Subcontractor costs; and
     2. of how it has affected the Supplier’s costs.
  3. Any change in the Charges or relief from the Supplier's obligations because of a Specific Change in Law must be implemented using Clauses 28.1 to 28.4.

### How to communicate about the contract

* 1. All notices under this Contract must be in writing and are considered effective on the Working Day of delivery as long as they’re delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.
  2. Notices to the Buyer must be sent to the Buyer Authorised Representative’s address or email address in the Award Form.
  3. This Clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

### Dealing with claims

* 1. If a Beneficiary is notified of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than ten (10) Working Days.
  2. At the Indemnifier’s cost the Beneficiary must both:
     1. allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
     2. give the Indemnifier reasonable assistance with the claim if requested.
  3. The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which cannot be unreasonably withheld or delayed.
  4. The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that doesn’t damage the Beneficiary’s reputation.
  5. The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.
  6. Each Beneficiary must use all reasonable endeavours to minimise and mitigate any losses that it suffers because of the Claim.
  7. If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:
     1. the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; and
     2. the amount the Indemnifier paid the Beneficiary for the Claim.

### Preventing fraud, bribery and corruption

* 1. The Supplier must not during the Contract Period:
     1. commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2);
     2. do or allow anything which would cause the Buyer, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them.
  2. The Supplier must during the Contract Period:
     1. create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;
     2. keep full records to show it has complied with its obligations under this Clause 31 and give copies to the Buyer on request; and
     3. if required by the Buyer, within twenty (20) Working Days of the Effective Date of this Contract, and then annually, certify in writing to the Buyer, that they have complied with this Clause 31, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.
  3. The Supplier must immediately notify the Buyer if it becomes aware of any Default of Clauses 31.1 or has any reason to think that it, or any of the Supplier Staff, have either:
     1. been investigated or prosecuted for an alleged Prohibited Act;
     2. been debarred, suspended, proposed for suspension or debarment, or are otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency;
     3. received a request or demand for any undue financial or other advantage of any kind related to this Contract; and
     4. suspected that any person or Party directly or indirectly related to this Contract has committed or attempted to commit a Prohibited Act.
  4. If the Supplier notifies the Buyer as required by Clause 31.3, the Supplier must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.
  5. If the Supplier is in Default under Clause 31.1 the Buyer may:
     1. require the Supplier to remove any Supplier Staff from providing the Deliverables if their acts or omissions have caused the Default; and
     2. immediately terminate this agreement in accordance with Clause

14.4.1 and the consequences of termination in Clauses 14.5.1 shall apply.

* 1. In any notice the Supplier gives under Clause 31.4 it must specify the:
     1. Prohibited Act;
     2. identity of the Party who it thinks has committed the Prohibited Act; and
     3. action it has decided to take.

### Equality, diversity and human rights

* 1. The Supplier must follow all applicable equality Law when they perform their obligations under this Contract, including:
     1. protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
     2. any other requirements and instructions which the Buyer reasonably imposes related to equality Law.
  2. The Supplier must use all reasonable endeavours, and inform the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on this Contract.

### Health and safety

* 1. The Supplier must perform its obligations meeting the requirements of:
     1. all applicable Law regarding health and safety; and
     2. the Buyer’s current health and safety policy while at the Buyer’s Premises, as provided to the Supplier.
  2. The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they’re aware of at the Buyer Premises that relate to the performance of this Contract.

### Environment

* 1. When working on Site the Supplier must perform its obligations under the Buyer’s current Environmental Policy, which the Buyer must provide.
  2. The Supplier must ensure that Supplier Staff are aware of the Buyer’s Environmental Policy.

### Tax

* 1. The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. The Buyer cannot terminate this Contract where the Supplier has not paid a minor tax or social security contribution.
  2. Where the Charges payable under this Contract are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Supplier must notify the Buyer of it within five (5) Working Days including:
     1. the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
     2. other information relating to the Occasion of Tax Non-Compliance that the Buyer may reasonably need.
  3. Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under this Contract, the Supplier must both:
     1. comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and
     2. indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.
  4. If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:
     1. the Buyer may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 35.3.1, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;
     2. the Worker’s contract may be terminated at the Buyer’s request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
     3. the Worker’s contract may be terminated at the Buyer’s request if the Worker provides information which the Buyer considers isn’t good enough to demonstrate how it complies with Clause 35.3.1 or confirms that the Worker is not complying with those requirements; and
     4. the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

### Conflict of interest

* 1. The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual, potential or perceived Conflict of Interest.
  2. The Supplier must promptly notify and provide details to the Buyer if an actual, potential or perceived Conflict of Interest happens or is expected to happen.
  3. The Buyer will consider whether there are any appropriate measures that can be put in place to remedy an actual, perceived or potential Conflict of Interest. If, in the reasonable opinion of the Buyer, such measures do not or will not

resolve an actual or potential Conflict of Interest, the Buyer may terminate its Contract immediately by giving notice in writing to the Supplier where there is or may be an actual or potential Conflict of Interest and Clauses 14.5.1(b) to 14.5.1(g) shall apply.

### Reporting a breach of the contract

* 1. As soon as it is aware of it the Supplier and Supplier Staff must report to the Buyer any actual or suspected:
     1. breach of Law;
     2. Default of Clause 16.1; and
     3. Default of Clauses 31 to 36.
  2. The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach or Default listed in Clause 37.1 to the Buyer or a Prescribed Person.

### Further Assurances

Each Party will, at the request and cost of the other Party, do all things which may be reasonably necessary to give effect to the meaning of this Contract.

### Resolving disputes

* 1. If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within twenty eight (28) days of a written request from the other Party, meet in good faith to resolve the Dispute by commercial negotiation.
  2. If the Parties cannot resolve the Dispute via commercial negotiation, they can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using Clauses 39.4 to 39.6.
  3. Unless the Buyer refers the Dispute to arbitration using Clause 39.5, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
     1. determine the Dispute;
     2. grant interim remedies; and
     3. grant any other provisional or protective relief.
  4. The Supplier agrees that the Buyer has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.
  5. The Buyer has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under Clause 39.4, unless the Buyer has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 39.5.
  6. The Supplier cannot suspend the performance of this Contract during any Dispute.

### Which law applies

This Contract and any issues or Disputes arising out of, or connected to it, are governed by English law.

# Schedule 36 (Intellectual Property Rights)

**Intellectual Property Rights – General Provisions**

* 1. Each Party keeps ownership of its own Existing IPR.
  2. Where either Party acquires, by operation of law, ownership of Intellectual Property Rights that is inconsistent with the requirements of this Schedule 36 (Intellectual Property Rights), it must assign in writing the Intellectual Property Rights concerned to the other Party on the other Party’s request (whenever made).
  3. Neither Party has the right to use the other Party’s IPR, including any use of the other Party’s names, logos or trademarks, except as expressly granted elsewhere under this Contract or otherwise agreed in writing.
  4. Except as expressly granted elsewhere under this Contract, neither Party acquires any right, title or interest in or to the IPR owned by the other Party or any third party.
  5. If the Supplier becomes aware at any time, including after the earlier of the End Date or date of termination, that, in respect of any Deliverable, the Buyer has not received the licences to Supplier Existing IPRs or Third Party IPRs required by Paragraphs 33 and 34, the Supplier must, within 10 Working Days notify the Buyer:
     1. the specific Intellectual Property Rights the Buyer has not received licences to; and
     2. the Deliverables affected.
  6. For the avoidance of doubt:
     1. except as provided for in Paragraphs 34.3.2.2(c)(1) or 33.1.6.2 and 33.1.4, the expiry or termination of this Contract does not of itself terminate the licences granted to the Buyer under Paragraphs 33 and 34;
     2. the award of this Contract or the ordering of any Deliverables does not constitute an authorisation by the Crown under:
        1. Sections 55 and 56 of the Patents Act 1977;
        2. section 12 of the Registered Designs Act 1949; or
        3. sections 240 to 243 of the Copyright, Designs and Patents Act 1988.

### Ownership and delivery of IPR created under this Contract

* 1. Any New IPR and Specially Written Software is owned by the Supplier, including:
     1. the Documentation, Source Code and the Object Code of the Specially Written Software and any software elements of the New IPR; and
     2. all build instructions, test instructions, test scripts, test data, operating instructions and other documents and tools necessary for maintaining and supporting the Specially Written Software and the New IPR,
     3. (together, the Software Supporting Materials).
  2. Unless otherwise agreed in writing, the Supplier and the Buyer will record any Specially Written Software and New IPR in the table at Annex 1 to this Schedule and keep this updated throughout the Contract Period.

### Licence of New IPR and Specially Written Software

* 1. the Supplier grants the Buyer a New IPR and Specially Written Software Licence on the terms set out in Paragraph 32.3 in respect of each Deliverable where:
     1. the New IPR or Specially Written Software is embedded in the Deliverable;
     2. the New IPR or Specially Written Software is necessary for the Buyer to use the Deliverable; or
     3. the New IPR or Specially Written Software us used to provide the Deliverable.
  2. The categories of New IPR or Specially Written Software set out in Paragraph

32.1 are mutually exclusive.

* 1. The New IPR and Specially Written Software Licence granted by the Supplier to the Buyer is a , non-exclusive, royalty-free, irrevocable, transferable, sub- licensable, worldwide licence that:
     1. in the case of New IPR or Specially Written Software embedded in a Deliverable or is used to provide the Deliverable:
        1. is sub-licensable;
        2. has no restriction on the identity of any transferee or sub-licensee;
        3. allows the Buyer and any transferee or sub-licensee to use, copy and adapt the New IPR or Specially Written Software for any of the purposes set out in Paragraph 32.4;
     2. in the case of New IPR or Specially Written Software that is necessary for the Buyer to receive or use the Deliverable:
        1. allows the Buyer and any transferee or sublicensee to use and copy, but not adapt, disassemble or reverse engineer the relevant New IPR or Specially Written Software for any of the purposes set out in Paragraph 32.4;
        2. is transferrable to only:

1. a Crown Body;
2. any body (including any private sector body) that performs or carries out any of the functions or activities that the Buyer had previously performed or carried out; or
3. a person or organisation that is not a direct competitor of the Supplier; and
   * + 1. is sub-licensable to the Replacement Supplier (including where the Replacement Supplier is a competitor of the Supplier) where the Replacement Supplier either:
4. enters into a direct arrangement with the Supplier in the form set out in Annex 2; or
5. enters into a confidentiality arrangement with the Buyer in terms equivalent to those set out in set out in Clause 19 (What you must keep confidential);
   * 1. continues in effect following the expiry or earlier termination of this Contract; and
     2. is subject to the restrictions that:
        1. each transferee or sub-licensee either:
6. enters into a direct arrangement with the Supplier in the form set out in Annex 2; or
7. enters into a confidentiality arrangement with the Buyer in terms equivalent to those set out in set out in Clause 19 (What you must keep confidential); and
   * + 1. no sub-licence granted to the New IPR or Specially Written Software shall purport to provide the sub-licensee with any wider rights than those granted to the Buyer under this Paragraph.
   1. For the purposes of Paragraphs 32.1 and 32.3, the relevant purposes are:
      1. to allow the Buyer or any End User to receive and use the Deliverables; and
      2. for any purpose relating to the exercise of the Buyer’s (or, if the Buyer is a Public Sector Body, any other Public Sector Body’s) business or function.
   2. Where the legal status of the Buyer changes, such that it ceases to be a Crown Body:
      1. the New IPR and Specially Written Software Licence is unaffected; and
      2. any successor body of the Buyer that is a Crown Body shall have the benefit of the New IPR and Specially Written Software Licence.

### Use of Supplier Existing IPRs and Third Party IPRs

* 1. The Supplier must not:
     1. embed Supplier Existing IPRs or Third Party IPRs in a Deliverable;
     2. provide any Deliverable that requires Supplier Existing IPRs or Third Party IPRs to use that Deliverable its intended purpose; or
     3. provide any Deliverable that is a customisation or adaptation of those Supplier Existing IPRs or Third Party IPRs,

unless one or more of the following conditions apply:

* + 1. for any Supplier Existing IPRs or Third Party IPRs that are not COTS Software, the Buyer provides Approval after receiving full details of the Supplier Existing IPRs or Third Party IPRs and their relationship to the Deliverables;
    2. in the case of Supplier Existing IPRs or Third Party IPRs that are, in each case, COTS Software all the following conditions are met:
       1. the Supplier has provided the Buyer with the applicable terms for the Supplier Existing IPRs or Third Party IPRs that are, in each case, COTS Software (which must be at a price and on terms no less favourable than those standard commercial terms on which such software is usually made commercially available); and
       2. the Buyer has not (in its absolute discretion) rejected those licence terms within 10 Working Days of the date on which they were provided to the Buyer;
    3. in the case of Third Party IPRs that are not COTS Software, the Buyer provides approval under Paragraph 33.1.4 and one of the following conditions is met:
       1. the owner or an authorised licensor of the relevant Third Party IPR has granted a direct Third Party IPR Licence on the terms set out in Paragraph 32.3, as if:

1. the term Third Party IPRs were substituted for the term Supplier Existing IPR; and
2. the term “third party” were substituted for the term Supplier,
3. in each place they occur; or
   * + 1. if the Supplier cannot, after commercially reasonable endeavours, obtain for the Buyer a Third Party IPR licence as set out in Paragraph 33.1.6.1, all the following conditions are met:
4. the Supplier has notified the Buyer in writing giving details of:
   1. what licence terms can be obtained from the relevant third party; and
   2. whether there are providers which the Supplier could seek to use and the licence terms obtainable from those third parties;
5. the Buyer Approves the licence terms of one of those third parties; and
6. the owner and authorised licensor of the Third Party IPR has granted a direct licence of the Third Party IPR to the Buyer on those terms.
   1. Where the Buyer has not rejected Supplier Existing IPRs or Third Party IPRs that are, in each case, COTS Software, the Supplier must notify the Buyer within five

(5) Working Days of becoming aware that any of that COTS Software will in the next thirty-six (36) months no longer be:

* + 1. maintained or supported by the developer; or
    2. made commercially available.

### Licences in respect of Supplier Existing IPR that is not COTS Software

* 1. Subject to the Buyer approving the use of Supplier Existing IPR under Paragraph 33, the Supplier grants the Buyer a Supplier Existing IPR Licence on the terms set out in Paragraph 32.3 in respect of each Deliverable where:
     1. the Supplier Existing IPR that is not COTS Software is embedded in the Deliverable;
     2. the Supplier Existing IPR that is not COTS Software is necessary for the Buyer to use the Deliverable for any of the purposes set out in Paragraph 34.4; or
     3. the Deliverable is a customisation or adaptation of Supplier Existing IPR that is not COTS Software.
  2. The categories of Supplier Existing IPR that is not COTS Software set out in Paragraph 34.1 are mutually exclusive.
  3. The Supplier Existing IPR Licence granted by the Supplier to the Buyer is a non-exclusive, royalty-free, irrevocable, transferable, sub-licensable, worldwide licence that:
     1. in the case of Supplier Existing IPR that is not COTS Software embedded in a Deliverable:
        1. has no restriction on the identity of any transferee or sub-licensee;
        2. is sub-licensable for any of the purposes set out in Paragraph 34.4;
        3. allows the Buyer and any transferee or sub-licensee to use, copy and adapt the Supplier Existing IPR that is not COTS Software for any of the purposes set out in Paragraph 34.4; and
        4. is subject to the restriction that no sub-licence granted to the Supplier Existing IPR that is not COTS Software shall purport to provide the sub-licensee with any wider rights than those granted to the Buyer under this Paragraph;
     2. in the case of Supplier Exiting IPR that is not COTS Software that is necessary for the Buyer to use the Deliverable for its intended purpose or has been customised or adapted to provide the Deliverable:
        1. allows the Buyer and any transferee or sublicensee to use and copy, but not adapt, disassemble or reverse engineer the relevant Supplier Existing IPRs that is not COTS Software for any of the purposes set out in Paragraph 34.4;
        2. is transferrable to only:

1. a Crown Body;
2. any body (including any private sector body) that performs or carries out any of the functions or activities that the Buyer had previously performed or carried out; or
3. a person or organisation that is not a direct competitor of the Supplier and that transferee either:
   1. enters into a direct arrangement with the Supplier in the form set out in Annex 2; or
   2. enters into a confidentiality arrangement with the Buyer in terms equivalent to those set out in set out in Clause 19 (What you must keep confidential);
      * 1. is sub-licensable to the Replacement Supplier (including where the Replacement Supplier is a competitor of the Supplier) where the Replacement Supplier either:
4. enters into a direct arrangement with the Supplier in the form set out in Annex 2; or
5. enters into a confidentiality arrangement with the Buyer in terms equivalent to those set out in set out in Clause 19 (What you must keep confidential); and
   * + 1. is subject to the restrictions that:
6. no sub-licence granted to the Supplier Existing IPR that is not COTS Software shall purport to provide the sub-licensee with any wider rights than those granted to the Buyer under this Paragraph; and
7. any sublicensee or transferee either:
   1. enters into a direct arrangement with the Supplier in the form set out in Annex 2; or
   2. enters into a confidentiality arrangement with the Buyer in terms equivalent to those set out in set out in Clause 19 (What you must keep confidential); and
      * 1. expires at the later of:
8. the end of the Contract Period; or
9. the end of any Termination Assistance Period.
   1. For the purposes of Paragraphs 34.1 and 34.3, the relevant purposes are:
      1. to allow the Buyer or any End User to receive and use the Deliverables;
      2. for any purpose relating to the exercise of the Buyer’s (or, if the Buyer is a Public Sector Body, any other Public Sector Body’s) business or function.

### Licences to COTS software

* 1. The Supplier must provide the Authority with licences to Supplier Existing IRP and Third Party IPR that is, in each case, COTS software at a price and on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.

### Licences granted by the Buyer

* 1. Subject to Paragraph 37, the Buyer grants the Supplier a licence to the Buyer Existing IPR that:
     1. is non-exclusive, royalty-free and non-transferable;
     2. is sub-licensable to any Sub-contractor where
        1. the Sub-contractor enters into a confidentiality undertaking with the Supplier on the same terms as set out in Clause 19 (What you must keep confidential); and
        2. the sub-licence does not purport to provide the sub-licensee with any wider rights than those granted to the Supplier under this Paragraph
     3. allows the Supplier and any sub-licensee to use, copy and adapt any Buyer Existing IPR for the purpose of:
        1. fulfilling its obligations under this Contract; and
        2. commercially exploiting the New IPR and Specially Written Software; and
     4. unless otherwise agreed in accordance with Paragraph 37, terminates at the earlier of the End Date or date of termination of this Contract.

### Buyer approval for Supplier to exploit Buyer Existing IPR

* 1. Before using Buyer Existing IPR for any purpose other than fulfilling its obligations under this Contract, the Supplier must seek the approval of the Buyer in accordance with the provisions of this Paragraph.

[Guidance note: where Option 5 is used, replace Paragraphs 27.3, 27.4 and 27.5 with the Paragraphs in Option 5.]

* 1. The Supplier must provide a proposal setting out:
     1. the purpose for which it proposes to use the New IPR or Specially Written Software;
     2. the activities the Supplier proposes to undertake with or in respect of the New IPR or Specially Written Software;
     3. such further information as the Buyer may reasonably require to properly consider the proposal.
  2. The Buyer may only refuse the Buyer’s proposal where it considers that if the Supplier were to implement the proposal it would harm:
     1. the Buyer’s reputation; or
     2. the Buyer’s interests.
  3. Where the Buyer has not:
     1. approved or declined the proposal; or
     2. required further information,

within twenty (20) Working Days of the later of:

* + 1. the date the proposal was first provided to the Buyer; or
    2. the date on which further information was provided to the Buyer, then the proposal is, for the purposes of this Contract, approved.

### Provision of information on New IPR and Specially Written Software

* 1. The Buyer may, at any time, require the Supplier to provide information on:
     1. the purposes, other than for the purposes of this Contract, for which the Supplier uses New IPR and Specially Written Software; and
     2. the activities the Supplier undertakes, other than under this Contract, with or in respect of the New IPR and Specially Written Software.
  2. The Supplier must provide the information required by the Buyer:
     1. within twenty (20) Working Days of the date of the requirement; and
     2. in the form and with the content specified by the Buyer.

### Patents

* 1. Where a patent owned by the Supplier is infringed by the use of the Specially Written Software or New IPR by the Buyer or any Replacement Supplier, the Supplier hereby grants to the Buyer and the Replacement Supplier a non-exclusive, irrevocable, royalty-free, worldwide patent licence to use the infringing methods, materials or software.

**ANNEX 1: NEW IPR AND SPECIALLY WRITTEN SOFTWARE**

|  |  |
| --- | --- |
| **Name of New IPR** | **Details** |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **Name of Specially Written Software** | **Details** |
|  |  |
|  |  |

***[Guidance: The Buyer should make clear to Suppliers that the New IPR and Specially Written Software which must be recorded in this Annex does not include all forms of IPR which may be created by the Supplier and the Supplier Staff during the completion of their obligations under this Contract. This may need to be updated throughout the life of this Contract. Only New IPR and Specially Written Software which is part of the Deliverables, or is necessary for the use of the Deliverables by the Buyer, or as part of the Buyer’s ownership of IPR (depending on which option in this Schedule is chosen) will need to be recorded here. IPR such as email communications or documents which do not form part of the Deliverables need not be recorded in this Annex.]***

**ANNEX 2: FORM OF CONFIDENTIALITY UNDERTAKING**

### CONFIDENTIALITY AGREEMENT

**THIS AGREEMENT** is made on [date] 20

### BETWEEN:

1. **[insert** name**]** of **[insert** address] (the “**Sub-licensee**”); and
2. **[insert** name**]** of **[insert** address] (the “**Supplier**” and together with the Supplier, the “**Parties**”).

### WHEREAS:

* 1. [**insert** name of Buyer] (the “**Buyer**”) and the Supplier are party to a contract dated [**insert** date] (the “**Contract**”) for the provision by the Supplier of [**insert** brief description of services] to the Buyer.
  2. The Buyer wishes to grant a sub-licence to the Sub-licensee in respect of certain software and intellectual property rights licensed to the Buyer pursuant to this Contract (the “**Sub-licence**”).
  3. It is a requirement of this Contract that, before the Buyer grants such sub- licence to the Sub-licensee, the Sub-licensee execute a confidentiality agreement in favour of the Supplier in or substantially in the form of this Agreement to protect the Confidential Information of the Buyer.

