



Department
for Environment
Food & Rural Affairs

Conditions of Contract Research & Development

March 2022

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SECTION 1 - FORM OF CONTRACT

PARTIES:

- (1) THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS of Nobel House, 17 Smith Square, London, SW1P 3JR (the "Authority");

AND
- (2) Ipsos (Market Research Limited registered in England and Wales under number 948470 whose registered office is 3 Thomas More Square, London, E1W 1YW (the "Contractor")

(each a "Party" and together the "Parties")

WHEREAS

- a) Following a competitive tender process, the Authority wishes to appoint the Contractor to provide the certain services and the Contractor agrees to provide those service in accordance with these terms and conditions.
- b) The Authority will enter into the Contract on the basis that it requires the Services for the Initial Contract Period. However, in entering into the Contract, both Parties acknowledge that circumstances may prevent the Authority from fulfilling the funding requirements of the Contract for the Initial Contract Period. In these circumstances, the Parties undertake to discuss the future scope of the Contract before the end of the relevant Project Year.

NOW IT IS HEREBY AGREED as follows:

1. TERMS OF CONTRACT

1.1 The "Contract" comprises the following:

Section 1: Form of Contract

Section 2: Terms and Conditions

Schedule 1: Specification

Schedule 2: Prices

Schedule 3: Change Control

Schedule 4: Commercially Sensitive Information

Schedule 5: Processing, Personal Data and Data Subjects

Schedule 6: Non-Disclosure Agreement

Schedule 7: Contractor and Third Party Software

Schedule 8: Security Requirements, Policy and Plan

Schedule 9: Co-Funder Provision

Schedule 10: Exit Plan – Additional Terms and Conditions

Schedule 11: Contractor's Proposal

- 1.2 Execution of the Contract is carried out in accordance with EU Directive 99/93 (Community framework for electronic signatures) and the Electronic Communications Act 2000. The Contract is formed on the date on which both Parties communicate acceptance of its terms on the Authority's electronic contract management system ("Bravo").
- 1.3 The Contract starts on 15 April 2022 (the "Commencement Date") and ends on 31 March 2024 (the "End Date") unless it is terminated early or extended in accordance with the Contract.
- 1.4 The Authority may extend the term of the Contract until 30 September 2024 ("Extension"). The terms of the Contract will apply throughout the period of any Extension.

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A GENERAL PROVISIONS

A1 Definitions and Interpretation

Unless the context otherwise requires the following terms shall have the meanings given to them below:

“Affected Party” means the Party seeking to claim relief in respect of a Force Majeure Event.

“Affiliate” means 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 with, that body corporate from time to time.

“Approval” and “Approved” means the prior written consent of the Authority.

“Authorised Representative” means the Authority representative named in the CCN as authorised to approve agreed Variations.

“Authority Data” means

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

“Authority Premises” means any premises owned, occupied or controlled by the Authority or any other Crown Body which are made available for use by the Contractor or its Sub-Contractors for provision of the Services.

“Authority Software” means software which is owned by or licensed to the Authority (other than under or pursuant to the Contract) and which is or will be used by the Contractor for the purposes of providing the Services.

“Authority System” means the Authority’s computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority or the Contractor in connection with the Contract which is owned by or licensed to the Authority by a third party and which interfaces with the Contractor System or which is necessary for the Authority to receive the Services.

“Biological Materials” means any material (including, without limitation, plants, animals, microbes or viruses) of biological origin which contains genetic information capable of reproduction and/or material derived from the same that is collected or produced through the Contract.

“BPSS” means the HMG Baseline Personnel Security Standard for Government employees.

“Bravo” has the meaning given in paragraph 1.2 of the Form of Contract.

“CCN” means a change control notice in the form set out in Schedule 3.

“Commencement Date” means the date set out in paragraph 1.3 of the Form of Contract.

“Commercially Sensitive Information” means the information listed in Schedule 4 comprising the information of a commercially sensitive nature relating to:

- (a) the Price;
- (b) details of the Contractor’s Intellectual Property Rights; and
- (c) the Contractor’s business and investment plans which the Contractor has indicated to the Authority that, if disclosed by the Authority, would cause the Contractor significant commercial disadvantage or material financial loss.

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

- (a) was public knowledge at the time of disclosure otherwise than by breach of clause E4;

- (b) was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;
- (c) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or
- (d) is independently developed without access to the Confidential Information.

“Contract” has the meaning given in paragraph 1.1 of the Form of Contract.

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

- (a) the End Date; or
- (b) following an Extension the end date of the Extension

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

“Contracting Authority” means any contracting authority (other than the Authority) as defined in regulation 3 of the Regulations.

“Contractor Software” means software which is proprietary to the Contractor, including software which is or will be used by the Contractor for the purposes of providing the Services and which is set out in Schedule 7.

“Contractor System” means the information and communications technology system used by the Contractor in performing the Services including the Software, the Contractor Equipment and related cabling (but excluding the Authority System).

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

“Conventions” means any and all of: i) the Convention on Biological Diversity and the International Treaty on Plant Genetic Resources for Food and Agriculture, including any Protocols and other additions or amendments from time to time; ii) any guidelines adopted by the parties to the same (including, without limitation, the Bonn Guidelines on Access to Genetic Resources and Fair and Equitable Sharing of the Benefits Arising out of their Utilization); and iii) any national legal or regulatory requirements made in pursuance of the provisions of the same in any territory.