### IT IS AGREED as follows:

* + 1. **Interpretation**
       1. In this Agreement, unless the context otherwise requires:

|  |  |
| --- | --- |
| **“Confidential Information”** | means:   1. Information, including all personal data within the meaning of the Data Protection Act 2018, and however it is conveyed, provided by the Buyer to the Sub-licensee pursuant to or in connection with the Sub- licence that relates to:    1. the Supplier; or |

(ii) the operations, business, affairs, developments, intellectual property rights, trade secrets, know-how and/or personnel of the Supplier;

1. the source code and the object code of the software sub-licensed to the Sub- licensee pursuant to the Sub-licence together with build information, relevant design and development information, technical specifications of all functionality including those not included in standard manuals (such as those that modify system performance and access levels), configuration details, test scripts, user manuals, operating manuals, process definitions and procedures, and all such other documentation supplied by the Supplier to the Buyer pursuant to or in connection with the Sub-licence;
2. other Information provided by the Buyer pursuant to this Agreement to the Sub- licensee that is clearly designated as being confidential or equivalent or that ought reasonably to be considered to be confidential which comes (or has come) to the Sub-licensee’s attention or into the Sub-licensee’s possession in connection with the Sub-licence; and
3. Information derived from any of the above,

but not including any Information that:

1. was in the possession of the Sub-licensee without obligation of confidentiality prior to its disclosure by the Buyer;
2. was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Agreement or breach of a duty of confidentiality; or
3. was independently developed without access to the Information;

|  |  |
| --- | --- |
| **“Information”** | means all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form); and |
| **“Sub-licence”** | has the meaning given to that expression in recital (B) to this Agreement. |

* + - 1. In this Agreement:
         1. a reference to any gender includes a reference to other genders;
         2. the singular includes the plural and vice versa;
         3. the words “include” and cognate expressions shall be construed as if they were immediately followed by the words “without limitation”;
         4. references to any statutory provision include a reference to that provision as modified, replaced, amended and/or re-enacted from time to time (before or after the date of this Agreement) and any prior or subsequent subordinate legislation made under it;
         5. headings are included for ease of reference only and shall not affect the interpretation or construction of this Agreement; and
         6. references to Clauses are to clauses of this Agreement.

### Confidentiality Obligations

* 1. In consideration of the Buyer entering into the Sub-licence, the Sub-licensee shall:
     1. treat all Confidential Information as secret and confidential;
     2. have in place and maintain proper security measures and procedures to protect the confidentiality of the Confidential Information (having regard to its form and nature);
     3. not disclose or permit the disclosure of any of the Confidential Information to any other person without obtaining the prior written consent of the Supplier or except as expressly set out in this Agreement;
     4. not transfer any of the Confidential Information outside the United Kingdom;
     5. not use or exploit any of the Confidential Information for any purpose whatsoever other than as permitted under the Sub-licence;
     6. immediately notify the Supplier in writing if it suspects or becomes

aware of any unauthorised access, copying, use or disclosure in any form of any of the Confidential Information; and

* + 1. upon the expiry or termination of the Sub-licence:
       1. destroy or return to the Supplier all documents and other tangible materials that contain any of the Confidential Information;
       2. ensure, so far as reasonably practicable, that all Confidential Information held in electronic, digital or other machine-readable form ceases to be readily accessible (other than by the information technology staff of the Sub-licensee) from any computer, word processor, voicemail system or any other device; and
       3. make no further use of any Confidential Information.

### Permitted Disclosures

* 1. The Sub-licensee may disclose Confidential Information to those of its directors, officers, employees, consultants and professional advisers who:
     1. reasonably need to receive the Confidential Information in connection with the Sub-licence; and
     2. have been informed by the Sub-licensee of the confidential nature of the Confidential Information; and
     3. have agreed to terms similar to those in this Agreement.
  2. The Sub-licensee shall be entitled to disclose Confidential Information to the extent that it is required to do so by applicable law or by order of a court or other public body that has jurisdiction over the Sub-licensee.
  3. Before making a disclosure pursuant to Clause 3.2, the Sub-licensee shall, if the circumstances permit:
     1. notify the Supplier in writing of the proposed disclosure as soon as possible (and if possible before the court or other public body orders the disclosure of the Confidential Information); and
     2. ask the court or other public body to treat the Confidential Information as confidential.

### General

* 1. The Sub-licensee acknowledges and agrees that all property, including intellectual property rights, in Confidential Information disclosed to it by the Supplier shall remain with and be vested in the Supplier.
  2. This Agreement does not include, expressly or by implication, any representations, warranties or other obligations:
     1. to grant the Sub-licensee any licence or rights other than as may be expressly stated in the Sub-licence;
     2. to require the Supplier to disclose, continue disclosing or update any Confidential Information; or
     3. as to the accuracy, efficacy, completeness, capabilities, safety or any other qualities whatsoever of any Information or materials provided pursuant to or in anticipation of the Sub-licence.
  3. The rights, powers and remedies provided in this Agreement are cumulative and not exclusive of any rights, powers or remedies provided by law. No failure or delay by either Party to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.
  4. Without prejudice to any other rights or remedies that the Supplier may have, the Sub-licensee acknowledges and agrees that damages alone may not be an adequate remedy for any breach by the Sub-licensee of any of the provisions of this Agreement. Accordingly, the Sub-licensee acknowledges that the Supplier shall be entitled to the remedies of injunction and specific performance as well as any other equitable relief for any threatened or actual breach of this Agreement and/or breach of confidence and that no proof of special damages shall be necessary for the enforcement of such remedies.
  5. The maximum liability of the Sub-licensee to the Supplier for any breach of this Agreement shall be limited to ten million pounds (£10,000,000).
  6. For the purposes of the Contracts (Rights of Third Parties) Act 1999 no one other than the Parties has the right to enforce the terms of this Agreement.
  7. Each Party shall be responsible for all costs incurred by it or on its behalf in connection with this Agreement.
  8. This Agreement may be executed in any number of counterparts and by the Parties on separate counterparts, but shall not be effective until each Party has executed at least one counterpart. Each counterpart shall constitute an original of this Agreement, but all the counterparts shall together constitute but one and the same instrument.

### Notices

* 1. Any notice to be given under this Agreement (each a “**Notice**”) shall be given in writing and shall be delivered by hand and shall be deemed to have been duly given at the time of delivery provided that such Notice is sent to the relevant physical address, and expressly marked for the attention of the relevant individual, set out in Clause 5.2.
  2. Any Notice:
     1. if to be given to the Supplier shall be sent to:

[Address]

Attention: [Contact name and/or position, e.g. “The Finance Director”]

* + 1. if to be given to the Sub-licensee shall be sent to: [Name of Organisation]

[Address]

Attention: [ ]

### Governing law

* 1. This Agreement shall be governed by, and construed in accordance with, English law and any matter claim or dispute arising out of or in connection with this Agreement whether contractual or non-contractual, shall be governed by and determined in accordance with English law.
  2. Each Party hereby irrevocably submits to the exclusive jurisdiction of the English courts in respect of any claim or dispute arising out of or in connection with this Agreement.

**IN WITNESS** of the above this Agreement has been signed by the duly authorised representatives of the Parties on the date which appears at the head of page 1.

**For and on behalf of** [name of Supplier]

|  |  |
| --- | --- |
| Signature: | Date: |
| Name: | Position: |

**For and on behalf of** [name of Sub-licensee]

|  |  |
| --- | --- |
| Signature: | Date: |
| Name: | Position: |

# Schedule 1 (Definitions)

### Definitions

* 1. In this Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
  2. If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
  3. In this Contract, unless the context otherwise requires:
     1. reference to a gender includes the other gender and the neuter;
     2. references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
     3. a reference to any Law includes a reference to that Law as amended, extended, consolidated, replaced or re-enacted from time to time (including as a consequence of the Retained EU Law (Revocation and Reform) Act 2023);
     4. the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "**without limitation**";
     5. references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
     6. references to "**representations**" shall be construed as references to present facts, to "**warranties**" as references to present and future facts and to "**undertakings"** as references to obligations under this Contract;
     7. references to **"Clauses"** and **"Schedules"** are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
     8. references to **"Paragraphs"** are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided;
     9. references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified;
     10. where the Buyer is a Crown Body the Supplier shall be treated as contracting with the Crown as a whole; and
     11. Any reference in this Contract which immediately before IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement ("**EU References**") which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time.
  4. In this Contract, unless the context otherwise requires, the following words shall have the following meanings:

|  |  |
| --- | --- |
| **"Achieve"** | in respect of a Test, to successfully pass such Test without any Test Issues and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and "**Achieved**", "**Achieving**" and "**Achievement**" shall be construed accordingly; |
| **"Additional FDE Group Member"** | means any entity (if any) specified as an Additional FDE Group Member in Part A of Annex 3 of Schedule 24 (Financial Difficulties); |
| **"Affected Party"** | the party seeking to claim relief in respect of a Force Majeure Event; |
| **"Affiliates"** | in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time; |
| **"Allowable Assumptions"** | means the assumptions (if any) set out in Annex 2 of Schedule 3 (Charges); |
| **"Annex"** | extra information which supports a Schedule; |
| **"Approval"** | the prior written consent of the Buyer and "**Approve**" and "**Approved**" shall be construed accordingly; |
| **"Associates"** | means, in relation to an entity, an undertaking in which the entity owns, directly or indirectly, |

between 20% and 50% of the voting rights and exercises a degree of control sufficient for the undertaking to be treated as an associate under generally accepted accounting principles;

**"Audit"** the Buyer’s right to:

1. verify the integrity and content of any Financial Report;
2. verify the accuracy of the Charges and any other amounts payable by the Buyer under a Contract (including proposed or actual variations to them in accordance with this Contract);
3. verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services;
4. verify the Open Book Data;
5. verify the Supplier’s and each Subcontractor’s compliance with the applicable Law;
6. identify or investigate actual or suspected breach of Clauses 3 to 37 and/or Schedule 26 (Sustainability), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Buyer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
7. identify or investigate any circumstances which may impact upon the financial stability of the Supplier, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables;
8. obtain such information as is necessary to fulfil the Buyer’s obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
9. review any books of account and the internal contract management accounts kept by the Supplier in connection with this Contract;

|  |  |  |
| --- | --- | --- |
|  | (j) | carry out the Buyer’s internal and statutory audits and to prepare, examine and/or certify the Buyer's annual and interim reports and accounts; |
| (k) | enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Buyer has used its resources; |
| **"Auditor"** | (a) | the Buyer’s internal and external auditors; |
|  | (b) | the Buyer’s statutory or regulatory auditors; |
|  | (c) | the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office; |
|  | (d) | HM Treasury or the Cabinet Office; |
|  | (e) | any party formally appointed by the Buyer to carry out audit or similar review functions; and |
|  | (f) | successors or assigns of any of the above; |

**"Award Form"** the document outlining the Incorporated Terms

and crucial information required for this Contract, to be executed by the Supplier and the Buyer;

**"Beneficiary"** a Party having (or claiming to have) the benefit of

an indemnity under this Contract;

**"Buyer"** the public sector purchaser identified as such in

the Order Form;

**"Buyer Assets"** the Buyer’s infrastructure, data, software,

materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Deliverables which remain the property of the Buyer throughout the term of this Contract;

### "Buyer Authorised Representative"

the representative appointed by the Buyer from time to time in relation to this Contract initially identified in the Award Form;

**"Buyer Cause"** has the meaning given to it in the Award Form;

### "Buyer Existing IPR"

means any and all IPR that are owned by or licensed to the Buyer, and where the Buyer is a Crown Body, any Crown IPR, and which are or

have been developed independently of this Contract (whether prior to the Effective Date or otherwise) ***[Guidance: include the following wording where Part B of Schedule 36 (Intellectual Property Rights) is used]*** [but excluding Buyer Software];

|  |  |
| --- | --- |
| **"Buyer Premises"** | premises owned, controlled or occupied by the Buyer which are made available for use by the Supplier or its Subcontractors for the provision of the Deliverables (or any of them); |
| **"Buyer Property"** | the property, other than real property and IPR, including the Buyer System, any equipment issued or made available to the Supplier by the Buyer in connection with this Contract; |
| **“Buyer Software”** | any software which is owned by or licensed to the Buyer and which is or will be used by the Supplier for the purposes of providing the Deliverables; |
| **"Buyer System"** | the Buyer's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Buyer or the Supplier in connection with this Contract which is owned by or licensed to the Buyer by a third party and which interfaces with the Supplier System or which is necessary for the Buyer to receive the Deliverables; |
| **"Buyer Third Party"** | means any supplier to the Buyer (other than the Supplier), which is notified to the Supplier from time to time; |
| **"Buyer's Confidential Information"** | 1. all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Buyer (including all Buyer Existing IPR and New IPR); 2. any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has come) to the Buyer’s attention or into the Buyer’s possession in connection with this Contract; and   information derived from any of the above; |

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| **"Change in Law"** | any change in Law which impacts on the supply of the Deliverables and performance of this Contract which comes into force after the Effective Date; |
| **"Change of Control"** | a change of control within the meaning of Section 450 of the Corporation Tax Act 2010; |
| **"Charges"** | the prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under this Contract, as set out in the Award Form, for the full and proper performance by the Supplier of its obligations under this Contract less any Deductions; |
| **"Claim"** | any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract; |
| **"Commercially Sensitive Information"** | the Confidential Information listed in Schedule 5 (Commercially Sensitive Information (if any) comprising of commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Buyer that, if disclosed by the Buyer, would cause the Supplier significant commercial disadvantage or material financial loss; |
| **"Comparable Supply"** | the supply of Deliverables to another Buyer of the Supplier that are the same or similar to the Deliverables; |
| **"Confidential Information"** | means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of the Buyer or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "**confidential**") or which ought reasonably to be considered to be confidential; |
| **"Conflict of Interest"** | a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Buyer under this Contract, in the reasonable opinion of the Buyer; |
| **"Contract"** | the contract between the Buyer and the Supplier, which consists of the terms set out and referred to in the Award Form; |

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| **"Contract Period"** | the term of this Contract from the earlier of the:   1. Start Date; or 2. the Effective Date, until the End Date; |
| **"Contract Value"** | the higher of the actual or expected total Charges paid or payable under this Contract where all obligations are met by the Supplier; |
| **"Contract Year"** | a consecutive period of twelve (12) Months commencing on the Effective Date or each anniversary thereof; |
| **"Control"** | control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and "**Controlled**" shall be construed accordingly; |
| **"Controller"** | has the meaning given to it in the UK GDPR or the EU GDPR as the context requires; |
| **"Core Terms"** | the Buyer’s terms and conditions which apply to and comprise one part of this Contract set out in the document called "**Core Terms**"; |
| **"Costs"** | the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Deliverables:   1. the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Work Day, of engaging the Supplier Staff, including: |

* 1. base salary paid to the Supplier Staff;
  2. employer’s National Insurance contributions;
  3. pension contributions;
  4. car allowances;
  5. any other contractual employment benefits;
  6. staff training;
  7. work place accommodation;
  8. work place IT equipment and tools reasonably necessary to provide the

### "COTS Software" or "Commercial

Deliverables (but not including items included within limb [(b)](#_bookmark1) below); and

* 1. reasonable recruitment costs, as agreed with the Buyer;

1. costs incurred in respect of Supplier Assets which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Buyer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;
2. operational costs which are not included within [(a)](#_bookmark0) or [(b)](#_bookmark1) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Deliverables; and
3. Reimbursable Expenses to the extent these have been specified as allowable in the Award Form and are incurred in delivering any Deliverables;

but excluding:

1. Overhead;
2. financing or similar costs;
3. maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Contract Period whether in relation to Supplier Assets or otherwise;
4. taxation;
5. fines and penalties;
6. amounts payable under Schedule 12 (Benchmarking) where such Schedule is used; and
7. non-cash items (including depreciation, amortisation, impairments and movements in provisions);

non-customised software where the IPR may be owned and licensed either by the Supplier or a third party depending on the context, and which is

### off the shelf Software"

**"Critical Service Level Failure"**

commercially available for purchase and subject to standard licence terms;

has the meaning given to it in the Award Form;

**"Crown Body"** the government of the United Kingdom (including

the Northern Ireland Assembly and Executive Committee, the Scottish Government and the Welsh Government), including government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;

**"Crown IPR"** means any IPR which is owned by or licensed to

the Crown, and which are or have been developed independently of this Contract (whether prior to the Effective Date or otherwise);

**"CRTPA"** the Contract Rights of Third Parties Act 1999;

**"Data Loss Event"**

**"Data Protection Impact Assessment"**

**"Data Protection Legislation"**

**"Data Protection Liability Cap"**

**"Data Protection Officer"**

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

an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;

(i) the UK GDPR, (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy; and (iv) (to the extent that it applies) the EU GDPR;

has the meaning given to it in the Award Form;

has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;

**"Data Subject"** has the meaning given to it in the UK GDPR or the

EU GDPR as the context requires;

### "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;

**"Deductions"** all Service Credits, Delay Payments (if applicable),

or any other deduction which the Buyer is paid or is payable to the Buyer under this Contract;

**"Default"** any breach of the obligations of the Supplier

(including abandonment of this Contract in breach of its terms) or any other default (including Material Default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of this Contract and in respect of which the Supplier is liable to the Buyer;

**"Defect"** any of the following:

1. any error, damage or defect in the manufacturing of a Deliverable; or
2. any error or failure of code within the Software which causes a Deliverable to malfunction or to produce unintelligible or incorrect results; or
3. any failure of any Deliverable to provide the performance, features and functionality specified in the requirements of the Buyer or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from passing any Test required under this Contract; or
4. any failure of any Deliverable to operate in conjunction with or interface with any other Deliverable in order to provide the performance, features and functionality specified in the requirements of the Buyer or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from passing any Test required under this Contract;

### "Delay Payments"

the amounts (if any) payable by the Supplier to the Buyer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;

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| --- | --- |
| **"Deliverables"** | Goods, Services or software that may be ordered and/or developed under this Contract including the Documentation; |
| **"Delivery"** | delivery of the relevant Deliverable or Milestone in accordance with the terms of this Contract as confirmed and accepted by the Buyer by the either  (a) confirmation in writing to the Supplier; or (b) where Schedule 8 (Implementation Plan and Testing) is used issue by the Buyer of a Satisfaction Certificate. "**Deliver**" and "**Delivered**" shall be construed accordingly; |
| **"Dependent Parent Undertaking"** | means any Parent Undertaking which provides any of its Subsidiary Undertakings and/or Associates, whether directly or indirectly, with any financial, trading, managerial or other assistance of whatever nature, without which the Supplier would be unable to continue the day to day conduct and operation of its business in the same manner as carried on at the time of entering into this Contract, including for the avoidance of doubt the provision of the Services in accordance with the terms of this Contract; |
| **"Disaster"** | the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable); |
| **"Disclosing Party"** | the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 19 (What you must keep confidential); |
| **"Dispute"** | any claim, dispute or difference (whether contractual or non-contractual) arising out of or in connection with this Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of this Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts; |

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| **"Dispute Resolution Procedure"** | the dispute resolution procedure set out in Clause 39 (Resolving disputes); |
| **"Documentation"** | descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) is required to be supplied by the Supplier to the Buyer under this Contract as:   1. would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Buyer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables 2. is required by the Supplier in order to provide the Deliverables; and/or 3. has been or shall be generated for the purpose of providing the Deliverables; |
| **"DOTAS"** | the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions; |
| **"DPA 2018"** | The Data Protection Act 2018; |
| **"Due Diligence Information"** | any information supplied to the Supplier by or on behalf of the Buyer prior to the Effective Date; |
| **"Effective Date"** | the date on which the final Party has signed this Contract; |
| **"EIR"** | the Environmental Information Regulations 2004; |
| **"Employment Regulations"** | the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced; |

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| **"End Date"** | the earlier of:   1. the Expiry Date as extended by the Buyer under Clause 14.2; or 2. if this Contract is terminated before the date specified in (a) above, the date of termination of this Contract; |
| **"End User"** | means a party that is accessing the Deliverables provided pursuant to this Contract (including the Buyer where it is accessing services on its own account as a user); |
| **"Environmental Policy"** | 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, including any written environmental policy of the Buyer; |
| **"Equality and Human Rights Commission"** | the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time; |
| **"Escalation Meeting"** | means a meeting between the Supplier Authorised Representative and the Buyer Authorised Representative to address issues that have arisen during the Rectification Plan Process; |
| **"Estimated Year 1 Charges"** | the anticipated total Charges payable by the Buyer in the first Contract Year specified in the Award Form; |
| **"Estimated Yearly Charges"** | means for the purposes of calculating each Party’s annual liability under Clause 15.1:   1. in the first Contract Year, the Estimated Year 1 Charges; or 2. in any subsequent Contract Years, the Charges paid or payable in the previous Contract Year; or 3. after the end of this Contract, the Charges paid or payable in the last Contract Year during the Contract Period; |
| **"EU GDPR"** | Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free |

movement of such data (General Data Protection Regulation) as it has effect in EU law;

**"Existing IPR"** any and all IPR that are owned by or licensed to

either Party and which are or have been developed independently of this Contract (whether prior to the Start Date or otherwise);

**"Exit Plan"** has the meaning given to it in Paragraph 4.1 of Schedule 30 (Exit Plan);

**"Expiry Date"** the date of the end of this Contract as stated in the

Award Form;

### "Extension Period"

such period or periods beyond which the Initial Period may be extended, specified in the Award Form;

**"FDE Group"** the Supplier and any Additional FDE Group

Member;

### "Financial Distress Event"

The occurrence of one or more the following events:

1. the credit rating of any FDE Group entity drops below the applicable Credit Rating Threshold of the relevant Rating Agency;
2. any FDE Group entity issues a profits warning to a stock exchange or makes any other public announcement, in each case about a material deterioration in its financial position or prospects;
3. there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of any FDE Group entity;
4. any FDE Group entity commits a material breach of covenant to its lenders;
5. a Key Subcontractor notifies the Buyer that the Supplier has not paid any material sums properly due under a specified invoice and not subject to a genuine dispute;
6. any FDE Group entity extends the filing period for filing its accounts with the Registrar of Companies so that the filing period ends more than nine (9) months after its accounting reference date without an explanation to the Buyer which the

Buyer (acting reasonably) considers to be adequate;

1. any FDE Group entity is late to file its annual accounts without a public notification or an explanation to the Buyer which the Buyer (acting reasonably) considers to be adequate;
2. the directors and/or external auditors of any FDE Group entity conclude that a material uncertainty exists in relation to that FDE Group entity’s going concern in the annual report including in a reasonable but plausible downside scenario. This includes, but is not limited to, commentary about liquidity and trading prospects in the reports from directors or external auditors;
3. any of the following:
   1. any FDE Group entity makes a public announcement which contains commentary with regards to that FDE Group entity’s liquidity and trading and trading prospects, such as but not limited to, a profit warning or ability to trade as a going concern;
   2. commencement of any litigation against any FDE Group entity with respect to financial indebtedness greater than £5m or obligations under a service contract with a total contract value greater than £5m;
   3. non-payment by any FDE Group entity of any financial indebtedness;
   4. any financial indebtedness of any FDE Group entity becoming due as a result of an event of default;
   5. the cancellation or suspension of any financial indebtedness in respect of any FDE Group entity; or
   6. an external auditor of any FDE Group entity expressing a qualified opinion on, or including an emphasis of matter in, its opinion on the statutory accounts of that FDE Group entity,

### "Financial Report"

in each case which the Buyer reasonably believes (or would be likely reasonably to believe) could directly impact on the continued provision of the Deliverables in accordance with this Contract; or

1. any [one] of the Financial Indicators set out in Part C of Annex 2 of Schedule 24 for any of the FDE Group entities failing to meet the required Financial Target Threshold;

a report provided by the Supplier to the Buyer that:

1. to the extent permitted by Law, provides a true and fair reflection of the Costs and Supplier Profit Margin forecast by the Supplier;
2. to the extent permitted by Law, provides detail a true and fair reflection of the costs and expenses to be incurred by Key Subcontractors (as requested by the Buyer);
3. is in the same software package (Microsoft Excel or Microsoft Word), layout and format as the blank templates which have been issued by the Buyer to the Supplier on or before the Effective Date for the purposes of this Contract; and
4. is certified by the Supplier's Chief Financial Officer or Director of Finance;

### "Financial Transparency Objectives"

means:

1. the Buyer having a clear analysis of the Costs, Overhead recoveries (where relevant), time spent by Supplier Staff in providing the Services and the Supplier Profit Margin so that it can understand any payment sought by the Supplier;
2. the Parties being able to understand Cost forecasts and to have confidence that these are based on justifiable numbers and appropriate forecasting techniques;
3. the Parties being able to understand the quantitative impact of any Variations that affect ongoing Costs and identifying how these could be mitigated and/or reflected in the Charges;
4. the Parties being able to review, address issues with and re-forecast progress in relation to the provision of the Services;
5. the Parties challenging each other with ideas for efficiency and improvements; and
6. enabling the Buyer to demonstrate that it is achieving value for money for the tax payer relative to current market prices;

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

### "Force Majeure Event"

any event, circumstance, matter or cause affecting the performance by either the Buyer or the Supplier of its obligations arising from:

1. acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under a Contract;
2. riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;
3. acts of a Crown Body, local government or regulatory bodies;
4. fire, flood or any disaster; or
5. an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:
   1. any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain;
   2. any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and
   3. any failure of delay caused by a lack of funds,

**"Force Majeure Notice"**

**"General Anti- Abuse Rule"**

**"General Change in Law"**

and which is not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party;

a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;

1. the legislation in Part 5 of the Finance Act 2013; and
2. any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid National Insurance contributions;

a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;

**"Goods"** goods made available by the Supplier as specified

in Schedule 2 (Specification) and in relation to a Contract;

### "Good Industry Practice"

At any time the standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected at such time from a skilled and experienced person or body engaged within the relevant industry or business sector;

**"Government"** the government of the United Kingdom (including

the Northern Ireland Assembly and Executive Committee, the Scottish Government and the Welsh Government), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;

### "Government Data"

* 1. the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Buyer’s Confidential Information, and which:
     1. are supplied to the Supplier by or on behalf of the Buyer; and/or

### "Government Procurement Card"

* + 1. the Supplier is required to generate, process, store or transmit pursuant to this Contract; or
  1. any Personal Data for which the Buyer is Controller;

the Government’s preferred method of purchasing and payment for low value goods or services https://[www.gov.uk/government/publications/gover](http://www.gov.uk/government/publications/gover) nment-procurement-card--2;

**"Guarantor"** the person (if any) who has entered into a

guarantee in the form set out in Schedule 23 (Guarantee) in relation to this Contract;

### "Halifax Abuse Principle"

the principle explained in the CJEU Case C- 255/02 Halifax and others;

**"HMRC"** His Majesty’s Revenue and Customs;

### "ICT

**Environment"**

the Buyer System and the Supplier System;

**"ICT Policy"** the Buyer's policy in respect of information and

communications technology, referred to in the Award Form (if used), which is in force as at the Effective Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;

### "Impact Assessment"

an assessment of the impact of a Variation request by the Buyer completed in good faith, including:

1. details of the impact of the proposed Variation on the Deliverables and the Supplier's ability to meet its other obligations under this Contract;
2. details of the cost of implementing the proposed Variation;
3. details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;
4. a timetable for the implementation, together with any proposals for the testing of the Variation; and

### "Implementation Plan"

**"Incorporated Terms"**

1. such other information as the Buyer may reasonably request in (or in response to) the Variation request;

the plan for provision of the Deliverables set out in Schedule 8 (Implementation Plan and Testing) where that Schedule is used or otherwise as agreed between the Supplier and the Buyer;

the contractual terms applicable to this Contract specified in the Award Form;

**"Indemnifier"** a Party from whom an indemnity is sought under

this Contract;

### "Independent Controller"

a party which is Controller of the same Personal Data as the other Party and there is no element of joint control with regards to that Personal Data;

**"Indexation"** the adjustment of an amount or sum in accordance

with this Contract;

### "Information Commissioner"

the UK’s independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;

**"Initial Period"** the initial term of this Contract specified in the

Award Form;

### "Insolvency Event"

with respect to any person, means:

* 1. that person suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or:
     1. (being a company or an LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or
     2. (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986;
  2. that person commences negotiations with one or more of its creditors (using a voluntary arrangement, scheme of arrangement or otherwise) with a view to rescheduling any of its debts, or makes a

proposal for or enters into any compromise or arrangement with one or more of its creditors or takes any step to obtain a moratorium pursuant to Section 1A and Schedule A1 of the Insolvency Act 1986 other than (in the case of a company, an LLP or a partnership) for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;

* 1. another person becomes entitled to appoint a receiver over the assets of that person or a receiver is appointed over the assets of that person;
  2. a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of that person’s assets and such attachment or process is not discharged within fourteen (14) days;
  3. that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;
  4. where that person is a company, an LLP or a partnership:
     1. a petition is presented (which is not dismissed within fourteen (14) days of its service), a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that person other than for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;
     2. an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is filed at Court or given or if an administrator is appointed, over that person;

### "Installation Works"

**"Intellectual Property Rights" or "IPR"**

* + 1. (being a company or an LLP) the holder of a qualifying floating charge over the assets of that person has become entitled to appoint or has appointed an administrative receiver; or
    2. (being a partnership) the holder of an agricultural floating charge over the assets of that person has become entitled to appoint or has appointed an agricultural receiver; or
  1. any event occurs, or proceeding is taken, with respect to that person in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above;

all works which the Supplier is to carry out at the beginning of the Contract Period to install the Goods in accordance with this Contract;

1. copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know- How, trade secrets and other rights in Confidential Information;
2. applications for registration, and the right to apply for registration, for any of the rights listed at [(a)](#_bookmark2) that are capable of being registered in any country or jurisdiction; and
3. all other rights having equivalent or similar effect in any country or jurisdiction;

### "IP Completion Day"

has the meaning given to it in the European Union (Withdrawal Agreement) Act 2020;

**"IPR Claim"** any claim of infringement or alleged infringement

(including the defence of such infringement or alleged infringement) of any IPR (excluding COTS Software where Part B of Schedule 36 (Intellectual Property Rights) is used), used to provide the Deliverables or otherwise provided and/or licensed by the Supplier (or to which the Supplier has

provided access) to the Buyer in the fulfilment of its obligations under this Contract;

**"IR35"** the off-payroll rules requiring individuals who work through their company pay the same tax and National Insurance contributions as an employee which can be found online at: [https://www.gov.uk/guidance/ir35-find-out-if-it-](https://www.gov.uk/guidance/ir35-find-out-if-it-applies) [applies](https://www.gov.uk/guidance/ir35-find-out-if-it-applies);

### "Joint Controller Agreement"

the agreement (if any) entered into between the Buyer and the Supplier substantially in the form set out in Annex 2 of Schedule 20 (Processing Data);

**"Joint Control"** where two (2) or more Controllers jointly determine the purposes and means of Processing;

### "Joint Controllers"

has the meaning given in Article 26 of the UK GDPR, or EU GDPR, as the context requires;

**"Key Staff"** the persons who the Supplier shall appoint to fill key roles in connection with the Services as listed in Annex 1 of Schedule 29 (Key Supplier Staff);

### "Key Sub- Contract"

**"Key Subcontractor"**

each Sub-Contract with a Key Subcontractor;

any Subcontractor:

1. which is relied upon to deliver any work package within the Deliverables in their entirety; and/or
2. which, in the opinion of the Buyer performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or
3. with a Sub-Contract with this Contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under this Contract,

and the Supplier shall list all such Key Subcontractors in the Award Form;

**"Know-How"** all ideas, concepts, schemes, information,

knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already

in the other Party’s possession before the Effective Date;

**"Law"** any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978,

bye-law, right within the meaning of the European Union (Withdrawal) Act 2018 as amended by European Union (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;

### "Law Enforcement Processing"

processing under Part 3 of the DPA 2018;

**"Losses"** all losses, liabilities, damages, costs, expenses

(including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and "**Loss**" shall be interpreted accordingly;

### "Malicious Software"

**"Material Default"**

any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;

a single serious Default or a number of Defaults or repeated Defaults (whether of the same or different obligations and regardless of whether such Defaults are remedied)

### "Marketing Contact"

shall be the person identified in the Award Form;

**"Milestone"** an event or task described in the Implementation

Plan;

**"Milestone Date"** the target date set out against the relevant

Milestone in the Implementation Plan by which the Milestone must be Achieved;

|  |  |
| --- | --- |
| **"Month"** | a calendar month and "**Monthly**" shall be interpreted accordingly; |
| **"National Insurance"** | contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004); |
| **"New IPR"** | 1. IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Contract and updates and amendments of these items including database schema; and/or 2. IPR in or arising as a result of the performance of the Supplier’s obligations under this Contract and all updates and amendments to the same;   but shall not include the Supplier’s Existing IPR ***[Guidance: include the following wording where Part B of Schedule 36 (Intellectual Property Rights) is used] [or Specially Written Software]***; |
| **"New IPR Item"** | means a deliverable, document, product or other item within which New IPR subsists; |
| **"Notifiable Default"** | means:   1. the Supplier commits a Material Default; and/or 2. the performance of the Supplier is likely to cause or causes a Critical Service Level Failure; |
| **"Object Code"** | software and/or data in machine-readable complied object code form; |
| **"Occasion of Tax Non – Compliance"** | where:   1. any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: |

* 1. a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to

### "Open Book Data"

the General Anti-Abuse Rule or the Halifax Abuse Principle;

* 1. the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or

(b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;

complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of this Contract, including details and all assumptions relating to:

1. the Supplier’s Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables;
2. operating expenditure relating to the provision of the Deliverables including an analysis showing:
   1. the unit costs and quantity of Goods and any other consumables and bought-in Deliverables;
3. manpower resources broken down into the number and grade/role of all Supplier Staff (free of any contingency) together with a list of agreed rates against each manpower grade;
4. a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and
5. Reimbursable Expenses, if allowed under the Award Form;

|  |  |
| --- | --- |
|  | 1. Overheads; 2. all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables; 3. the Supplier Profit achieved over the Contract Period and on an annual basis; 4. confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier; 5. an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and 6. the actual Costs profile for each Service Period; |
| **"Open Licence"** | means any material that is published for use, with rights to access, copy, modify and publish, by any person for free, under a generally recognised open licence including Open Government Licence as set out at [http://www.nationalarchives.gov.uk/doc/open-](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) [government-licence/version/3/](https://www.cpni.gov.uk/) and the Open Standards Principles documented at [https://www.gov.uk/government/publications/open-](https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles) [standards-principles/open-standards-principles](https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles), and includes the Open Source publication of Software; |
| **"Open Source"** | computer Software that is released on the internet for use by any person, such release usually being made under a recognised open source licence and stating that it is released as open source; |
| **"Open Licence Publication Material"** | means items created pursuant to this Contract which the Buyer may wish to publish as Open Licence which are supplied in a format suitable for publication under Open Licence; |
| **"Overhead"** | those amounts which are intended to recover a proportion of the Supplier’s or the Key Subcontractor’s (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but |

### "Parent Undertaking"

excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Staff and accordingly included within limb

[(a)](#_bookmark0) of the definition of "Costs";

has the meaning set out in section 1162 of the Companies Act 2006;

**"Parliament"** takes its natural meaning as interpreted by Law;

**"Party"** the Buyer or the Supplier and "**Parties**" shall mean

both of them where the context permits;

**"Personal Data"** has the meaning given to it in the UK GDPR or the

EU GDPR as the context requires;

### "Personal Data Breach"

**"Prescribed Person"**

has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;

a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in "Whistleblowing: list of prescribed people and bodies", 24 November 2016, available online at: [https://www.gov.uk/government/publications/blowi](https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies) [ng-the-whistle-list-of-prescribed-people-and-](https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework) [bodies--2/whistleblowing-list-of-prescribed-people-](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) [and-bodies](http://www.ncsc.gov.uk/guidance/end-user-device-security));

**"Processing"** has the meaning given to it in the UK GDPR or the

EU GDPR as the context requires;

**"Processor"** has the meaning given to it in the UK GDPR or the

EU GDPR as the context requires;

**"Processor Personnel"**

**"Progress Meeting"**

**"Progress Report"**

**"Prohibited Acts"**

all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under this Contract;

a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative;

a report provided by the Supplier indicating the steps taken to achieve Milestones or delivery dates;

1. to directly or indirectly offer, promise or give any person working for or engaged by the

### "Protective Measures"

**"Public Sector Body "**

Buyer or any other public body a financial or other advantage to:

* 1. induce that person to perform improperly a relevant function or activity; or
  2. reward that person for improper performance of a relevant function or activity;

1. to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract; or
2. committing any offence:
   1. under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or
   2. under legislation or common law concerning fraudulent acts; or
   3. defrauding, attempting to defraud or conspiring to defraud the Buyer or other public body; or
3. any activity, practice or conduct which would constitute one of the offences listed under [(c)](#_bookmark3) above if such activity, practice or conduct had been carried out in the UK;

technical and organisational measures designed to ensure compliance with obligations of the Parties arising under Data Protection Legislation including 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 the such measures adopted by it including those outlined in Schedule 16 (Security);

means a formally established organisation that is (at least in part) publicly funded to deliver a public or government service;

**"Recall"** a request by the Supplier to return Goods to the

Supplier or the manufacturer after the discovery of safety issues or defects (including defects in the

IPR rights) that might endanger health or hinder performance;

**"Recipient Party"** the Party which receives or obtains directly or

indirectly Confidential Information;

### "Rectification Plan"

**"Rectification Plan Process"**

the Supplier’s plan (or revised plan) to rectify its breach using the template in Schedule 25 (Rectification Plan) which shall include:

1. full details of the Notifiable Default that has occurred, including a root cause analysis;
2. the actual or anticipated effect of the Notifiable Default; and
3. the steps which the Supplier proposes to take to rectify the Notifiable Default (if applicable) and to prevent such Notifiable Default from recurring, including timescales for such steps and for the rectification of the Notifiable Default (where applicable);

the process set out in Clause 11;

**"Regulations"** the Public Contracts Regulations 2015 and/or the

Public Contracts (Scotland) Regulations 2015 (as the context requires);

### "Reimbursable Expenses"

**"Relevant Requirements"**

the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Buyer's expenses policy current from time to time, but not including:

1. travel expenses incurred as a result of Supplier Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and
2. subsistence expenses incurred by Supplier Staff whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;

all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any

**"Relevant Tax Authority"**

**"Reminder Notice"**

**"Replacement Deliverables"**

**"Replacement Supplier"**

**"Request For Information"**

**"Required Action"**

**"Required Insurances"**

**"Satisfaction Certificate"**

guidance issued by the Secretary of State pursuant to section 9 of the Bribery Act 2010;

HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;

a notice sent in accordance with Clause 14.6.1 given by the Supplier to the Buyer providing notification that payment has not been received on time;

any deliverables which are substantially similar to any of the Deliverables and which the Buyer receives in substitution for any of the Deliverables, whether those goods are provided by the Buyer internally and/or by any third party;

any third party provider of Replacement Deliverables appointed by or at the direction of the Buyer from time to time or where the Buyer is providing Replacement Deliverables for its own account, shall also include the Buyer;

a request for information or an apparent request relating to this Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs;

means the action the Buyer will take and what Deliverables it will control during the Step-In Process;

the insurances required by Schedule 22 (Insurance Requirements);

the certificate (materially in the form of the document contained in Annex 2 of Part B of Schedule 8 (Implementation Plan and Testing) or as agreed by the Parties where Schedule 8 is not used in this Contract) granted by the Buyer when the Supplier has Achieved a Milestone or a Test;

**"Schedules"** any attachment to this Contract which contains

important information specific to each aspect of buying and selling;

### "Security Management Plan"

the Supplier's security management plan prepared pursuant to Schedule 16 (Security) (if applicable);

|  |  |
| --- | --- |
| **"Security Policy"** | the Buyer's security policy, referred to in the Award Form (if used), in force as at the Effective Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier; |
| **"Serious Fraud Office"** | the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time; |
| **"Service Credits"** | any service credits specified in the Annex to Part A of Schedule 10 (Service Levels) being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels; |
| **"Service Levels"** | any service levels applicable to the provision of the Deliverables under this Contract (which, where Schedule 10 (Service Levels) is used in this Contract, are specified in the Annex to Part A of such Schedule); |
| **"Service Period"** | has the meaning given to it in the Award Form; |
| **"Services"** | services made available by the Supplier as specified in Schedule 2 (Specification) and in relation to a Contract; |
| **"Sites"** | any premises (including the Buyer Premises, the Supplier’s premises or third party premises) from, to or at which:   1. the Deliverables are (or are to be) provided; or 2. the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables; 3. those premises at which any Supplier Equipment or any part of the Supplier System is located (where ICT Services are being provided); |
| **"SME"** | an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium enterprises; |

|  |  |
| --- | --- |
| **"Social Value"** | the additional social benefits that can be achieved in the delivery of this Contract set out in Schedule 2 (Specification) and either (i) Schedule 10 (Service Levels) (where used) or (ii) Part C of Schedule 26 (Sustainability) (where Schedule 10 (Service Levels) is not used); |
| **"Social Value KPIs"** | the Social Value priorities set out in Schedule 2 (Specification) and either (i) Schedule 10 (Service Levels) (where used) or (ii) Part C of Schedule 26 (Sustainability) (where Schedule 10 (Service Levels) is not used; |
| **"Social Value Report"** | the report the Supplier is required to provide to the Buyer pursuant to Paragraph 1 of Part C of Schedule 26 (Sustainability) where Schedule 10 (Service Levels) is not used; |
| **"Software"** | any software including Specially Written Software, COTS Software and software that is not COTS Software; |
| **"Software Supporting Materials"** | has the meaning given to it in Schedule 36 (Intellectual Property Rights); |
| **"Source Code"** | computer programs and/or data in eye-readable form and in such form that it can be compiled or interpreted into equivalent binary code together with all related design comments, flow charts, technical information and documentation necessary for the use, reproduction, maintenance, modification and enhancement of such software; |
| **"Special Terms"** | any additional terms and conditions set out in the Award Form incorporated into this Contract; |
| **"Specially Written Software"** | any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Supplier (or by a Subcontractor or other third party on behalf of the Supplier) specifically for the purposes of this Contract, including any modifications or enhancements to COTS Software. For the avoidance of doubt Specially Written Software does not constitute New IPR; |
| **"Specific Change in Law"** | a Change in Law that relates specifically to the business of the Buyer and which would not affect a Comparable Supply where the effect of that |

Specific Change in Law on the Deliverables is not reasonably foreseeable at the Effective Date;

**"Specification"** the specification set out in Schedule 2 (Specification);

**"Standards"** any:

1. standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with;
2. standards detailed in the specification in Schedule 2 (Specification);
3. standards agreed between the Parties from time to time;
4. relevant Government codes of practice and guidance applicable from time to time;

**"Start Date"** the date specified on the Award Form;

### "Step-In Process"

**"Step-In Trigger Event"**

the process set out in Clause 13;

means:

1. the Supplier's level of performance constituting a Critical Service Level Failure;
2. the Supplier committing a Material Default which is irremediable;
3. where a right of termination is expressly reserved in this Contract;
4. an Insolvency Event occurring in respect of the Supplier or any Guarantor;
5. a Default by the Supplier that is materially preventing or materially delaying the provision of the Deliverables or any material part of them;
6. the Buyer considers that the circumstances constitute an emergency despite the Supplier

not being in breach of its obligations under this agreement;

1. the Buyer being advised by a regulatory body that the exercise by the Buyer of its rights under Clause 13 is necessary;
2. the existence of a serious risk to the health or safety of persons, property or the environment in connection with the Deliverables; and/or
3. a need by the Buyer to take action to discharge a statutory duty;

**"Step-Out Plan"** means the Supplier’s plan that sets out how the

Supplier will resume the provision of the Deliverables and perform all its obligations under this Contract following the completion of the Step- In Process;

**"Storage Media"** the part of any device that is capable of storing

and retrieving data;

**"Sub-Contract"** any contract or agreement (or proposed contract

or agreement), other than this Contract, pursuant to which a third party:

1. provides the Deliverables (or any part of them);
2. provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or
3. is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);

**"Subcontractor"** any person other than the Supplier, who is a party

to a Sub-Contract and the servants or agents of that person;

**"Subprocessor"** any third Party appointed to process Personal

Data on behalf of the Processor related to this Contract;

### "Subsidiary Undertaking"

has the meaning set out in section 1162 of the Companies Act 2006;

**"Supplier"** the person, firm or company identified in the

Award Form;

|  |  |
| --- | --- |
| **"Supplier Assets"** | all assets and rights used by the Supplier to provide the Deliverables in accordance with this Contract but excluding the Buyer Assets; |
| **"Supplier Authorised Representative"** | the representative appointed by the Supplier named in the Award Form, or later defined in a Contract; |
| **"Supplier Equipment"** | the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Buyer) in the performance of its obligations under this Contract; |
| **"Supplier Existing IPR"** | any and all IPR that are owned by or licensed to the Supplier and which are or have been developed independently of this Contract (whether prior to the Effective Date or otherwise); |
| **"Supplier Existing IPR Licence"** | means a licence to be offered by the Supplier to the Supplier Existing IPR as set out in Schedule 36 (Intellectual Property Rights); |
| **"Supplier Group"** | means the Supplier, its Dependent Parent Undertakings and all Subsidiary Undertakings and Associates of such Dependent Parent Undertakings; |
| **"Supplier New and Existing IPR Licence"** | means a licence to be offered by the Supplier to the New IPR and Supplier Existing IPR as set out in Schedule 36 (Intellectual Property Rights); ***[Guidance: include the following wording where Part B of Schedule 36 (Intellectual Property Rights) is used] [but excluding Buyer Software].*** |
| **"Supplier Non- Performance"** | where the Supplier has failed to:   1. Achieve a Milestone by its Milestone Date; 2. provide the Goods and/or Services in accordance with the Service Levels ; and/or 3. comply with an obligation under this Contract; |
| **"Supplier Profit"** | in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of this Contract for the relevant period; |

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| --- | --- |
| **"Supplier Profit Margin"** | in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage; |
| **"Supplier Staff"** | all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier’s obligations under this Contract; |
| **"Supplier System"** | the information and communications technology system used by the Supplier in supplying the Deliverables, including the COTS Software, the Supplier Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Buyer System); |
| **"Supplier's Confidential Information"** | 1. any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Existing IPR) trade secrets, Know-How, and/or personnel of the Supplier; 2. any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or has come) to the Supplier’s attention or into the Supplier’s possession in connection with this Contract; 3. information derived from any of [(a)](#_bookmark4) and [(b)](#_bookmark5) above; |
| **"Supplier's Contract Manager"** | the person identified in the Award Form appointed by the Supplier to oversee the operation of this Contract and any alternative person whom the Supplier intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment; |
| **"Supply Chain Information Report Template"** | the document at Annex 1 of Schedule 18 (Supply Chain Visibility); |
| **"Supporting Documentation"** | sufficient information in writing to enable the Buyer to reasonably assess whether the Charges, |

**"Tender Response"**

**"Termination Assistance"**

**"Termination Assistance Period"**

**"Termination Assistance Notice"**

**"Termination Notice"**

Reimbursable Expenses and other sums due from the Buyer under this Contract detailed in the information are properly payable;

the tender submitted by the Supplier to the Buyer and annexed to or referred to in Schedule 4 (Tender);

the activities to be performed by the Supplier pursuant to the Exit Plan, and other assistance required by the Buyer pursuant to the Termination Assistance Notice;

the period specified in a Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to Paragraph 5.2 of Schedule 30 (Exit Management);

has the meaning given to it in Paragraph 5.1 of Schedule 30 (Exit Management);

a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract on a specified date and setting out the grounds for termination;

**"Test Issue"** any variance or non-conformity of the Deliverables

or Deliverables from their requirements as set out in this Contract;

**"Test Plan"** a plan:

1. for the Testing of the Deliverables; and
2. setting out other agreed criteria related to the achievement of Milestones;

### "Tests and Testing"

any tests required to be carried out pursuant to this Contract as set out in the Test Plan or elsewhere in this Contract and "**Tested**" shall be construed accordingly;

**"Third Party IPR"** Intellectual Property Rights owned by a third party

which is or will be used by the Supplier for the purpose of providing the Deliverables;

### "Third Party IPR Licence"

means a licence to the Third Party IPR as set out in Paragraph 1.6 of Schedule 36 (Intellectual Property Rights);

|  |  |
| --- | --- |
| **"Transparency Information"** | the Transparency Reports and the content of this Contract, including any changes to this Contract agreed from time to time, except for –   1. any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Buyer; and 2. Commercially Sensitive Information; |
| **"Transparency Reports"** | the information relating to the Deliverables and performance pursuant to this Contract which the Supplier is required to provide to the Buyer in accordance with the reporting requirements in Schedule 6 (Transparency Reports); |
| **"UK GDPR"** | has the meaning as set out in section 3(10) of the DPA 2018, supplemented by section 205(4) of the DPA 2018; |
| **"Variation"** | means a variation to this Contract; |
| **"Variation Form"** | the form set out in Schedule 21 (Variation Form); |
| **"Variation Procedure"** | the procedure set out in Clause 28 (Changing the contract); |
| **"VAT"** | value added tax in accordance with the provisions of the Value Added Tax Act 1994; |
| **"VCSE"** | a non-governmental organisation that is value- driven and which principally reinvests its surpluses to further social, environmental or cultural objectives; |
| **"Verification Period"** | has the meaning given to it in the table in Annex 2 of Schedule 3 (Charges); |
| **"Work Day"** | 7.5 Work Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day; |
| **"Work Hours"** | the hours spent by the Supplier Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks; |
| **"Worker"** | any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax |

Arrangements of Public Appointees) (https://[www.gov.uk/government/publications/proc](http://www.gov.uk/government/publications/proc) urement-policy-note-0815-tax-arrangements-of- appointees) applies in respect of the Deliverables; and

**"Working Day"** any day other than a Saturday or Sunday or public

holiday in England and Wales unless specified otherwise by the Parties in the Award Form.

# Schedule 20 (Processing Data)

***[Guidance: the Buyer will be the Controller, and the Supplier the Processor in the vast majority of cases. If you believe another data processing scenario applies, such as the Parties being Joint or Independent Controllers, you must speak to your data protection team or DPO. Making the Supplier a Controller over Buyer information can create risks for you as a Buyer, and you must make sure you understand the consequences of this.]***

### Status of the Controller

* 1. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:
     1. "Controller" in respect of the other Party who is "Processor";
     2. "Processor" in respect of the other Party who is "Controller";
     3. "Joint Controller" with the other Party;
     4. "Independent Controller" of the Personal Data where the other Party is also "Controller",

in respect of certain Personal Data under a Contract and shall specify in Annex [1](#_bookmark12) *(*Processing Personal Data*)* which scenario they think shall apply in each situation.

### Where one Party is Controller and the other Party its Processor

* 1. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex [1](#_bookmark12) *(*Processing Personal Data) by the Controller and may not be determined by the Processor.
  2. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
  3. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
     1. a systematic description of the envisaged Processing and the purpose of the Processing;
     2. an assessment of the necessity and proportionality of the Processing in relation to the Services;
     3. an assessment of the risks to the rights and freedoms of Data Subjects; and
     4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
  4. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under this Contract:
     1. process that Personal Data only in accordance with Annex [1](#_bookmark12) *(*Processing Personal Data) unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller before Processing the Personal Data unless prohibited by Law;
     2. ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 18.4 of the Core Terms*,* which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
        1. nature of the data to be protected;
        2. harm that might result from a Data Loss Event;
        3. state of technological development; and
        4. cost of implementing any measures.
     3. ensure that:
        1. the Processor Personnel do not Process Personal Data except in accordance with this Contract (and in particular Annex [1](#_bookmark12) *(*Processing Personal Data));
        2. it uses best endeavours to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
           1. are aware of and comply with the Processor’s duties under this Schedule 20, Clauses 18 (Data protection), 19 (What you must keep confidential) and 20 (When you can share information);
           2. are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
           3. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by this Contract; and
           4. have undergone adequate training in the use, care, protection and handling of Personal Data;
     4. not transfer Personal Data outside of the UK and/or the EEA unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
        1. the destination country has been recognised as adequate by the UK government in accordance with Article 45 of the UK GDPR (or section 74Aof DPA 2018) and/or the transfer is in

accordance with Article 45 of the EU GDPR (where applicable); or

* + - 1. the Controller and/or the Processor have provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 of the DPA 2018) and/or Article 46 of the EU GDPR (where applicable) as determined by the Controller which could include relevant parties entering into:
         1. where the transfer is subject to UK GDPR:

the International Data Transfer Agreement issued by the Information Commissioner under S119A(1) of the DPA 2018 (the "**IDTA**"); or

the European Commission’s Standard Contractual Clauses per decision 2021/914/EU or such updated version of such Standard Contractual Clauses as are published by the European Commission from time to time ("**EU SCCs**") together with the UK International Data Transfer Agreement Addendum to the EU SCCs (the "**Addendum**"), as published by the Information Commissioner’s Office from time to time under section 119A(1) of the DPA 2018; and/or

* + - * 1. where the transfer is subject to EU GDPR, the EU SCCs,

as well as any additional measures determined by the Controller being implemented by the importing party;

* + - 1. the Data Subject has enforceable rights and effective legal remedies;
      2. the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
      3. the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data.
    1. at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of this Contract unless the Processor is required by Law to retain the Personal Data.
  1. Subject to Paragraph [2.6](#_bookmark9) of this Schedule 20, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with this Contract it:
     1. receives a Data Subject Access Request (or purported Data Subject Access Request);
     2. receives a request to rectify, block or erase any Personal Data;
     3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
     4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under this Contract;
     5. receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
     6. becomes aware of a Data Loss Event.
  2. The Processor’s obligation to notify under Paragraph [2.5](#_bookmark8) of this Schedule 20 shall include the provision of further information to the Controller, as details become available.
  3. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Paragraph [2.5](#_bookmark8) of this Schedule 20 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:
     1. the Controller with full details and copies of the complaint, communication or request;
     2. such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
     3. the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
     4. assistance as requested by the Controller following any Data Loss Event; and/or
     5. assistance as requested by the Controller with respect to any request from the Information Commissioner’s Office or any other regulatory authority, or any consultation by the Controller with the Information Commissioner's Office or any other regulatory authority.
  4. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Schedule 20. This requirement does not apply where the Processor employs fewer than two hundred and fifty (250) staff, unless:
     1. the Controller determines that the Processing is not occasional;
     2. the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
     3. the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
  5. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller’s designated auditor.
  6. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
  7. Before allowing any Subprocessor to Process any Personal Data related to this Contract, the Processor must:
     1. notify the Controller in writing of the intended Subprocessor and Processing;
     2. obtain the written consent of the Controller;
     3. enter into a written agreement with the Subprocessor which gives effect to the terms set out in this Schedule 20 such that they apply to the Subprocessor; and
     4. provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
  8. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
  9. The Parties agree to take account of any guidance issued by the Information Commissioner’s Office or any other regulatory authority. The Buyer may on not less than thirty (30) Working Days’ notice to the Supplier amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner’s Office or any other regulatory authority.

### Where the Parties are Joint Controllers of Personal Data

In the event that the Parties are Joint Controllers in respect of Personal Data under this Contract, the Parties shall implement Paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in Annex [2](#_bookmark13) (Joint Controller Agreement) to this Schedule 20 (Processing Data).

### Independent Controllers of Personal Data

* 1. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
  2. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
  3. Where a Party has provided Personal Data to the other Party in accordance with Paragraph [4.2](#_bookmark10) of this Schedule 20 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
  4. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of this Contract.
  5. The Parties shall only provide Personal Data to each other:
     1. to the extent necessary to perform their respective obligations under this Contract;
     2. in compliance with the Data Protection Legislation (including by ensuring all required fair processing information has been given to affected Data Subjects);
     3. where the provision of Personal Data from one Party to another involves transfer of such data to outside the UK and/or the EEA, if the prior written consent of the non-transferring Party has been obtained and the following conditions are fulfilled:
        1. the destination country has been recognised as adequate by the UK government in accordance with Article 45 of the UK GDPR or DPA 2018 Section 74A and/or Article 45 of the EU GDPR (where applicable); or
        2. the transferring Party has provided appropriate safeguards in relation to the transfer (whether in accordance with Article 46 of the UK GDPR or DPA 2018 Section 75 and/or Article 46 of the EU GDPR (where applicable)) as determined by the non-transferring Party which could include:
           1. where the transfer is subject to UK GDPR:

the International Data Transfer Agreement (the "**IDTA**") ""as published by the Information Commissioner’s Office or such updated version of such IDTA as is published by the Information Commissioner’s Office under section 119A(1) of the DPA 2018 from time to time; or

the European Commission’s Standard Contractual Clauses per decision 2021/914/EU or such updated version of such Standard Contractual Clauses as are published by the European Commission from time to time (the "**EU SCCs**"), together with the UK International Data Transfer Agreement Addendum to the EU SCCs (the "**Addendum**") as published by the Information Commissioner’s Office from time to time; and/or

* + - * 1. where the transfer is subject to EU GDPR, the EU SCCs,

as well as any additional measures determined by the Controller being implemented by the importing party;

* + - 1. the Data Subject has enforceable rights and effective legal remedies;
      2. the transferring Party complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the non- transferring Party in meeting its obligations); and
      3. the transferring Party complies with any reasonable instructions notified to it in advance by the non-transferring Party with respect to the processing of the Personal Data; and
    1. where it has recorded it in Annex [1](#_bookmark12) *(*Processing Personal Data*).*
  1. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.
  2. A Party Processing Personal Data for the purposes of this Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
  3. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to this Contract ("**Request Recipient**"):
     1. the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
     2. where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
        1. promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
        2. provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
  4. Each Party shall promptly notify the other Party upon it becoming aware of any Data Loss Event relating to Personal Data provided by the other Party pursuant to this Contract and shall:
     1. do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Data Loss Event;
     2. implement any measures necessary to restore the security of any compromised Personal Data;
     3. work with the other Party to make any required notifications to the Information Commissioner’s Office or any other regulatory authority and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
     4. not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
  5. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under this Contract as specified in Annex [1](#_bookmark12) *(*Processing Personal Data*).*
  6. Personal Data shall not be retained or processed for longer than is necessary to perform each Party’s respective obligations under this Contract which is specified in Annex [1](#_bookmark12) *(*Processing Personal Data).
  7. Notwithstanding the general application of Paragraphs [2.1](#_bookmark7) to 2.14 of this Schedule 20 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with Paragraphs

[4.2](#_bookmark10) to [4.12](#_bookmark11) of this Schedule 20.

# Annex 1 - Processing Personal Data

1. This Annex shall be completed by the Controller, who may take account of the view of the Processor, however the final decision as to the content of this Annex shall be with the Buyer at its absolute discretion.
   1. The contact details of the Buyer’s Data Protection Officer are: **[Insert**

Contact details]

* 1. The contact details of the Supplier’s Data Protection Officer are: **[Insert**

Contact details]

* 1. The Processor shall comply with any further written instructions with respect to Processing by the Controller.
  2. Any such further instructions shall be incorporated into this Annex.

***[Guidance: the Buyer will be the Controller, and the Supplier the Processor in the vast majority of cases. If you believe another data processing scenario applies, such as the Parties being Joint or Independent Controllers, you must speak to your data protection team or DPO.]***

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of Controller for each Category of Personal Data | **The Buyer is Controller and the Supplier is Processor**  The Parties acknowledge that in accordance with Paragraph 2 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:   * **[Insert** the scope of Personal Data which the purposes and means of the Processing by the Supplier is determined by the Buyer]   **The Supplier is Controller and the Buyer is Processor**  The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Buyer is the Processor in accordance with Paragraph 2 of the following Personal Data:   * **[Insert** the scope of Personal Data which the purposes and means of the Processing by the Buyer is determined by the Supplier]   **The Parties are Joint Controllers**  The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:   * **[Insert** the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]   **The Parties are Independent Controllers of Personal Data** |

|  |  |
| --- | --- |
| **Description** | **Details** |
|  | The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:   * Personally identifiable information *of* Supplier Personnel for which the Supplier is the Controller, * Personally identifiable information of any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer’s duties under this Contract) for which the Buyer is the Controller, * **[Insert** the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1) the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Buyer cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Buyer]   ***[Guidance where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]*** |
| Subject matter of the Processing | **[Insert** This should be a high level, short description of what the processing is about i.e. its subject matter of the contract.  Example: The processing is needed in order to ensure that the Processor can effectively deliver the contract to provide [insert description of relevant service]. ] |
| Duration of the Processing | **[Insert** Clearly set out the duration of the Processing including dates] |
| Nature and purposes of the Processing | **[Insert** Please be as specific as possible, but make sure that you cover all intended purposes.  The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.  The purpose might include: employment processing, statutory obligation, recruitment assessment etc] |

|  |  |
| --- | --- |
| **Description** | **Details** |
| Type of Personal Data being Processed | **[Insert** Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc] |
| Categories of Data Subject | **[Insert** Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc] |
| Plan for return and destruction of the data once the Processing is complete  UNLESS  requirement under law to preserve that type of data | **[Insert** Describe how long the data will be retained for, how it be returned or destroyed] |
| Locations at which the Supplier and/or its Sub-contractors process Personal Data under this Contract and international transfers and legal gateway | [**Clearly** identify each location, explain where geographically personal data may be stored or accessed from. Explain the legal gateway you are relying on to export the data e.g. adequacy decision, EU SCCs, UK IDTA. Annex any SCCs or IDTA to this contract] |
| Protective Measures that the Supplier and, where applicable, its Sub-contractors have implemented to protect Personal Data processed under this Contract Agreement against a breach of security (insofar as that breach of security relates to data) or a Data Loss Event | [**Please** be as specific as possible] |

# Annex 2 - Joint Controller Agreement

### Joint Controller Status and Allocation of Responsibilities

* 1. With respect to Personal Data under Joint Control of the Parties, the Parties envisage that they shall each be a Data Controller in respect of that Personal Data in accordance with the terms of this Annex [2](#_bookmark13) (Joint Controller Agreement) in replacement of Paragraph [2](#_bookmark6) of this Schedule 20 (Where one Party is Controller and the other Party is Processor) and Paragraphs [4.2](#_bookmark10)-

[4.12](#_bookmark11) of this Schedule 20 (Independent Controllers of Personal Data). Accordingly, the Parties each undertake to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Data Controllers.

* 1. The Parties agree that the [Supplier/Buyer]:
     1. is the exclusive point of contact for Data Subjects and is responsible for using best endeavours to comply with the UK GDPR regarding the exercise by Data Subjects of their rights under the UK GDPR;
     2. shall direct Data Subjects to its Data Protection Officer or suitable alternative in connection with the exercise of their rights as Data Subjects and for any enquiries concerning their Personal Data or privacy;
     3. is solely responsible for the Parties’ compliance with all duties to provide information to Data Subjects under Articles 13 and 14 of the UK GDPR;
     4. is responsible for obtaining the informed consent of Data Subjects, in accordance with the UK GDPR, for Processing in connection with the Services where consent is the relevant legal basis for that Processing; and
     5. shall make available to Data Subjects the essence of this Annex (and notify them of any changes to it) concerning the allocation of responsibilities as Joint Controller and its role as exclusive point of contact, the Parties having used their best endeavours to agree the terms of that essence. This must be outlined in the [Supplier’s/Buyer’s] privacy policy (which must be readily available by hyperlink or otherwise on all of its public facing services and marketing).
  2. Notwithstanding the terms of Paragraph [1.2](#_bookmark14), the Parties acknowledge that a Data Subject has the right to exercise their legal rights under the Data Protection Legislation as against the relevant Party as Controller.

### Undertakings of both Parties

* 1. The Supplier and the Buyer each undertake that they shall:
     1. report to the other Party every [x] months on:
        1. the volume of Data Subject Access Request (or purported Data Subject Access Requests) from Data Subjects (or third parties on their behalf);
        2. the volume of requests from Data Subjects (or third parties on their behalf) to rectify, block or erase any Personal Data;
        3. any other requests, complaints or communications from Data Subjects (or third parties on their behalf) relating to the other Party’s obligations under applicable Data Protection Legislation;
        4. any communications from the Information Commissioner or any other regulatory authority in connection with Personal Data; and
        5. any requests from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law,

that it has received in relation to the subject matter of this Contract during that period;

* + 1. notify each other immediately if it receives any request, complaint or communication made as referred to in Paragraphs [2.1.1(a)](#_bookmark15) to [2.1.1](#_bookmark15)[(e)](#_bookmark16);
    2. provide the other Party with full cooperation and assistance in relation to any request, complaint or communication made as referred to in Paragraphs [1.2](#_bookmark14) and [2.1.1(c)](#_bookmark15) to [2.1.1](#_bookmark15)[(e)](#_bookmark16) to enable the other Party to comply with the relevant timescales set out in the Data Protection Legislation;
    3. not disclose or transfer the Personal Data to any third party unless necessary for the provision of the Services and, for any disclosure or transfer of Personal Data to any third party, (save where such disclosure or transfer is specifically authorised under this Contract or is required by Law) that disclosure or transfer of Personal Data is otherwise considered to be lawful processing of that Personal Data in accordance with Article 6 of the UK GDPR or EU GDPR (as the context requires). For the avoidance of doubt, the third party to which Personal Data is transferred must be subject to equivalent obligations which are no less onerous than those set out in this Annex;
    4. request from the Data Subject only the minimum information necessary to provide the Services and treat such extracted information as Confidential Information;
    5. ensure that at all times it has in place appropriate Protective Measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction or damage to the Personal Data and unauthorised or unlawful disclosure of or access to the Personal Data;
    6. use best endeavours to ensure the reliability and integrity of any of its Personnel who have access to the Personal Data and ensure that its Personnel:
       1. are aware of and comply with their duties under this Annex [2](#_bookmark13) (Joint Controller Agreement) and those in respect of Confidential Information
       2. are informed of the confidential nature of the Personal Data, are subject to appropriate obligations of confidentiality and do not publish, disclose or divulge any of the Personal Data to any third party where the that Party would not be permitted to do so;
       3. have undergone adequate training in the use, care, protection and handling of personal data as required by the applicable Data Protection Legislation;
    7. ensure that it has in place Protective Measures as appropriate to protect against a Data Loss Event having taken account of the:
       1. nature of the data to be protected;
       2. harm that might result from a Data Loss Event;
       3. state of technological development; and
       4. cost of implementing any measures;
    8. ensure that it has the capability (whether technological or otherwise), to the extent required by Data Protection Legislation, to provide or correct or delete at the request of a Data Subject all the Personal Data relating to that Data Subject that the Supplier holds; and
    9. ensure that it notifies the other Party as soon as it becomes aware of a Data Loss Event;
    10. not transfer such Personal Data outside of the UK and/or the EEA unless the prior written consent of the non-transferring Party has been obtained and the following conditions are fulfilled:
        1. the destination country has been recognised as adequate by the UK government in accordance with Article 45 of the UK GDPR or DPA 2018 Section 74A and/or the transfer is in accordance with Article 45 of the EU GDPR (where applicable); or
        2. the transferring Party has provided appropriate safeguards in relation to the transfer (whether in accordance with Article 46 of the UK GDPR or DPA 2018 Section 75 and/or Article 46 of the EU GDPR (where applicable)) as agreed with the non-transferring Party which could include:
           1. where the transfer is subject to UK GDPR:

the UK International Data Transfer Agreement (the "**IDTA**"), as published by the Information

Commissioner’s Office under section 119A(1) of the DPA 2018 from time to time; or

the European Commission’s Standard Contractual Clauses per decision 2021/914/EU or such updated version of such Standard Contractual Clauses as are published by the European Commission from time to time (the "**EU SCCs**"), together with the UK International Data Transfer Agreement Addendum to the EU SCCs (the "**Addendum**") as published by the Information Commissioner’s Office from time to time; and/or

* + - * 1. where the transfer is subject to EU GDPR, the EU SCCs,

as well as any additional measures determined by the Controller being implemented by the importing party;

* + - 1. the Data Subject has enforceable rights and effective legal remedies;
      2. the transferring Party complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the non- transferring Party in meeting its obligations); and
      3. the transferring Party complies with any reasonable instructions notified to it in advance by the non-transferring Party with respect to the processing of the Personal Data.
  1. Each Joint Controller shall use best endeavours to assist the other Controller to comply with any obligations under applicable Data Protection Legislation and shall not perform its obligations under this Annex in such a way as to cause the other Joint Controller to breach any of its obligations under applicable Data Protection Legislation to the extent it is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

### Data Protection Breach

* 1. Without prejudice to Paragraph [3.2](#_bookmark17), each Party shall notify the other Party promptly and without undue delay, and in any event within forty eight (48) hours, upon becoming aware of any Data Loss Event or circumstances that are likely to give rise to a Data Loss Event, providing the Buyer and its advisors with:
     1. sufficient information and in a timescale which allows the other Party to meet any obligations to report a Data Loss Event under the Data Protection Legislation;
     2. all reasonable assistance, including:
        1. co-operation with the other Party and the Information Commissioner investigating the Data Loss Event and its cause, containing and recovering the compromised Personal Data and compliance with the applicable guidance;
        2. co-operation with the other Party including using such best endeavours as are directed by the Buyer to assist in the investigation, mitigation and remediation of a Data Loss Event;
        3. co-ordination with the other Party regarding the management of public relations and public statements relating to the Data Loss Event; and/or
        4. providing the other Party and to the extent instructed by the other Party to do so, and/or the Information Commissioner investigating the Data Loss Event, with complete information relating to the Data Loss Event, including, without limitation, the information set out in Paragraph [3.2](#_bookmark17).
  2. Each Party shall use best endeavours to restore, re-constitute and/or reconstruct any Personal Data where it has lost, damaged, destroyed, altered or corrupted as a result of a Data Loss Event which is the fault of that Party as if it was that Party’s own data at its own cost with all possible speed and shall provide the other Party with all reasonable assistance in respect of any such Data Loss Event, including providing the other Party, as soon as possible and within forty eight (48) hours of the Data Loss Event relating to the Data Loss Event, in particular:
     1. the nature of the Data Loss Event;
     2. the nature of Personal Data affected;
     3. the categories and number of Data Subjects concerned;
     4. the name and contact details of the Supplier’s Data Protection Officer or other relevant contact from whom more information may be obtained;
     5. measures taken or proposed to be taken to address the Data Loss Event; and
     6. describe the likely consequences of the Data Loss Event.

### Audit

* 1. The Supplier shall permit:
     1. the Buyer, or a third-party auditor acting under the Buyer’s direction, to conduct, at the Buyer’s cost, data privacy and security audits, assessments and inspections concerning the Supplier’s data security and privacy procedures relating to Personal Data, its compliance with this Annex [2](#_bookmark13) and the Data Protection Legislation; and/or
     2. the Buyer, or a third-party auditor acting under the Buyer’s direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 UK GDPR by the Supplier so far as relevant to this Contract, and procedures, including premises under the control of any third party appointed by the Supplier to assist in the provision of the Services.
  2. The Buyer may, in its sole discretion, require the Supplier to provide evidence of the Supplier’s compliance with Paragraph [4.1](#_bookmark18) in lieu of conducting such an audit, assessment or inspection.

### Impact Assessments

The Parties shall:

* 1. provide all reasonable assistance to each other to prepare any Data Protection Impact Assessment as may be required (including provision of detailed information and assessments in relation to Processing operations, risks and measures); and
  2. maintain full and complete records of all Processing carried out in respect of the Personal Data in connection with this Contract, in accordance with the terms of Article 30 UK GDPR.

### ICO Guidance

The Parties agree to take account of any guidance issued by the Information Commissioner, or any other regulatory authority. The Buyer may on not less than thirty (30) Working Days’ notice to the Supplier amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner, or any other regulatory authority.

### Liabilities for Data Protection Breach

***[Guidance: This Paragraph represents a risk share, you may wish to reconsider the apportionment of liability and whether recoverability of losses are likely to be hindered by the contractual limitation of liability provisions]***

* 1. If financial penalties are imposed by the Information Commissioner on either the Buyer or the Supplier for a Data Loss Event ("**Financial Penalties**") then the following shall occur:
     1. if in the view of the Information Commissioner, the Buyer is responsible for the Data Loss Event, in that it is caused as a result of the actions or inaction of the Buyer, its employees, agents, contractors (other than the Supplier) or systems and procedures controlled by the Buyer, then the Buyer shall be responsible for the payment of such Financial Penalties. In this case, the Buyer will conduct an internal audit and engage at its reasonable cost when necessary, an independent third party to conduct an audit of any such Data Loss Event. The Supplier shall provide to the Buyer and its third party investigators and auditors, on request and at the Supplier's reasonable cost, full cooperation and access to conduct a thorough audit of such Data Loss Event;
     2. if in the view of the Information Commissioner, the Supplier is responsible for the Data Loss Event, in that it is not a Data Loss Event that the Buyer is responsible for, then the Supplier shall be responsible for the payment of these Financial Penalties. The Supplier will provide to the Buyer and its auditors, on request and at the Supplier’s sole cost, full cooperation and access to conduct a thorough audit of such Data Loss Event; or
     3. if no view as to responsibility is expressed by the Information Commissioner, then the Buyer and the Supplier shall work together to investigate the relevant Data Loss Event and allocate responsibility for any Financial Penalties as outlined above, or by agreement to split any financial penalties equally if no responsibility for the Data Loss Event can be apportioned. In the event that the Parties do not agree such apportionment then such Dispute shall be referred to the Dispute Resolution Procedure set out in Clause 39 of the Core Terms (Resolving disputes).
  2. If either the Buyer or the Supplier is the defendant in a legal claim brought before a court of competent jurisdiction ("**Court**") by a third party in respect of a Data Loss Event, then unless the Parties otherwise agree, the Party that is determined by the final decision of the court to be responsible for the Data Loss Event shall be liable for the losses arising from such Data Loss Event. Where both Parties are liable, the liability will be apportioned between the Parties in accordance with the decision of the Court.
  3. In respect of any losses, cost claims or expenses incurred by either Party as a result of a Data Loss Event (the "**Claim Losses**"):
     1. if the Buyer is responsible for the relevant Data Loss Event, then the Buyer shall be responsible for the Claim Losses;
     2. if the Supplier is responsible for the relevant Data Loss Event, then the Supplier shall be responsible for the Claim Losses: and
     3. if responsibility for the relevant Data Loss Event is unclear, then the Buyer and the Supplier shall be responsible for the Claim Losses equally.
  4. Nothing in either Paragraph [7.2](#_bookmark19) or Paragraph [7.3](#_bookmark20) shall preclude the Buyer and the Supplier reaching any other agreement, including by way of compromise with a third party complainant or claimant, as to the apportionment of financial responsibility for any Claim Losses as a result of a Data Loss Event, having regard to all the circumstances of the Data Loss Event and the legal and financial obligations of the Buyer.

### Termination

If the Supplier is in Material Default under any of its obligations under this Annex [2](#_bookmark13) (Joint Controller Agreement), the Buyer shall be entitled to terminate this Contract by issuing a Termination Notice to the Supplier in accordance with Clause 14 of the Core Terms (Ending the contract) and the consequences of termination in Clause 14.5.1 of the Core Terms shall apply.

### Sub-Processing

In respect of any Processing of Personal Data performed by a third party on behalf of a Party, that Party shall:

* 1. carry out adequate due diligence on such third party to ensure that it is capable of providing the level of protection for the Personal Data as is required by this Contract, and provide evidence of such due diligence to the other Party where reasonably requested; and
  2. ensure that a suitable agreement is in place with the third party as required under applicable Data Protection Legislation.

### Data Retention

The Parties agree to erase Personal Data from any computers, storage devices and storage media that are to be retained as soon as practicable after it has ceased to be necessary for them to retain such Personal Data under applicable Data Protection Legislation and their privacy policy (save to the extent (and for the limited period) that such information needs to be retained by the Party for statutory compliance purposes or as otherwise required by this Contract), and taking all further actions as may be necessary to ensure its compliance with Data Protection Legislation and its privacy policy.

Schedule 2 (Specification), Crown Copyright 2023, [Subject to Contract]

# Schedule 2 (Specification)

This Schedule sets out what the Buyer wants.

For all Deliverables, the Supplier must help the Buyer comply with any specific applicable Standards of the Buyer.

v.1.2

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# Schedule 3 (Charges)

### 1. How Charges are calculated

* 1. The Charges:
     1. shall be calculated in accordance with the terms of this Schedule;
     2. cannot be increased except as specifically permitted by this Schedule and in particular shall only be subject to Indexation where specifically stated in the Award Form; and
     3. Any variation to the Charges payable under a Contract must be agreed between the Supplier and the Buyer and implemented using the procedure set out in this Schedule.

### The pricing mechanisms

The pricing mechanisms and prices set out in Annex 1 shall be available for use in calculation of Charges in this Contract.

### Are costs and expenses included in the Charges

* 1. **T**he Charges shall include all costs and expenses relating to the provision of Deliverables. No further amounts shall be payable in respect of matters such as:
     1. incidental expenses such as travel, subsistence and lodging, document or report reproduction, shipping, desktop or office equipment costs, network or data interchange costs or other telecommunications charges; or
     2. costs incurred prior to the commencement of this Contract.

### When the Supplier can ask to change the Charges

* 1. The Charges will be fixed for the first **[Insert:** number] years following the Start Date (the date of expiry of such period is a "**Review Date**"). After this Charges can only be adjusted on each following yearly anniversary (the date of each such anniversary is also a "**Review Date**").
  2. The Supplier shall give the Buyer at least three (3) Months' notice in writing prior to a Review Date where it wants to request an increase. If the Supplier

does not give notice in time then it will only be able to request an increase prior to the next Review Date.

* 1. Any notice requesting an increase shall include:
     1. a list of the Charges to be reviewed;
     2. for each of the Charges under review, written evidence of the justification for the requested increase including:

1. [a breakdown of the profit and cost components that comprise the relevant part of the Charges; ]

***[Guidance Note: Consider requesting a breakdown of the cost and profit elements for each line item (or similar groups of line items) in the Charges as part of the initial procurement. This provides a benchmark against which future price reviews can be checked]***

1. [details of the movement in the different identified cost components of the relevant Charge;]
2. [reasons for the movement in the different identified cost components of the relevant Charge;]
3. [evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components; and]
4. [evidence that the Supplier’s profit component of the relevant Charge is no greater than that applying to Charges using the same pricing mechanism as at the Effective

Date.]

***[Guidance Note: Add anything else the Buyer expects to see from Suppliers. This assumes the Supplier will not be entitled to an increase in the profit element. It may be argued by suppliers that general inflationary pressure devalues the profit element and it too should be increased by an appropriate price index.]***

* 1. The Buyer shall consider each request for a price increase. The Buyer may grant Approval to an increase at its sole discretion.

5.5 [Any Approval granted by the Buyer pursuant to Paragraph 5.4 shall be on the condition that the change to the Charges will not result in the Supplier Profit Margin exceeding the Maximum Permitted Profit Margin.]

5.6 Where the Buyer approves an increase then it will be implemented from the first (1st) Working Day following the relevant Review Date or such later date as the Buyer may determine at its sole discretion and Annex 1 shall be updated accordingly.

### Other events that allow the Supplier to change the Charges

* 1. The Charges can also be varied (and Annex 1 will be updated accordingly) due to:
     1. a Specific Change in Law in accordance with Clauses

28.6 to 28.8;

* + 1. **[Delete** if there is no Benchmarking Schedule: a benchmarking review in accordance with Schedule 12 (Benchmarking)];
    2. a request from the Supplier, which it can make at any time, to decrease the Charges;
    3. [**Delete** 6.1.5 if Paragraph 7 is not used: indexation, where Annex 1 states that a particular Charge or any component is “subject to Indexation” in which event Paragraph 7 below shall apply; and]
    4. verification of the Allowable Assumptions in accordance with Paragraph 9.

### [Delete Paragraph if not applicable: When the Charges are linked to inflation] [Guidance: see Paragraph 4.4 of the [MSC Guidance](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs) document for further guidance regarding indexation. Financial Transparency Objectives can be a helpful compliment to Indexation (where proportionate to use)]

* 1. Where **[Insert** if other items are subject to variation: any amounts][the Charges] are stated to be "subject to Indexation" they shall be adjusted in line with changes in the **[Insert** name of appropriate price index (or indices) published by the Office of National Statistics or other reputable source**]** (the “**Index**”) pursuant to Paragraph 7.4. All other costs, expenses, fees and charges shall not be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Supplier.
  2. The following costs, expenses, fees or charges included in the Charges shall not be subject to adjustment under this Paragraph 7 and shall not be included in the relevant amount or sum for the purposes of Paragraph 7.1:
     1. Any costs charged by the Supplier to the Buyer in respect of Supplier Assets or Buyer Assets (including capital costs and installation, maintenance and support costs)

which are incurred by the Supplier prior to the relevant adjustment date but which remain to be recovered through the Charges.

* 1. Charges shall not be indexed during the first **[Insert:** number] years following the Start Date (the “**Non-Indexation Period**”).
  2. Where Annex 1 states a Charge is subject to Indexation then it will be indexed on the date which is one year after the end of the Non- Indexation Period to reflect the percentage change in the Index during the one year period immediately following the end of the Non- Indexation Period. Subsequent adjustments shall take place on each following yearly anniversary to reflect the percentage change in the Index since the previous change.

1. Where the Index:
   1. used to carry out an indexation calculation is updated (for example due to it being provisional) then the indexation calculation shall also be updated unless the Buyer and the Supplier agree otherwise; or
   2. is no longer published, the Buyer and the Supplier shall agree an appropriate replacement index which shall cover to the maximum extent possible the same economic activities as the original index.]

# Annex 1: Pricing Schedule

INSERT

# Schedule 5 (Commercially Sensitive Information)

### What is the Commercially Sensitive Information?

* 1. In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
  2. Where possible, the Parties have sought to identify when any relevant information will cease to fall into the category of information to which this Schedule applies in the table below and in the Award Form (which shall be deemed incorporated into the table below).
  3. Without prejudice to the Buyer's obligation to disclose information in accordance with FOIA or Clause 20 (When you can share information), the Buyer will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following information:

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Date** | **Item(s)** | **Duration of Confidentiality** |
|  | **[insert** date] | **[insert** details] | **[insert** duration] |

# Schedule 7 (Staff Transfer)

**Part A: Short Form Security Requirements**

### Definitions

* + - 1. In this Schedule, the following words shall have the following meanings and they shall supplement Schedule 1 (Definitions):

|  |  |
| --- | --- |
| **Breach of Security"** | the occurrence of:   1. any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("**ICT**"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or 2. the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,   in either case as more particularly set out in the Security Policy where the Buyer has required compliance there with in accordance with Paragraph 2.1; and |
| **Security Management Plan"** | the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time. |

### Complying with security requirements and updates to them

* + - 1. The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer it shall also comply with the Security Policy and ICT Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy and ICT Policy.
      2. Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.
      3. If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
      4. Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.

### Security Standards

* + - 1. The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
      2. The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security for its own system and any cloud services used which:
         1. is in accordance with the Law and this Contract;
         2. as a minimum demonstrates Good Industry Practice;
         3. meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data;
         4. where specified by the Buyer in accordance with Paragraph 2.1 complies with the Security Policy and the ICT Policy; and
         5. complies with the 14 Cloud Security Principles available

at: [https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025?q=https%3A//www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles&sa=D&source=docs&ust=1668002333005644&usg=AOvVaw1vt822xrHohIXtaGtG5BMz) [principles](https://www.google.com/url?q=https%3A//www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles&sa=D&source=docs&ust=1668002333005644&usg=AOvVaw1vt822xrHohIXtaGtG5BMz). The Supplier must document how it and any cloud service providers they use comply with these principles, and provide this documentation upon request by the Buyer.

* + - 1. The references to standards, guidance and policies contained or set out in Paragraph 3.2 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
      2. In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

### Security Management Plan

* + - 1. **Introduction**

The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

### Content of the Security Management Plan

The Security Management Plan shall:

* + - * 1. comply with the principles of security set out in Paragraph 3 and any

other provisions of this Contract relevant to security;

* + - * 1. identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
        2. detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the provision of the Deliverables, the Buyer Premises, the Sites and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that information, data and/or the Deliverables;
        3. be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly

or indirectly have an impact on that information, data and/or the Deliverables;

* + - * 1. set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
        2. set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with the Security Policy as set out in Paragraph 2.1; and
        3. be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

### Development of the Security Management Plan

* + - * 1. Within twenty (20) Working Days after the Effective Date and in accordance with Paragraph 4.4, the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
        2. If the Security Management Plan submitted to the Buyer in accordance with Paragraph 4.3.1, or any subsequent revision to it in accordance with Paragraph 4.4, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
        3. The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph 4.3.2. However, a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph 4.2 shall be deemed to be reasonable.
        4. Approval by the Buyer of the Security Management Plan pursuant to Paragraph 4.3.3 or of any change to the Security Management Plan in accordance with Paragraph 4.4 shall not relieve the Supplier of its obligations under this Schedule.

### Amendment of the Security Management Plan

* + - * 1. The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:

emerging changes in Good Industry Practice;

any change or proposed change to the Deliverables and/or associated processes;

where necessary in accordance with Paragraph 2.2, any change to the Security Policy;

any new perceived or changed security threats; and

any reasonable change in requirements requested by the Buyer.

* + - * 1. The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include:

suggested improvements to the effectiveness of the Security Management Plan;

updates to the risk assessments; and

suggested improvements in measuring the effectiveness of controls.

* + - * 1. Subject to Paragraph 4.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph 4.4.1, a request by the Buyer or otherwise) shall be subject to the Variation Procedure.
        2. The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

### Security breach

* + - 1. Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
      2. Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 5.1, the Supplier shall:
         1. immediately use all reasonable endeavours (which shall include any action or changes reasonably required by the Buyer) necessary to:

minimise the extent of actual or potential harm caused by any Breach of Security;

remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;

prevent an equivalent breach in the future exploiting the same cause failure; and

as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.

* + - 1. In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non- compliance of the Security Management Plan with the Security Policy (where relevant in accordance with Paragraph 2.1) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

# Schedule 16 (Security)

***[Guidance Note: Buyer to select whether or when Part A (Short Form Security Requirements) or Part B (Long Form Security Requirements) should apply.***

***Part B should be considered where there is a high level of risk to personal or sensitive data.***

***The Cabinet Office Information Assurance Team has produced some stand- alone security schedules (available on*** [***https://www.security.gov.uk/guidance/procurement-security-contracts/***](https://www.security.gov.uk/guidance/procurement-security-contracts/) ***) and Buyers may therefore wish to consider whether they would like to include these instead.]***

# Part A: Short Form Security Requirements

### Definitions

* 1. In this Schedule, the following words shall have the following meanings and they shall supplement Schedule 1 (Definitions):

|  |  |
| --- | --- |
| **"Breach of Security"** | the occurrence of:   1. any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("**ICT**"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or 2. the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,   in either case as more particularly set out in the Security Policy where the Buyer has required compliance there with in accordance with Paragraph [2.1](#_bookmark21); and |
| **"Security Management Plan"** | the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time. |

### Complying with security requirements and updates to them

* 1. The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer it shall also

comply with the Security Policy and ICT Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy and ICT Policy.

* 1. Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.
  2. If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
  3. Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.

### Security Standards

* 1. The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
  2. The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security for its own system and any cloud services used which:
     1. is in accordance with the Law and this Contract;
     2. as a minimum demonstrates Good Industry Practice;
     3. meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data;
     4. where specified by the Buyer in accordance with Paragraph [2.1](#_bookmark21) complies with the Security Policy and the ICT Policy; and
     5. complies with the 14 Cloud Security Principles available

at: [https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs?q=https%3A//www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles&sa=D&source=docs&ust=1668002333005644&usg=AOvVaw1vt822xrHohIXtaGtG5BMz) [principles](https://www.google.com/url?q=https%3A//www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles&sa=D&source=docs&ust=1668002333005644&usg=AOvVaw1vt822xrHohIXtaGtG5BMz). The Supplier must document how it and any cloud service providers they use comply with these principles, and provide this documentation upon request by the Buyer.

* 1. The references to standards, guidance and policies contained or set out in Paragraph [3.2](#_bookmark24) shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
  2. In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

### Security Management Plan

* 1. **Introduction**

The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

### Content of the Security Management Plan

The Security Management Plan shall:

* + 1. comply with the principles of security set out in Paragraph [3](#_bookmark23) and any other provisions of this Contract relevant to security;
    2. identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
    3. detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the provision of the Deliverables, the Buyer Premises, the Sites and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that information, data and/or the Deliverables;
    4. be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that information, data and/or the Deliverables;
    5. set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
    6. set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with the Security Policy as set out in Paragraph [2.1](#_bookmark21); and
    7. be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

### Development of the Security Management Plan

* + 1. Within twenty (20) Working Days after the Effective Date and in accordance with Paragraph [4.4](#_bookmark29), the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
    2. If the Security Management Plan submitted to the Buyer in accordance with Paragraph [4.3.1](#_bookmark26), or any subsequent revision to it in accordance with Paragraph [4.4](#_bookmark29), is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
    3. The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph [4.3.2](#_bookmark27). However, a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph [4.2](#_bookmark25) shall be deemed to be reasonable.
    4. Approval by the Buyer of the Security Management Plan pursuant to Paragraph [4.3.3](#_bookmark28) or of any change to the Security Management Plan in accordance with Paragraph [4.4](#_bookmark29) shall not relieve the Supplier of its obligations under this Schedule.

### Amendment of the Security Management Plan

* + 1. The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:
       1. emerging changes in Good Industry Practice;
       2. any change or proposed change to the Deliverables and/or associated processes;
       3. where necessary in accordance with Paragraph [2.2](#_bookmark22), any change to the Security Policy;
       4. any new perceived or changed security threats; and
       5. any reasonable change in requirements requested by the Buyer.
    2. The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include:
       1. suggested improvements to the effectiveness of the Security Management Plan;
       2. updates to the risk assessments; and
       3. suggested improvements in measuring the effectiveness of controls.
    3. Subject to Paragraph [4.4.4](#_bookmark31), any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph [4.4.1](#_bookmark30), a request by the Buyer or otherwise) shall be subject to the Variation Procedure.
    4. The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

### Security breach

* 1. Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
  2. Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph [5.1](#_bookmark44), the Supplier shall:
     1. immediately use all reasonable endeavours (which shall include any action or changes reasonably required by the Buyer) necessary to:
        1. minimise the extent of actual or potential harm caused by any Breach of Security;
        2. remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
        3. prevent an equivalent breach in the future exploiting the same cause failure; and
        4. as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting

mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.

* 1. In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with Paragraph [2.1](#_bookmark21)) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

# Part B: Long Form Security Requirements

### Definitions

* 1. In this Schedule the following words shall have the following meanings and they shall supplement Schedule 1 (Definitions):

|  |  |
| --- | --- |
| **"Breach of Security"** | means the occurrence of:   1. any unauthorised access to or use of the Goods and/or Deliverables, the Sites and/or any Information and Communication Technology ("**ICT**"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or 2. the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,   in either case as more particularly set out in the security requirements in the Security Policy where the Buyer has required compliance therewith in accordance with Paragraph [3.4.3](#_bookmark36)[(d)](#_bookmark37); |
| **"ISMS"** | the information security management system and process developed by the Supplier in accordance with Paragraph [3](#_bookmark23) (ISMS) as updated from time to time in accordance with this Schedule; and |
| **"Security Tests"** | tests to validate the ISMS and security of all relevant processes, systems, incident response plans, patches to vulnerabilities and mitigations to Breaches of Security. |

### Security Requirements

* 1. The Parties acknowledge that the purpose of the ISMS and Security Management Plan are to ensure a good organisational approach to security under which the specific requirements of this Contract will be met.
  2. The Parties shall each appoint a security representative to be responsible for Security. The initial security representatives of the Parties are:
     1. [**insert** security representative of the Buyer]
     2. [**insert** security representative of the Supplier]
  3. The Buyer shall clearly articulate its high level security requirements so that the Supplier can ensure that the ISMS, security related activities and any mitigations are driven by these fundamental needs.
  4. Both Parties shall provide a reasonable level of access to any members of their staff for the purposes of designing, implementing and managing security.
  5. The Supplier shall use as a minimum Good Industry Practice in the day to day operation of any system holding, transferring or processing Government Data and any system that could directly or indirectly have an impact on that information, and shall ensure that Government Data remains under the effective control of the Supplier at all times other than in relation to Government Data which is licenced by the Supplier.
  6. The Supplier shall ensure the up-to-date maintenance of a security policy relating to the operation of its own organisation and systems and on request shall supply this document as soon as practicable to the Buyer.
  7. The Buyer and the Supplier acknowledge that information security risks are shared between the Parties and that a compromise of either the Supplier or the Buyer’s security provisions represents an unacceptable risk to the Buyer requiring immediate communication and co-operation between the Parties.

### Information Security Management System (ISMS)

* 1. The Supplier shall develop and submit to the Buyer, within twenty (20) Working Days after the Effective Date, an information security management system for the purposes of this Contract and shall comply with the requirements of Paragraphs [3.4](#_bookmark35) to [3.6](#_bookmark39).
  2. The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on the security provided by the ISMS and that the Supplier shall be responsible for the effective performance of the ISMS.
  3. The Buyer acknowledges that:
     1. If the Buyer has not stipulated that it requires a bespoke ISMS, the ISMS provided by the Supplier may be an extant ISMS covering the Services and their implementation across the Supplier’s estate; and
     2. Where the Buyer has stipulated that it requires a bespoke ISMS then the Supplier shall be required to present the ISMS for the Buyer’s Approval.
  4. The ISMS shall:
     1. if the Buyer has stipulated that it requires a bespoke ISMS, be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, the Supplier System, the Buyer System (to the extent that it is under the control of the Supplier) and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract;
     2. meet the relevant standards in ISO/IEC 27001 (at least ISO/IEC 27001:2013) and ISO/IEC27002, in accordance with Paragraph [7](#_bookmark49);
     3. at all times provide a level of security which:
        1. is in accordance with the Law and this Contract;
        2. complies with the Baseline Security Requirements;
        3. as a minimum demonstrates Good Industry Practice;
        4. where specified by a Buyer, complies with the Security Policy and the ICT Policy;
        5. complies with at least the minimum set of security measures and standards as determined by the Security Policy Framework (Tiers 1-4) ([https://www.gov.uk/government/publications/security-](https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework) [policy-framework/hmg-security-policy-framework](https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies))
        6. takes account of guidance issued by the Centre for Protection of National Infrastructure ([https://www.cpni.gov.uk](http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/))
        7. complies with HMG Information Assurance Maturity Model and Assurance Framework ([https://www.ncsc.gov.uk/articles/hmg-ia-maturity-model-](https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies) [iamm](https://www.ncsc.gov.uk/articles/hmg-ia-maturity-model-iamm))
        8. complies with the 14 Cloud Security Principles ([https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-](https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles) [principles](https://www.google.com/url)). The Supplier must document how the ISMS complies with these principles, and provide this documentation upon request by the Buyer;
        9. meets any specific security threats of immediate relevance to the ISMS, the Deliverables and/or Government Data;
        10. addresses issues of incompatibility with the Supplier’s own organisational security policies; and
        11. complies with ISO/IEC 27001 (at least ISO/IEC 27001:2013) and ISO/IEC27002 in accordance with Paragraph [7](#_bookmark49);
     4. document the security incident management processes and incident response plans;
     5. document the vulnerability management policy including processes for identification of system vulnerabilities and assessment of the potential impact on the Deliverables of any new threat, vulnerability or exploitation technique of which the Supplier becomes aware, prioritisation of security patches, testing of security patches, application of security patches, a process for Buyer approvals of exceptions, and the reporting and audit mechanism detailing the efficacy of the patching policy; and
     6. be certified by (or by a person with the direct delegated authority of) a Supplier’s main board representative, being the "Chief Security Officer", "Chief Information Officer", "Chief Technical Officer" or "Chief Financial Officer" (or equivalent as agreed in writing by the

Buyer in advance of issue of the relevant Security Management Plan).

* 1. Subject to Paragraph [2](#_bookmark32) the references to Standards, guidance and policies contained or set out in Paragraph [3.4](#_bookmark35) shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
  2. In the event that the Supplier becomes aware of any inconsistency in the provisions of the standards, guidance and policies set out in Paragraph [3.4](#_bookmark35), the Supplier shall immediately notify the Buyer Representative of such inconsistency and the Buyer Representative shall, as soon as practicable, notify the Supplier as to which provision the Supplier shall comply with.
  3. If the bespoke ISMS submitted to the Buyer pursuant to Paragraph [3.3.1](#_bookmark34) is Approved by the Buyer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Schedule. If the ISMS is not Approved by the Buyer, the Supplier shall amend it within ten

(10) Working Days of a notice of non-approval from the Buyer and re-submit it to the Buyer for Approval. The Parties shall use all reasonable endeavours to ensure that the Approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of the first submission of the ISMS to the Buyer. If the Buyer does not Approve the ISMS following its resubmission, the matter shall be resolved in accordance with the Dispute Resolution Procedure. No Approval to be given by the Buyer pursuant to this Paragraph [3](#_bookmark33) may be unreasonably withheld or delayed. However any failure to approve the ISMS on the grounds that it does not comply with any of the requirements set out in Paragraphs [3.4](#_bookmark35)

to [3.6](#_bookmark39) shall be deemed to be reasonable.

* 1. Approval by the Buyer of the ISMS pursuant to Paragraph [3.7](#_bookmark40) or of any change to the ISMS shall not relieve the Supplier of its obligations under this Schedule.

### Security Management Plan

* 1. Within twenty (20) Working Days after the Effective Date, the Supplier shall prepare and submit to the Buyer for Approval in accordance with Paragraph [4](#_bookmark41) fully developed, complete and up-to-date Security Management Plan which shall comply with the requirements of

Paragraph [4.2](#_bookmark42).

* 1. The Security Management Plan shall:
     1. be based on the initial Security Management Plan set out in Annex [2](#_bookmark57) (Security Management Plan);
     2. comply with the Baseline Security Requirements and, where specified by the Buyer in accordance with Paragraph [3.4.3](#_bookmark36)[(d)](#_bookmark37), the Security Policy;
     3. identify the necessary delegated organisational roles defined for those responsible for ensuring this Schedule is complied with by the Supplier;
     4. detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Goods and/or Services, processes associated with the delivery of the Goods and/or Services, the Buyer Premises, the Sites, the Supplier System, the Buyer System (to the extent that it is under the control of the Supplier) and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that information, data and/or the Deliverables;
     5. unless otherwise specified by the Buyer in writing, be developed to protect all aspects of the Deliverables and all processes associated with the delivery of the Deliverables, including the Buyer Premises, the Sites, the Supplier System, the Buyer System (to the extent that it is under the control of the Supplier) and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that information, data and/or the Deliverables;
     6. set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the delivery of the Deliverables and at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Schedule (including the requirements set out in Paragraph [3.4](#_bookmark35));
     7. demonstrate that the Supplier’s approach to delivery of the Deliverables has minimised the Buyer and Supplier effort required to comply with this Schedule through consideration of available, appropriate and practicable pan-government accredited services (for example, "platform as a service" offering from the G-Cloud catalogue);
     8. set out the plans for transitioning all security arrangements and responsibilities from those in place at the Effective Date to those incorporated in the ISMS within the timeframe agreed between the Parties;
     9. set out the scope of the Buyer System that is under the control of the Supplier;
     10. be structured in accordance with ISO/IEC 27001 (at least ISO/IEC 27001:2013) and ISO/IEC 27002, cross-referencing if necessary to other Schedules which cover specific areas included within those standards; and
     11. be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the Deliverables and shall reference only documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.
  2. If the Security Management Plan submitted to the Buyer pursuant to Paragraph [4.1](#_bookmark54) is Approved by the Buyer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not approved by the Buyer, the Supplier shall amend it within ten (10) Working Days of a notice of non- approval from the Buyer and re-submit it to the Buyer for Approval. The Parties shall use all reasonable endeavours to ensure that the Approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of the first submission to the Buyer of the Security Management Plan. If the Buyer does not Approve the Security Management Plan following its resubmission, the matter shall be resolved in accordance with the Dispute Resolution Procedure. No Approval to be given by the Buyer pursuant to this Paragraph may be unreasonably withheld or delayed. However, any failure to approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph [4.2](#_bookmark55) shall be deemed to be reasonable.
  3. Approval by the Buyer of the Security Management Plan pursuant to Paragraph [4.3](#_bookmark43) or of any change or amendment to the Security Management Plan shall not relieve the Supplier of its obligations under this Schedule.

### Amendment of the ISMS and Security Management Plan

* 1. The ISMS and Security Management Plan shall be fully reviewed and updated by the Supplier and at least annually to reflect:
     1. emerging changes in Good Industry Practice;
     2. any change or proposed change to the Supplier System, the Deliverables and/or associated processes;
     3. any new perceived or changed security threats;
     4. where required in accordance with Paragraph [3.4.3](#_bookmark36)[(d)](#_bookmark37), any changes to the Security Policy and/or the ICT Policy;
     5. any new perceived or changed security threats; and
     6. any reasonable change in requirement requested by the Buyer.
  2. The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amend the ISMS and Security Management Plan at no additional cost to the Buyer. The results of the review shall include:
     1. suggested improvements to the effectiveness of the ISMS;
     2. updates to the risk assessments;
     3. proposed modifications to the procedures and controls that affect information security to respond to events that may impact on the ISMS; and
     4. suggested improvements in measuring the effectiveness of controls.
  3. Subject to Paragraph [5.4](#_bookmark45), any change which the Supplier proposes to make to the ISMS or Security Management Plan (as a result of a review carried out pursuant to Paragraph [5.1](#_bookmark44), a Buyer request, a change to Annex [1](#_bookmark53)

(Security) or otherwise) shall be subject to the Variation Procedure and shall not be implemented until Approved in writing by the Buyer.

* 1. The Buyer may, acting reasonably, Approve and require changes or amendments to the ISMS or Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

### Security Testing

* 1. The Supplier shall conduct Security Tests from time to time (and at least annually across the scope of the ISMS) and additionally after any change or amendment to the ISMS (including security incident management processes and incident response plans) or the Security Management Plan. Security Tests shall be designed and implemented by the Supplier so as to minimise the impact on the delivery of the Deliverables and the date, timing, content and conduct of such Security Tests shall be agreed in advance with the Buyer. Subject to compliance by the Supplier with the foregoing requirements, if any Security Tests adversely affect the Supplier’s ability to deliver the Deliverables so as to meet the KPIs, the Supplier shall be granted relief against any resultant under-performance for the period of the Security Tests.
  2. The Buyer shall be entitled to send a representative to witness the conduct of the Security Tests. The Supplier shall provide the Buyer with the results of such Security Tests (in a form approved by the Buyer in advance) as soon as practicable after completion of each Security Test.
  3. Without prejudice to any other right of audit or access granted to the Buyer pursuant to this Contract, the Buyer and/or its authorised representatives shall be entitled, at any time upon giving reasonable notice to the Supplier, to carry out such tests (including penetration tests) as it may deem necessary in relation to the ISMS and the Supplier's compliance with the ISMS and the Security Management Plan. The Buyer may notify the Supplier of the results of such tests after completion of each such test. If any such Buyer’s test adversely affects the Supplier’s ability to deliver the Deliverables so as to meet the KPIs, the Supplier shall be granted relief against any resultant under-performance for the period of the Buyer’s test.
  4. Where any Security Test carried out pursuant to Paragraphs [6.2](#_bookmark46) or [6.3](#_bookmark47) reveals any actual or potential Breach of Security or weaknesses (including un-patched vulnerabilities, poor configuration and/or incorrect system management), the Supplier shall promptly notify the Buyer of any changes to the ISMS and to the Security Management Plan (and the implementation thereof) which the Supplier proposes to make in order to correct such failure or weakness. Subject to the Buyer's prior written Approval, the Supplier shall implement such changes to the ISMS and the Security Management Plan and repeat the relevant Security Tests in accordance with the timetable agreed with the Buyer or, otherwise, as soon as reasonably possible. For the avoidance of doubt, where the change to the ISMS or Security Management Plan is to address a non-compliance with the Security Policy

or security requirements (as set out in Annex [1](#_bookmark53) (Baseline Security Requirements) to this Schedule) or the requirements of this Schedule, the change to the ISMS or Security Management Plan shall be at no cost to the Buyer.

* 1. If any repeat Security Test carried out pursuant to Paragraph [6.4](#_bookmark48) reveals an actual or potential Breach of Security exploiting the same root cause failure, such circumstance shall constitute a Material Default of this Contract.

### Complying with the ISMS

* 1. The Buyer shall be entitled to carry out such security audits as it may reasonably deem necessary in order to ensure that the ISMS maintains compliance with the principles and practices of ISO/IEC 27001 (at least ISO/IEC 27001:2013) and/or the Security Policy where such compliance is required in accordance with Paragraph [3.4.3](#_bookmark36)[(d)](#_bookmark37).
  2. If, on the basis of evidence provided by such security audits, it is the Buyer's reasonable opinion that compliance with the principles and practices of ISO/IEC 27001 (at least ISO/IEC 27001:2013) and/or, where relevant, the Security Policy are not being achieved by the Supplier, then the Buyer shall notify the Supplier of the same and give the Supplier a reasonable time (having regard to the extent and criticality of any non-compliance and any other relevant circumstances) to implement and remedy. If the Supplier does not become compliant within the required time then the Buyer shall have the right to obtain an independent audit against these standards in whole or in part.
  3. If, as a result of any such independent audit as described in Paragraph the Supplier is found to be non-compliant with the principles and practices of ISO/IEC 27001 (at least ISO/IEC 27001:2013) and/or, where relevant, the Security Policy then the Supplier shall, at its own expense, undertake those actions required in order to achieve the necessary compliance and shall reimburse in full the costs incurred by the Buyer in obtaining such audit.

### Security Breach

* 1. Either Party shall notify the other in accordance with the agreed security incident management process as defined by the ISMS upon becoming aware of any breach of security or any potential or attempted Breach of Security.
  2. Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph [8.1](#_bookmark50), the Supplier shall:
     1. immediately use all reasonable endeavours (which shall include any action or changes reasonably required by the Buyer) necessary to:
        1. minimise the extent of actual or potential harm caused by any Breach of Security;
        2. remedy such Breach of Security or any potential or attempted Breach of Security in order to protect the integrity

of the Buyer Property and/or Buyer Assets and/or ISMS to the extent that this is within the Supplier’s control;

* + - 1. apply a tested mitigation against any such Breach of Security or attempted Breach of Security and provided that reasonable testing has been undertaken by the Supplier, if the mitigation adversely affects the Supplier’s ability to provide the Deliverables so as to meet the relevant Service Levels the Supplier shall be granted relief against any resultant under-performance for such period as the Buyer, acting reasonably, may specify by written notice to the Supplier;
      2. prevent a further Breach of Security or any potential or attempted Breach of Security in the future exploiting the same root cause failure; and
      3. supply any requested data to the Buyer (or the Computer Emergency Response Team for UK Government ("**GovCertUK**")) on the Buyer’s request within two

(2) Working Days and without charge (where such requests are reasonably related to a possible incident or compromise); and

* + - 1. as soon as reasonably practicable provide to the Buyer full details (using the reporting mechanism defined by the ISMS) of the Breach of Security or attempted Breach of Security, including a root cause analysis where required by the Buyer.
  1. In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the ISMS with the Security Policy (where relevant) or the requirements of this Schedule, then any required change to the ISMS shall be at no cost to the Buyer.

### Vulnerabilities and fixing them

* 1. The Buyer and the Supplier acknowledge that from time to time vulnerabilities in the ICT Environment will be discovered which unless mitigated will present an unacceptable risk to the Buyer’s information.
  2. The severity of threat vulnerabilities for COTS Software shall be categorised by the Supplier as "Critical", "Important" and "Other" by aligning these categories to the vulnerability scoring according to the agreed method in the ISMS and using the appropriate vulnerability scoring systems including:
     1. the "National Vulnerability Database" "Vulnerability Severity Ratings": "High", "Medium" and "‘Low" respectively (these in turn are aligned to CVSS scores as set out by NIST [http://nvd.nist.gov/cvss.cfm);](https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies) and
     2. Microsoft’s "Security Bulletin Severity Rating System" ratings "Critical", "Important", and the two remaining levels ("Moderate" and "Low") respectively.
  3. The Supplier shall procure the application of security patches to vulnerabilities within a maximum period from the public release of such patches with those vulnerabilities categorised as "Critical" within fourteen

(14) days of release, "Important" within thirty (30) days of release and all "Other" within sixty (60) Working Days of release, except where:

* + 1. the Supplier can demonstrate that a vulnerability is not exploitable within the context of any Service (e.g. because it resides in a software component which is not running in the service) provided vulnerabilities which the Supplier asserts cannot be exploited within the context of a Service must be remedied by the Supplier within the above timescales if the vulnerability becomes exploitable within the context of the Service;
    2. the application of a "Critical" or "Important" security patch adversely affects the Supplier’s ability to deliver the Services in which case the Supplier shall be granted an extension to such timescales of five (5) days, provided the Supplier had followed and continues to follow the security patch test plan agreed with the Buyer; or
    3. the Buyer agrees a different maximum period after a case-by-case consultation with the Supplier under the processes defined in the ISMS.
  1. The Specification and Implementation Plan (if applicable) shall include provisions for major version upgrades of all COTS Software to be upgraded within six (6) Months of the release of the latest version, such that it is no more than one major version level below the latest release (normally codified as running software no older than the "n-1 version") throughout the Term unless:
     1. where upgrading such COTS Software reduces the level of mitigations for known threats, vulnerabilities or exploitation techniques, provided always that such upgrade is made within twelve (12) Months of release of the latest version; or
     2. is agreed with the Buyer in writing.
  2. The Supplier shall:
     1. implement a mechanism for receiving, analysing and acting upon threat information supplied by GovCertUK, or any other competent CrownBody;
     2. ensure that the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) is monitored to facilitate the detection of anomalous behaviour that would be indicative of system compromise;
     3. ensure it is knowledgeable about the latest trends in threat, vulnerability and exploitation that are relevant to the ICT Environment by actively monitoring the threat landscape during the Contract Period;
     4. pro-actively scan the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) for vulnerable

components and address discovered vulnerabilities through the processes described in the ISMS as developed under Paragraph [3.4.5](#_bookmark38);

* + 1. from the date specified in the Security Management Plan provide a report to the Buyer within five (5) Working Days of the end of each Month detailing both patched and outstanding vulnerabilities in the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) and any elapsed time between the public release date of patches and either time of application or for outstanding vulnerabilities the time of issue of such report;
    2. propose interim mitigation measures to vulnerabilities in the ICT Environment known to be exploitable where a security patch is not immediately available;
    3. remove or disable any extraneous interfaces, services or capabilities that are not needed for the provision of the Services (in order to reduce the attack surface of the ICT Environment); and
    4. inform the Buyer when it becomes aware of any new threat, vulnerability or exploitation technique that has the potential to affect the security of the ICT Environment and provide initial indications of possible mitigations.
  1. If the Supplier is unlikely to be able to mitigate the vulnerability within the timescales under this Paragraph [9.5](#_bookmark52), the Supplier shall immediately notify the Buyer.
  2. A failure to comply with Paragraph [9.3](#_bookmark51) shall constitute a Default, and the Supplier shall comply with the Rectification Plan Process.

# Part B – Annex 1: Baseline security requirements

### Handling Classified information

The Supplier shall not handle Buyer information classified SECRET or TOP SECRET except if there is a specific requirement and in this case prior to receipt of such information the Supplier shall seek additional specific guidance from the Buyer.

### End user devices

* 1. When Government Data resides on a mobile, removable or physically uncontrolled device it must be stored encrypted using a product or system component which has been formally assured through a recognised certification process of the National Cyber Security Centre ("**NCSC**") to at least Foundation Grade, for example, under the NCSC Commercial Product Assurance scheme ("**CPA**").
  2. Other than in relation to Government Data which is licenced by the Supplier, devices used to access or manage Government Data and services must be under the management authority of Buyer or Supplier and have a minimum set of security policy configuration enforced. These devices must be placed into a ‘known good’ state prior to being provisioned into the management authority of the Buyer. Unless otherwise agreed with the Buyer in writing, all Supplier devices are expected to meet the set of security requirements set out in the End User Devices Security Guidance (https://[www.ncsc.gov.uk/guidance/end-user-device-security).](http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/) Where the guidance highlights shortcomings in a particular platform the Supplier may wish to use, then these should be discussed with the Buyer and a joint decision shall be taken on whether the residual risks are acceptable. Where the Supplier wishes to deviate from the NCSC guidance, then this should be agreed in writing on a case by case basis with the Buyer.

### Data Processing, Storage, Management and Destruction

* 1. The Supplier and Buyer recognise the need for the Buyer’s information to be safeguarded under the UK Data Protection regime or a similar regime. To that end, the Supplier must be able to state to the Buyer the physical locations in which data may be stored, processed and managed from, and what legal and regulatory frameworks Government Data will be subject to at all times.
  2. The Supplier shall agree any change in location of data storage, processing and administration with the Buyer in accordance with Clause 18 (Data protection).
  3. The Supplier shall:
     1. provide the Buyer with all Government Data on demand in an agreed open format;
     2. have documented processes to guarantee availability of Government Data in the event of the Supplier ceasing to trade;
     3. securely destroy all media that has held Government Data at the end of life of that media in line with Good Industry Practice; and
     4. securely erase any or all Government Data held by the Supplier when requested to do so by the Buyer, other than in relation to Government Data which is owned or licenced by the Supplier or in respect of which the Parties are either Independent Controllers or Joint Controllers.

### Ensuring secure communications

* 1. The Buyer requires that any Government Data transmitted over any public network (including the Internet, mobile networks or un-protected enterprise network) or to a mobile device must be encrypted using a product or system component which has been formally assured through a certification process recognised by NCSC, to at least Foundation Grade, for example, under CPA.
  2. The Buyer requires that the configuration and use of all networking equipment to provide the Services, including those that are located in secure physical locations, are at least compliant with Good Industry Practice.

### Security by design

* 1. The Supplier shall apply the "principle of least privilege" (the practice of limiting systems, processes and user access to the minimum possible level) to the design and configuration of IT systems which will process or store Government Data.
  2. When designing and configuring the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) the Supplier shall follow Good Industry Practice and seek guidance from recognised security professionals with the appropriate skills and/or a NCSC certification (<https://www.ncsc.gov.uk/section/products-services/ncsc-certification>) for all bespoke or complex components of the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier).

### Security of Supplier Staff

* 1. Supplier Staff shall be subject to pre-employment checks that include, as a minimum: identity, unspent criminal convictions and right to work.
  2. The Supplier shall agree on a case by case basis Supplier Staff roles which require specific government clearances (such as "SC") including system administrators with privileged access to IT systems which store or process Government Data.
  3. The Supplier shall prevent Supplier Staff who are unable to obtain the required security clearances from accessing systems which store, process, or are used to manage Government Data except where agreed with the Buyer in writing.
  4. All Supplier Staff that have the ability to access Government Data or systems holding Government Data shall undergo regular training on secure

information management principles. Unless otherwise agreed with the Buyer in writing, this training must be undertaken annually.

* 1. Where the Supplier or Subcontractors grants increased ICT privileges or access rights to Supplier Staff, those Supplier Staff shall be granted only those permissions necessary for them to carry out their duties. When staff no longer need elevated privileges or leave the organisation, their access rights shall be revoked within one (1) Working Day.

### Restricting and monitoring access

The Supplier shall operate an access control regime to ensure all users and administrators of the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) are uniquely identified and authenticated when accessing or administering the Services. Applying the "principle of least privilege", users and administrators shall be allowed access only to those parts of the ICT Environment that they require. The Supplier shall retain an audit record of accesses.

### Audit

* 1. The Supplier shall collect audit records which relate to security events in the systems or that would support the analysis of potential and actual compromises. In order to facilitate effective monitoring and forensic readiness such Supplier audit records should (as a minimum) include:
     1. Logs to facilitate the identification of the specific asset which makes every outbound request external to the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier). To the extent the design of the Deliverables allows such logs shall include those from DHCP servers, HTTP/HTTPS proxy servers, firewalls and routers.
     2. Security events generated in the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) and shall include: privileged account log-on and log-off events, the start and termination of remote access sessions, security alerts from desktops and server operating systems and security alerts from third party security software.
  2. The Supplier and the Buyer shall work together to establish any additional audit and monitoring requirements for the ICT Environment.
  3. The Supplier shall retain audit records collected in compliance with this Paragraph [8](#_bookmark56) for a period of at least six (6) Months.

# Part B – Annex 2: Security Management Plan

[ ]

**Schedule 19 (Cyber Essentials Scheme) [*Guidance: Buyer must indicate in the Award Form***

***whether a Cyber Essentials or Cyber Essentials Plus Certificate is required. See the [Cyber Essentials PPN] for further details.]***

### Definitions

* 1. In this Schedule, the following words shall have the following meanings, and they shall supplement Schedule 1 (Definitions):

|  |  |
| --- | --- |
| **"Cyber Essentials Scheme"** | the Cyber Essentials Scheme developed by the Government which provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet-based threats (as may be amended from time to time).  Details of the Cyber Essentials Scheme can be found at: [https://www.gov.uk/government/publications/](https://www.gov.uk/government/publications/cyber-essentials-scheme-overview) [cyber-essentials-scheme-overview](https://www.gov.uk/government/publications/cyber-essentials-scheme-overview); |
| **"Cyber Essentials Basic Certificate"** | the certificate awarded on the basis of self- assessment, verified by an independent certification body, under the Cyber Essentials Scheme and is the basic level of assurance; |
| **"Cyber Essentials Certificate"** | Cyber Essentials Basic Certificate or the Cyber Essentials Plus Certificate to be provided by the Supplier as set out in the Award Form; |
| **"Cyber Essential Scheme Data"** | sensitive and personal information and other relevant information as referred to in the Cyber Essentials Scheme; and |
| **"Cyber Essentials Plus Certificate"** | the certification awarded on the basis of external testing by an independent certification body of the Supplier’s cyber security approach under the Cyber Essentials Scheme and is a more advanced level of assurance. ***[Guidance: see the Award Form for situations when this should be required].*** |

### What Certification do you need

* 1. Where the Award Form requires that the Supplier provide a Cyber Essentials Certificate prior to ***[Guidance: add appropriate wording with***

***respect to status of contract. All Paragraphs must be reviewed to ensure that the wording added is consistent with all other Paragraphs in the Schedule]*** the Supplier shall provide a valid Cyber Essentials Certificate to the Buyer. Where the Supplier fails to comply with this Paragraph [2.1](#_bookmark58) it shall be prohibited from commencing the provision of Deliverables under this Contract until such time as the Supplier has evidenced to the Buyer its compliance with this Paragraph [2.1](#_bookmark58).

* 1. Where the Supplier continues to Process Cyber Essentials Scheme Data during this Contract Period of this Contract the Supplier shall deliver to the Buyer evidence of renewal of the Cyber Essentials Certificate on each anniversary of the first applicable certificate obtained by the Supplier under Paragraph [2.1](#_bookmark58).
  2. Where the Supplier is due to Process Cyber Essentials Scheme Data the Supplier shall deliver to the Buyer evidence of:
     1. a valid and current Cyber Essentials Certificate before the Supplier Processes any such Cyber Essentials Scheme Data; and
     2. renewal of the valid Cyber Essentials Certificate on each anniversary of the first Cyber Essentials Scheme certificate obtained by the Supplier under Paragraph [2.1](#_bookmark58).
  3. In the event that the Supplier fails to comply with Paragraphs [2.2](#_bookmark59) or [2.3](#_bookmark60) (as applicable), the Buyer reserves the right to terminate this Contract for Material Default and the consequences of termination in Clause 14.5.1 shall apply.
  4. The Supplier shall ensure that all Sub-Contracts with Subcontractors who Process Cyber Essentials Scheme Data require the Subcontractor to provide a valid Cyber Essentials Certificate, at the equivalent level to that held by the Supplier. The Supplier cannot require the Subcontractor to commence the provision of Deliverables under the Sub-Contract until the Subcontractor has evidenced to the Supplier that is holds a valid Cyber Essentials Certificate.
  5. The Supplier must manage, and must ensure that all Subcontractors manage, all end-user devices used by the Supplier and the Subcontractor on which Cyber Essentials Scheme Data is processed by ensuring those devices are within the scope of the current Cyber Essentials Certificates held by the Supplier and the Subcontractor, or any ISO/IEC 27001 (at least ISO/IEC 27001:2013) certification issued by a UKAS-approved certification body, where the scope of that certification includes the Deliverables.
  6. This Schedule shall survive termination or expiry of this Contract.

# Schedule 21 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 28 of the Core Terms (Changing this Contract).

|  |  |  |
| --- | --- | --- |
| **Contract Details** | | |
| This variation is between: | **[insert** name of Buyer] (**“the Buyer"**)  And  **[insert** name of Supplier] (**"the Supplier"**) | |
| Contract name: | **[insert** name of contract to be changed] **(“this Contract”)** | |
| Contract reference number: | **[insert** contract reference number] | |
| **Details of Proposed Variation** | | |
| Variation initiated by: | **[delete** as applicable: Buyer/Supplier] | |
| Variation number: | **[insert** variation number] | |
| Date variation is raised: | **[insert** date] | |
| Proposed variation |  | |
| Reason for the variation: | **[insert** reason] | |
| An Impact  Assessment shall be provided within: | **[insert** number] days | |
| **Impact of Variation** | | |
| Likely impact of the proposed variation: | **[Supplier to insert** assessment of impact] | |
| **Outcome of Variation** | | |
| Contract variation: | This Contract detailed above is varied as follows:   * **[Buyer to insert** original Clauses or Paragraphs to be varied and the changed clause] | |
| Financial variation: | Original Contract Value: | £ **[insert** amount] |
| Additional cost due to variation: | £ **[insert** amount] |
| New Contract value: | £ **[insert** amount] |

1. This Variation must be agreed and signed by both Parties to this Contract and shall only be effective from the date it is signed by the Buyer.
2. Words and expressions in this Variation shall have the meanings given to them in this Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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

|  |
| --- |
| Signature |
| Date |
| Name (in Capitals) |
| Address |

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

|  |
| --- |
| Signature |
| Date |
| Name (in Capitals) |
| Address |

# Schedule 22 (Insurance Requirements)

***[Guidance: For guidance on risk, liability and insurance generally, see paragraph 1.5 and Annex 1 of the*** [***Model Services Contract Guidance on***](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1067778/MSC-Guidance-v2.0.pdf)[***Gov.uk***](https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles)***]***

### The insurance you need to have

* 1. The Supplier shall take out and maintain or procure the taking out and maintenance of the insurances as set out in the Annex to this Schedule and any other insurances as may be required by applicable Law (together the “**Insurances**”). The Supplier shall ensure that each of the Insurances is effective no later than the Effective Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and
  2. The Insurances shall be:
     1. maintained in accordance with Good Industry Practice;
     2. (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time;
     3. taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and
     4. maintained until the End Date except in relation to Professional Indemnity where required under the Annex Part C which shall be maintained for at least six (6) years after the End Date.
  3. The Supplier shall ensure that the public and products liability policy contain an indemnity to principals clause under which the Buyer shall be indemnified in respect of claims made against the Buyer in respect of death or bodily injury or third party property damage arising out of or in connection with the Deliverables and for which the Supplier is legally liable.

### How to manage the insurance

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

### What happens if you aren’t insured

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

### Evidence of insurance you must provide

The Supplier shall upon the Effective Date and within 15 Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Buyer, that the Insurances are in force and effect and meet in full the requirements of this Schedule.

### Making sure you are insured to the required amount

* 1. The Supplier shall ensure that any Insurances which are stated to have a minimum limit "in the aggregate" are maintained for the minimum limit of indemnity for the periods specified in this Schedule.
  2. Where the Supplier intends to claim under any of the Insurances for any matters that are not related to the Deliverables and/or this Contract, the Supplier shall, where such claim is likely to result in the level of cover available under any of the Insurances being reduced below the minimum limit of indemnity specified in this Schedule, promptly notify the Buyer and provide details of its proposed solution for maintaining the minimum limit of indemnity specified in this Schedule.

### Cancelled Insurance

* 1. The Supplier shall notify the Buyer in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.
  2. The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Buyer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

### Insurance claims

* 1. The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Deliverables, or this Contract for which it may be entitled to claim under any of the Insurances. In the event that the Buyer receives a claim relating to or arising out of this Contract or the Deliverables, the Supplier shall co-operate with the Buyer and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.
  2. Except where the Buyer is the claimant party, the Supplier shall give the Buyer notice within twenty (20) Working Days after any insurance claim in excess of **[£to be determined by the Buyer]** relating to or arising out of the provision of the Deliverables or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Buyer) full details of the incident giving rise to the claim.

***[Guidance: The insurance claims notification threshold should normally represent a significant or material value claim in connection with the requirement or represent an amount that would provide comfort to the Buyer that it has knowledge of claims that might impact on the Buyer.]***

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

**ANNEX: REQUIRED INSURANCES**

**PART A: THIRD PARTY PUBLIC AND PRODUCTS LIABILITY INSURANCE**

1. **Insured**

The Supplier

### Interest

* 1. To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:
     1. death or bodily injury to or sickness, illness or disease contracted by any person; and
     2. loss of or damage to physical property;

happening during the period of insurance (as specified in Paragraph [5](#_bookmark61)) and arising out of or in connection with the provision of the Deliverables and in connection with this Contract.

### Limit of indemnity

* 1. Not less than £[to be determined by the Buyer] in respect of any one occurrence, the number of occurrences being unlimited in any annual policy period, but £[to be determined by the Buyer] in the aggregate per annum in respect of products and pollution liability (to the extent insured by the relevant policy).

***[Guidance: The Buyer should set the Limit of Indemnity by way of an insurable risk review (supported by the Buyers professional insurance adviser). The level specified in the limit of indemnity above should be predicated upon:***

* ***The risk profile represented by the Buyer requirement in question***
* ***Potential frequency and severity of claims and losses (not the value of the contract) relative to the risk exposure***
* ***Insurance market availability in prevailing insurance market conditions.***

***The wording on the limit of indemnity for third party public and products liability reflects what is available in UK insurance market conditions for this type of insurance only. While insurance is available in the UK on this basis, it may not be available in other parts of the world, in which case Suppliers may need to seek an alternative UK insurance policy on this basis.]***

### Territorial limits [United Kingdom]

***[Guidance: The Buyer should populate any additional territories relative to***

***the service delivery. The Annex drafting reflects United Kingdom insurance market conditions and availability only. Where there is an overseas requirement consider obtaining professional insurance advice to set the appropriate requirement in the Annex]***

### Period of insurance

From the date of this Contract for the period of this Contract and renewable on an annual basis unless agreed otherwise by the Buyer in writing.

***[Guidance: The Buyer should populate the period of insurance relative to the requirement in question. The period of insurance should reflect the period that the relevant insurable risk can materialise and take into account any contract specific issues such as phasing.]***

### Cover features and extensions

Indemnity to principals clause under which the Buyer shall be indemnified in respect of claims made against the Buyer in respect of death or bodily injury or third party property damage arising out of or in connection with this Contract and for which the Supplier is legally liable.

***[Guidance: As part of the insurance review the Buyer should consider what additional cover features and extensions may be required to protect its interests (e.g. contractual liability extension and legal defence costs in addition to the limit of indemnity). The Buyer may need to seek professional subject matter insurance advice in this regard.]***

### Principal exclusions

* 1. War and related perils.
  2. Nuclear and radioactive risks.
  3. Liability for death, illness, disease or bodily injury sustained by employees of the Insured arising out of the course of their employment.
  4. Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.
  5. Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.
  6. Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.
  7. Liability arising from the ownership, possession or use of any aircraft or marine vessel.
  8. Liability arising from seepage and pollution unless caused by a sudden, unintended, unexpected and accidental occurrence.

[***Guidance: This list of exclusions represents insurance market wide exclusions for the third party public and products liability insurance. If something listed here is excluded and you wish it can be covered by an alternative insurance and include in PART C]***

### Maximum deductible threshold

Not to exceed **£ [Insert:** figure on contract award based on the Supplier’s acceptable response to the Invitation To Tender] for each and every third party property damage claim (personal injury claims to be paid in full).

### PART B: UNITED KINGDOM COMPULSORY INSURANCES

The Supplier shall meet its insurance obligations under applicable Law in full, including, United Kingdom employers' liability insurance and motor third party liability insurance.

### PART C: ADDITIONAL INSURANCES

***[Guidance: You may wish to consider including the following additional required insurances. The Buyer may need to seek professional subject matter insurance advice in this regard. Examples of additional insurance are:***

|  |  |
| --- | --- |
| Professional Indemnity Insurance | Where the Buyer requirement includes a potential breach of professional duty by the Supplier in connection with professional advice and /or professional services to be maintained for six (6) years after the End Date |
| Property Damage Insurance / Goods in Transit Insurance | Where the Buyer requirement necessitates primary perils insurance for relevant physical property (e.g. Buyer physical property in the care, custody and control of the Supplier in delivering this Contract). |
| Cyber Liability Insurance | Where the Buyer requirement includes specific cyber risk exposures. |
| Environmental Liability Insurance or Contractors Pollution Liability Insurance | Where the Buyer requirement includes exposure to significant pollution / contamination risks. |

# Schedule 25 (Rectification Plan)

|  |  |  |  |
| --- | --- | --- | --- |
| **Request for [Revised] Rectification Plan** | | | |
| Details of the Notifiable Default: | ***[Guidance: Explain the Notifiable Default, with clear schedule and clause references as appropriate]*** | | |
| Deadline for receiving the [Revised] Rectification Plan: | [**add** date (minimum 10 days from request)] | | |
| Signed by Buyer: |  | Date: |  |
| **Supplier [Revised] Rectification Plan** | | | |
| Cause of the Notifiable Default | [**add** cause] | | |
| Anticipated impact assessment: | [**add** impact] | | |
| Actual effect of Notifiable Default: | [**add** effect] | | |
| Steps to be taken to rectification: | **Steps** | **Timescale** | |
| 1. | [date] | |
| 2. | [date] | |
| 3. | [date] | |
| 4. | [date] | |
| […] | [date] | |
| Timescale for complete Rectification of Notifiable Default | [X] Working Days | | |
| Steps taken to prevent recurrence of Notifiable Default | **Steps** | **Timescale** | |
| 1. | [date] | |
| 2. | [date] | |
| 3. | [date] | |
| 4. | [date] | |

|  |  |  |  |
| --- | --- | --- | --- |
|  | […] | [date] | |
| Signed by the Supplier: |  | Date: |  |
| **Review of Rectification Plan** Buyer | | | |
| Outcome of review | [Plan Accepted] [Plan Rejected] [Revised Plan Requested] | | |
| Reasons for rejection (if applicable) | [**add** reasons] | | |
| Signed by Buyer |  | Date: |  |

**Schedule** **26 (Sustainability)**

***[Guidance: Part*** [***A***](#_bookmark63) ***should always be included, as it incorporates legislative requirements and Government policy on procurement; Part*** [***B***](#_bookmark70) ***is optional and Buyers should consider whether they wish to include any of the options. See Part*** [***B***](#_bookmark70) ***for further details. Part*** [***C***](#_bookmark76) ***should be included if Buyers have not included Schedule 10 (Service Levels) in this Contract.]***

**1. Definitions**

|  |  |
| --- | --- |
| **[“Modern Slavery Assessment Tool”** | means the modern slavery risk identification and management tool which can be found online at: <https://supplierregistration.cabinetoffice.gov.uk/msat>] |
| **[“Supply Chain Map”** | means details of (i) the Supplier, (ii) all Subcontractors and (iii) any other entity that the Supplier is aware is in its supply chain that is not a Subcontractor, setting out at least:   1. the name, registered office and company registration number of each entity in the supply chain; 2. the function of each entity in the supply chain; and 3. the location of any premises at which an entity in the supply chain carries out a function in the supply chain; and] |
| **“Waste Hierarchy”** | means prioritisation of waste management in the following order of preference as set out in the Waste (England and Wales) Regulation 2011:   1. Prevention; 2. Preparing for re-use; 3. Recycling; 4. Other Recovery; and 5. Disposal. |

## Part A

### Public Sector Equality Duty

* 1. In addition to legal obligations, where the Supplier is providing a Deliverable to which the Public Sector Equality duty applies, the Supplier shall support the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under this Contract in a way that seeks to:
     1. eliminate discrimination, harassment or victimisation and any other conduct prohibited by the Equality Act 2010; and
     2. advance:
        1. equality of opportunity; and
        2. good relations,

between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

### Employment Law

The Supplier must perform its obligations meeting the requirements of all applicable Law regarding employment.

### Modern Slavery

* 1. The Supplier:
     1. shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
     2. shall not require any Supplier Staff or Subcontractor Staff to lodge deposits or identity papers with the employer and shall be free to leave their employer after reasonable notice;
     3. warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world;
     4. warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offences anywhere around the world;
     5. shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offences anywhere around the world;
     6. shall have and maintain throughout the Term its own policies and procedures to ensure its compliance with the Modern Slavery Act 2015 and include in its contracts with its Subcontractors anti- slavery and human trafficking provisions;
     7. shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under this Contract;
     8. shall prepare and deliver to the Buyer, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with this Paragraph [3](#_bookmark65);

***[Guidance - a statement under section 54 of the Modern Slavery Act would be sufficient for the required 'annual slavery and human trafficking report required by Paragraph 3.18]***

* + 1. shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
    2. shall not use or allow child or slave labour to be used by its Subcontractors;
    3. shall report the discovery or suspicion of any slavery, trafficking, forced labour, child labour, involuntary prison labour or labour rights abuses by it or its Subcontractors to the Buyer and Modern Slavery Helpline and relevant national or local law enforcement agencies;
    4. if the Supplier is in Default under Paragraphs [3.1.1](#_bookmark67) to [3.1.11](#_bookmark68) of this Part [A](#_bookmark63) of Schedule [26](#_bookmark62) the Buyer may by notice:
       1. require the Supplier to remove from performance of this Contract any sub-contractor, Supplier Personnel or other persons associated with it whose acts or omissions have caused the Default; or
       2. immediately terminate this Contract and the consequences of termination set out in Clause 14.5.1 of the Core Terms shall apply; and
    5. shall, if the Supplier or the Buyer identifies any occurrence of modern slavery connected to this Contract, comply with any request of the Buyer to follow the Rectification Plan Process to submit a remedial action plan which follows the form set out in Annex D of the Tackling Modern Slavery in Government Supply Chains guidance to PPN 02/23 (Tackling Modern Slavery in Government Supply Chains).
  1. If the Supplier notifies the Buyer pursuant to Clause [3.1.11](#_bookmark68) it shall respond promptly to the Buyer’s enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with this Contract.
  2. If the Supplier is in Default under Paragraph [3.1](#_bookmark66) of this Part [A](#_bookmark63) of Schedule [26](#_bookmark62) [Guidance: Include if Optional paragraph [3.3](#_bookmark74) of Part [B](#_bookmark70) of this

Schedule is included or Paragraph [3.3](#_bookmark74) of Part [B](#_bookmark70) of Schedule [26](#_bookmark62)] the Buyer may by notice:

* + 1. require the Supplier to remove from performance of this Contract any Sub-Contractor, Supplier Personnel or other persons associated with it whose acts or omissions have caused the Default; or
    2. immediately terminate this Contract and the consequences of termination set out in Clause 14.5.1 of the Core Terms shall apply.

### Environmental Requirements

* 1. The Supplier must perform its obligations meeting in all material respects the requirements of all applicable Laws regarding the environment.
  2. In performing its obligations under this Contract, the Supplier shall, where applicable to this Contract, to the reasonable satisfaction of the Buyer:
     1. prioritise waste management in accordance with the Waste Hierarchy as set out in Law;
     2. be responsible for ensuring that any waste generated by the Supplier and sent for recycling, disposal or other recovery as a consequence of this Contract is taken by a licensed waste carrier to an authorised site for treatment or disposal and that the disposal or treatment of waste complies with the Law; and
     3. ensure that it and any third parties used to undertake recycling, disposal or other recovery as a consequence of this Contract do so in a legally compliant way, and can demonstrate that reasonable checks are undertaken to ensure this on a regular basis and provide relevant data and evidence of recycling, recovery and disposal.
  3. In circumstances that a permit, licence or exemption to carry or send waste generated under this Contract is revoked, the Supplier shall cease to carry or send waste or allow waste to be carried by any Subcontractor until authorisation is obtained from the Environment Agency.
  4. In performing its obligations under this Contract, the Supplier shall to the reasonable satisfaction of the Buyer (where the anticipated Charges in any Contract Year are above £5 million per annum (excluding VAT)), where related to and proportionate to the contract in accordance with PPN 06/21), publish and maintain a credible Carbon Reduction Plan in accordance with PPN 06/21.
  5. The Supplier shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

[*https://www.gov.uk/government/collections/sustainable-procurement-the-*](http://nvd.nist.gov/cvss.cfm);)[*government-buying-standards-gbs*](https://www.ncsc.gov.uk/articles/hmg-ia-maturity-model-iamm)*.*

### Supplier Code of Conduct

* 1. In February 2019, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government which can be found online at:

[https://assets.publishing.service.gov.uk/government/uploads/system/upload](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1163536/Supplier_Code_of_Conduct_v3.pdf) [s/attachment\_data/file/1163536/Supplier\_Code\_of\_Conduct\_v3.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1163536/Supplier_Code_of_Conduct_v3.pdf)

The Buyer expects to meet, and expects its suppliers and subcontractors to meet, the standards set out in that Code.

### Reporting

The Supplier shall comply with reasonable requests by the Buyer for information evidencing compliance with any of the requirements in Paragraphs [1](#_bookmark64)-[5](#_bookmark69) of this Part [A](#_bookmark63) above within fourteen (14) days of such request, [provided that such requests are limited to [two (2)] per requirement per Contract Year].

## Part B

***[Guidance - All paragraphs and sub-paragraphs in Part*** [***B***](#_bookmark70) ***are optional. Buyers will want to select and amend those requirements which are appropriate for their Contract, ensuring that these are relevant and proportional to the subject matter of this Contract. Buyers may want to consider using some or all of these paragraphs when there are key sustainability benefits or risks that need to be managed and/or for higher value/larger Suppliers and/or Contracts.***

***Buyers should also note that some obligations, such as compliance with the Buyer’s sustainability requirements, for example net zero commitments or EDI, will require the Buyer to provide the requirements to the Supplier]***

### Equality, Diversity and Inclusion – Further Requirements

* 1. [In delivering the Deliverables, the Supplier will comply with the Buyer’s equality, diversity and inclusion requirements, to be provided to the Supplier by the Buyer.]
  2. [The Supplier shall ensure that it fulfils its obligations under this Contract in a way that does not discriminate against individuals because of socio- economic background, working pattern or having parental or other caring responsibilities.]

### Environmental – Further Requirements

|  |  |
| --- | --- |
| 2.1 [The Supplier must have a documented management system and controls in place to manage the environmental impacts of delivering the Deliverables.] | |
| 2.2 [The Supplier shall ensure that any Deliverables are designed, sourced and delivered in a manner which is environmentally and socially responsible.] | |
| 2.3 [In delivering the Deliverables, the Supplier must comply with the Buyer’s sustainability requirements, to be provided to the Supplier by the Buyer.] |  |

* 1. [The Supplier warrants that it has obtained relevant Environment Management System (EMS) certified to ISO 14001 or an equivalent certification from a UKAS accredited body and shall comply with and maintain certification requirements throughout the Term.]
  2. [In performing its obligations under this Contract, the Supplier shall to the reasonable satisfaction of the Buyer:
     1. [avoid consumable single use items (including packaging) unless otherwise agreed with the Buyer, and unless the use is primarily related to the management of the Supplier’s own facilities or internal operations as opposed to the provision of Deliverables;]
     2. [demonstrate that the whole life cycle impacts (including end of use) associated with the Deliverables that extend beyond direct operations into that of the supply chain have been considered and reduced];
     3. [minimise the consumption of resources and use them efficiently (including water and energy), working towards a circular economy including designing out waste and non-renewable resources, using re-use and closed loop systems];
     4. [demonstrate protection of the environment including understanding and reduction of biosecurity risks (which include risks to plant and tree health from harmful pests and diseases), and reducing and eliminating hazardous/harmful substances to the environment and preventing pollution];
     5. [enhance the natural environment and connecting communities with the environment];
     6. [achieve continuous improvement in environmental (and social) performance]and
     7. [demonstrate to the Buyer that it has an environmental management system in place that is at least equivalent to the standards required to be certified to ISO 14001].]
  3. [The Supplier shall inform the Buyer within one Working Day in the event that a permit, licence or exemption to carry or send waste generated under this Contract is revoked.]

***[Guidance: Insert any other environmental requirement the Buyer wishes to add, e.g. those in line with the*** [***Government Greening***](https://www.google.com/url)[***Commitments***](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1067778/MSC-Guidance-v2.0.pdf)***, or for ICT - the*** [***Greening government: ICT and digital***](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1079116/MSC_Guidance_v2.0__1_.pdf)[***services strategy 2020 to 2025***](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025) ***and*** [***point 12 of the Technology Code of***](https://www.gov.uk/guidance/make-your-technology-sustainable)[***Practice***](https://www.gov.uk/guidance/make-your-technology-sustainable)***].***

### Modern Slavery– Further Requirements

***[Guidance - Paragraphs*** [***3.1***](#_bookmark73) ***to 3.8 are intended for use in medium and high risk contracts. For guidance on classifying contracts as medium or high risk, please see section 1 of the Modern Slavery Guidance attached to PPN 02/23 (Tackling Modern Slavery in Government Supply Chains). Buyers should consider which requirements, including any additional requirements, are appropriate for their Contract.]***

3.1 **[**The Supplier shall comply with any request by the Buyer to complete the Modern Slavery Assessment Tool within sixty (60) days of such request.]

* 1. [The following shall be added to the definition of “Audit” in Schedule 1 immediately after limb (k):

“(l) carry out an unannounced or semi-announced inspection of any Site and speak directly to any Supplier Staff in a confidential manner and in the native language of such Supplier Staff in respect of workforce conditions, working or employment practices and recruitment practices;”

* 1. For the purposes of an audit carried out pursuant to limb (l) of the definition of “Audit”, in addition to any other rights under this Contract, the Buyer may instruct the Supplier to carry out such an audit of any Subcontractor by an independent third party and, if so instructed, the Supplier shall deliver a report to the Buyer within ninety (90) days of such instruction.]
  2. [The Supplier shall comply with any request by the Buyer to provide a Supply Chain Map within fourteen (14) days of such request.]
  3. [The Supplier shall comply with any request by the Buyer to provide a copy of any reports of any Subcontractor regarding any or all of workplace conditions, working or employment practices and recruitment practices within fourteen (14) days of such request.]
  4. [The Supplier shall carry out due diligence to ensure workers in its business and its supply chains are not paying illegal or exploitative recruitment fees to secure employment, and where these fees are uncovered shall ensure that workers are remedied.]

### Further Reporting Requirements

* 1. [The Supplier shall comply with reasonable requests by the Buyer for information evidencing compliance with any of the requirements in Paragraphs [[1](#_bookmark71) and [2](#_bookmark72)] of this Part [B](#_bookmark70) above within [thirty (30)] days of such request, [provided that such requests are limited to [two] per requirement per Contract Year].
  2. [The Supplier shall complete the reports in Table [A](#_bookmark75) of this Part [B](#_bookmark70) in relation to its provision of the Deliverables under this Contract and provide these to the Buyer on the date and frequency outlined in Table [A](#_bookmark75) of this Part [B](#_bookmark70)].

### Table A

***[Guidance - All reports and the content of these reports in Table*** [***A***](#_bookmark75) ***are optional. Buyers will want to select and amend those reports and requirements which are appropriate for their Contract, ensuring that these are relevant and proportional to the subject matter of this Contract and do not create unnecessary burdens upon the Supplier.]***

|  |  |  |
| --- | --- | --- |
| **Sustainability Report Name** | **Content of Report** | **Frequency of Report** |
| **[Sustainability - General]** | [As proportionate and relevant to this Contract, the key sustainability impacts identified; the sustainability improvements planned or delivered; and the risks to the Deliverables of climate change, including mitigation, adaptation and continuity plans employed by the Supplier in response to those risks]. | [On the anniversary of the Effective Date] |

|  |  |  |
| --- | --- | --- |
| **Sustainability Report Name** | **Content of Report** | **Frequency of Report** |
| **[Waste created]** | [By type of material the weight of waste categories by each means of disposal in the Waste Hierarchy with separate figures for disposal by incineration and landfill.] | [Before contract award and on the anniversary of the Effective Date.] |
| **[Waste permits]** | [Copies of relevant permits and exemptions for waste, handling, storage and disposal.] | [Before the Effective Date, on the anniversary of the Effective Date and within ten (10) Working Days of there is any change or renewal to license or exemption to carry, store or dispose waste] |
| **[Greenhouse Gas Emissions]** | [Detail the Scope 1 and Scope 2 GHG emissions associated with the delivery of the contract.  Scope 3 emissions to be reported as required (Optional)  Emissions reporting should be in accordance with established best practice and internationally accepted standards.  Greenhouse gas reporting from emissions sources (Scope 1, Scope 2 and Scope 3), and specific activities as requested by the Buyer. This may include activities such as transportation, energy use and waste disposal.] | [On the anniversary of the Effective Date] |
| **[Water Use]** | [Volume in metres cubed.] | [On the anniversary of the Effective Date] |
| **[Other]** | [ ] | [ ] |

## Part C

***[Guidance - include the following section if you have not included Schedule 10 (Service Levels) in this Contract. If Schedule 10 has been included, the***

***requirement for the Buyer to establish, track, and publish Social Value KPIs in line with PPN 06/20 will be addressed in that section, otherwise it should be addressed by including the paragraphs below.]***

### Social Value

* 1. The Supplier shall provide a Social Value Report to the Buyer as outlined in Table [A](#_bookmark77).

### Table A: Social Value Report

|  |  |
| --- | --- |
| **Required Detail** | **Frequency** |
| A high-level summary of the Supplier’s performance against the Social Value priorities over the relevant period | [Quarterly] |
| Performance by the Supplier against each of the Social Value KPIs set out at Table [B](#_bookmark78) over the relevant period | [Quarterly] |
| [Insert any other requirements] |  |

**Table** **B: Social Value KPIs**

***[Guidance – use the Model Award Criteria and Reporting Metrics set out in the procurement documentation and in the tenderer’s proposals to establish Social Value KPIs in line with PPN 06/20, and include these below. Where the successful bidder proposes specific commitments in its tender proposal which are in addition to the above, then such commitments will also be used to establish Social Value KPIs.***

***The Buyer should discuss Social Value with participants during pre-market engagement to inform the selection of relevant, proportionate and non- discriminatory questions and criteria from the Social Value Model, and to consider whether the market in question has a mature Social Value offering. Such Social Value KPIs will always comprise a combination of a deliverable and a numeric element, being specific, measurable and time-bound commitments, by which performance of that deliverable is to be measured.***

***The Buyer should ensure that the social value priorities to be delivered and how the Supplier will deliver these priorities are included in this Contract (for example in Schedule 2 (Specification) and Schedule 8 (Implementation Plan)]***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Social Value Title** | **Description of Deliverable** | **Target** | **Frequency of Measurement** | **Publishable Performance Information** |
|  |  |  |  |  | ***[Guidance: It is HMG’s intention to publish the top Social Value KPI for the Government’s most important contracts.***  ***Where this publication requirement applies to this Contract, the Authority may use the below to select the single most important Social Value KPI, which may be publishable]*** |
| Social | [e.g. | [e.g. | [e.g. | [Quarterly] | [YES/NO] |
| Value | Reducing | Number of | 2%] |  |  |
| KPI1 | the disability | disabled |  |  |  |
|  | employment | people in |  |  |  |
|  | gap] | the contract |  |  |  |
|  |  | workforce] |  |  |  |
| Social Value KPI2 |  |  |  |  | [YES/NO] |
| Social Value KPI3 |  |  |  |  | [YES/NO] |

# Schedule 28 (ICT Services)

***[Guidance Note: this Schedule should be used where ICT Services form any part of the Deliverables. The provisions on IPR have been moved to Schedule 36 (IPR). If you use this Schedule, you will select Part B of Schedule 36, before selecting which IPR option(s) (1-5) apply]***

### Definitions

* 1. In this Schedule, the following words shall have the following meanings and they shall supplement Schedule 1 (Definitions):

|  |  |
| --- | --- |
| **"Emergency Maintenance"** | ad hoc and unplanned maintenance provided by the Supplier where either Party reasonably suspects that the ICT Environment or the Services, or any part of the ICT Environment or the Services, has or may have developed a fault; |
| **"Licensed Software"** | all and any Software licensed by or through the Supplier, its Sub-Contractors or any third party to the Buyer for the purposes of or pursuant to this Contract, including any COTS Software; |
| **"Maintenance Schedule"** | has the meaning given to it in Paragraph [8](#_bookmark80) of this Schedule; |
| **"New Release"** | an item produced primarily to extend, alter or improve the Software and/or any Deliverable by providing additional functionality or performance enhancement (whether or not defects in the Software and/or Deliverable are also corrected) while still retaining the original designated purpose of that item; |
| **"Operating Environment"** | means the Buyer System and any premises (including the Buyer Premises, the Supplier’s premises or third party premises) from, to or at which:   1. the Deliverables are (or are to be) provided; or 2. the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables; or 3. where any part of the Supplier System is situated; |
| **"Permitted Maintenance"** | has the meaning given to it in Paragraph [8.2](#_bookmark81) of this Schedule; |

|  |  |
| --- | --- |
| **"Quality Plans"** | has the meaning given to it in Paragraph [6.1](#_bookmark79) of this Schedule; |
| **"Sites"** | has the meaning given to it in Schedule 1 (Definitions), and for the purposes of this Schedule shall also include any premises from, to or at which physical interface with the Buyer System takes place; |

### When this Schedule should be used

* 1. This Schedule is designed to provide additional provisions necessary to facilitate the provision of ICT Services which are part of the Deliverables.

### Buyer due diligence requirement

* 1. The Supplier shall satisfy itself of all relevant details, including but not limited to, details relating to the following:
     1. suitability of the existing and (to the extent that it is defined or reasonably foreseeable at the Effective Date) future Operating Environment;
     2. operating processes and procedures and the working methods of the Buyer;
     3. ownership, functionality, capacity, condition and suitability for use in the provision of the Deliverables of the Buyer Assets; and
     4. existing contracts (including any licences, support, maintenance and other contracts relating to the Operating Environment) referred to in the Due Diligence Information which may be novated to, assigned to or managed by the Supplier under this Contract and/or which the Supplier will require the benefit of for the provision of the Deliverables.
  2. The Supplier confirms that it has advised the Buyer in writing of:
     1. each aspect, if any, of the Operating Environment that is not suitable for the provision of the ICT Services;
     2. the actions needed to remedy each such unsuitable aspect; and
     3. a timetable for and the costs of those actions.

### Licensed software warranty

* 1. The Supplier represents and warrants that:
     1. it has and shall continue to have all necessary rights in and to the Licensed Software made available by the Supplier (and/or any Sub- Contractor) to the Buyer which are necessary for the performance of the Supplier’s obligations under this Contract including the receipt of the Deliverables by the Buyer;
     2. all components of the Specially Written Software shall:
        1. be free from material design and programming errors;
        2. perform in all material respects in accordance with the relevant specifications contained in Schedule 10 (Service Levels) and Documentation; and
        3. not infringe any IPR.

### Provision of ICT Services

* 1. The Supplier shall:
     1. ensure that the release of any new COTS Software in which the Supplier owns the IPR, or upgrade to any Software in which the Supplier owns the IPR complies with the interface requirements of the Buyer and (except in relation to new Software or upgrades which are released to address Malicious Software) shall notify the Buyer three (3) Months before the release of any new COTS Software or upgrade;
     2. ensure that all Software including upgrades, updates and New Releases used by or on behalf of the Supplier are currently supported versions of that Software and perform in all material respects in accordance with the relevant specification;
     3. ensure that the Supplier System will be free of all encumbrances;
     4. ensure that the Deliverables are fully compatible with any Buyer Software, Buyer System, or otherwise used by the Supplier in connection with this Contract;
     5. minimise any disruption to the Services and the ICT Environment and/or the Buyer's operations when providing the Deliverables.

### Standards and Quality Requirements

* 1. The Supplier shall develop, in the timescales specified in the Award Form, quality plans that ensure that all aspects of the Deliverables are the subject of quality management systems and are consistent with BS EN ISO 9001 or any equivalent standard which is generally recognised as having replaced it ("**Quality Plans**")**.**
  2. The Supplier shall seek Approval from the Buyer (not be unreasonably withheld or delayed) of the Quality Plans before implementing them. Approval shall not act as an endorsement of the Quality Plans and shall not relieve the Supplier of its responsibility for ensuring that the Deliverables are provided to the standard required by this Contract.
  3. Following the approval of the Quality Plans, the Supplier shall provide all Deliverables in accordance with the Quality Plans.
  4. The Supplier shall ensure that the Supplier Personnel shall at all times during the Contract Period:
     1. be appropriately experienced, qualified and trained to supply the Deliverables in accordance with this Contract;
     2. apply all due skill, care, diligence in faithfully performing those duties and exercising such powers as necessary in connection with the provision of the Deliverables; and
     3. obey all lawful instructions and reasonable directions of the Buyer (including, if so required by the Buyer, the ICT Policy) and provide the Deliverables to the reasonable satisfaction of the Buyer.

### ICT Audit

* 1. The Supplier shall allow any auditor access to the Supplier premises to:
     1. inspect the ICT Environment and the wider service delivery environment (or any part of them);
     2. review any records created during the design and development of the Supplier System and pre-operational environment such as information relating to Testing;
     3. review the Supplier’s quality management systems including all relevant Quality Plans.

### Maintenance of the ICT Environment

* 1. If specified by the Buyer in the Award Form, the Supplier shall create and maintain a rolling schedule of planned maintenance to the ICT Environment ("**Maintenance Schedule**") and make it available to the Buyer for Approval in accordance with the timetable and instructions specified by the Buyer.
  2. Once the Maintenance Schedule has been Approved, the Supplier shall only undertake such planned maintenance (which shall be known as "**Permitted Maintenance**") in accordance with the Maintenance Schedule.
  3. The Supplier shall give as much notice as is reasonably practicable to the Buyer prior to carrying out any Emergency Maintenance.
  4. The Supplier shall carry out any necessary maintenance (whether Permitted Maintenance or Emergency Maintenance) where it reasonably suspects that the ICT Environment and/or the Services or any part thereof has or may have developed a fault. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or where this is not possible so as to minimise) disruption to the ICT Environment and the provision of the Deliverables.

### Malicious Software

* 1. The Supplier shall, throughout the Contract Period, use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor to check for, contain the spread of, and minimise the impact of Malicious Software.
  2. If Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Government Data, assist each other to mitigate any losses and to restore the provision of the Deliverables to its desired operating efficiency.
  3. Any cost arising out of the actions of the Parties taken in compliance with the provisions of Paragraph [9.2](#_bookmark82) shall be borne by the Parties as follows:
     1. by the Supplier, where the Malicious Software originates from the Supplier Software, the third party Software supplied by the Supplier or the Government Data (whilst the Government Data was under the control of the Supplier) unless the Supplier can demonstrate that such Malicious Software was present and not quarantined or otherwise identified by the Buyer when provided to the Supplier; and
     2. by the Buyer, if the Malicious Software originates from the Buyer Software or the Buyer Data (whilst the Buyer Data was under the control of the Buyer).

### [Supplier-Furnished Terms

* 1. **Software as a Service Terms**
     1. Additional terms for provision of a Software as a Service solution are detailed in **[insert** reference to relevant Schedule].

***[Guidance Note: If you need to purchase standard SAAS only, a CCS Framework may be the most appropriate contract to use. If a system developed and managed under this Contract contains SAAS elements, you will need to ensure that you are able to continue to buy that SAAS on VFM commercial terms. SAAS tends to be provided based on Supplier-furnished terms, and the IPR position will need to reflect this. See Schedule 36 also.]***

### Software Support & Maintenance Terms

* + 1. Additional terms for provision of Software Support & Maintenance Services are detailed in [insert reference to relevant Schedule]**]**