“Controller” has the meaning given in the GDPR.

“Copyright” means as it is defined in s.1 of Part 1 Chapter 1 of the Copyright, Designs and Patents Act 1988.

“Crown” means the government of the United Kingdom (including the Northern Ireland Executive Committee and Northern Ireland Departments, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government offices and government agencies and “Crown Body” is an emanation of the foregoing.

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

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

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

“Data Protection Officer” has the meaning given in the GDPR.

“Data Subject” has the meaning given in the GDPR.

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

“Database Rights” means as rights in databases are defined in s.3A of Part 1 Chapter 1 of the Copyright, Designs and Patents Act 1988.

“Default” means any breach of the obligations of the relevant Party (including abandonment of the Contract in breach of its terms, repudiatory breach or breach of a fundamental term) or any other default, act, omission, negligence or statement of the relevant Party or the Staff in connection with the subject-matter of the Contract and in respect of which such Party is liable to the other.

“DOTAS” means the Disclosure of Tax Avoidance Schemes rules which require a promotor 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 NICs by the National Insurance (Application of Part 7 of the Finance Act 2004) regulations 2012, SI 2012/1868 made under section 132A of the Social Security Administration Act 1992.

“DPA 2018” means the Data Protection Act 2018.

“EIR” means the Environmental Information Regulations 2004 (SI 2004/3391) and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

“End Date” means the date set out in paragraph 1.3 of the Form of Contract.

“Equipment” means the Contractor’s equipment, consumables, plant, materials and such other items supplied and used by the Contractor in the delivery of the Services.

“Extension” has the meaning given in paragraph 1.4 of the Form of Contract.

“FOIA” means 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” means any event outside the reasonable control of either Party affecting its performance of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including acts of God, riots, war or armed conflict, acts of terrorism, acts of government, local government or regulatory bodies, for flood, storm or earthquake, or disaster but excluding any industrial dispute relating to the Contractor or the Staff or any other failure in the Contractor’s supply chain.

“Form of Contract” means Section 1 of the Contract.

“GDPR” means the General Data Protection Regulation (Regulation (EU) 2016/679).

“General Anti-Abuse Rule” means:

- (a) the legislation in Part 5 of the Finance Act 2013; and
- (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid NICs;

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

“Goods” means any goods supplied by the Contractor (or by a Sub-Contractor) under the Contract as specified in Schedule 1 including any modified or alternative goods.

“Halifax Abuse Principle” means the principle explained in the CJEU Case C-255/02 Halifax and others.

“HMRC” means HM Revenue & Customs.

“ICT Environment” means the Authority System and the Contractor System.

“Income” means any revenues received by the Contractor (including, without limitation, the sale or disposal of products or services, royalties, payments for licences or options and stage payments) irrespective of whether such payment is in money or other consideration, arising from the use or exploitation of the Results or any part of the Results.

“Information” has the meaning given under section 84 of the FOIA.

“Initial Contract Period” means the period from the Commencement Date to the End Date.

“Intellectual Property Rights” means patents, utility models, inventions, trademarks, service marks, logos, design rights (whether registrable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, plant variety rights, Know-How, trade or business names, moral rights and other similar rights or obligations whether registrable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off.

“ITEPA” means the Income Tax (Earnings and Pensions) Act 2003.

“Key Biological Materials” means Biological Materials held by or on behalf of the Contractor that are agreed by the Contractor, the Authority and (if relevant) the appropriate independent scientific advisory body (in each case acting reasonably) to be of national or international importance.

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

“Know-How” means all information not in the public domain held in any form (including without limitation that comprised in or derived from drawings, data formulae, patterns, specifications, notes, samples, chemical compounds, biological materials, computer software, component lists, instructions, manuals, brochures, catalogues and process descriptions and scientific approaches and methods).

“Law” means any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of section 2 of the European Communities Act 1972, 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 relevant Party is bound to comply.

“LED” means Law Enforcement Directive (Directive (EU) 2016/680).

“Malicious Software” means 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.

“Material Breach” means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Authority would otherwise derive from:

- (a) a substantial portion of the Contract; or
- (b) any of the obligations set out in clauses A6, B16, D1, E1, E2, E3, E4, E7, E8 or E11.

“Month” means calendar month.

“NICs” means National Insurance Contributions.

“Occasion of Tax Non-Compliance” means:

- (a) any tax return of the Contractor 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:
 - i. a Relevant Tax Authority successfully challenging the Contractor under the General Anti-Abuse Rule or the Halifax Abuse principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
 - ii. the failure of an avoidance scheme which the Contractor was involved in, and which was, or should have been, notified to the Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or
- (b) any tax return of the Contractor submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Commencement Date or to a civil penalty for fraud or evasion.

“Personal Data” has the meaning given in the GDPR.

“Personal Data Breach” has the meaning given in the GDPR.

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

“Price” means the price (excluding any applicable VAT) payable to the Contractor by the Authority under the Contract, as set out in Schedule 2 for the full and proper performance by the Contractor of its obligations under the Contract.

“Processor” has the meaning given in the GDPR.

“Prohibited Act” means:

- (a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority a financial or other advantage to:
 - i. induce that person to perform improperly a relevant function or activity; or
 - ii. reward that person for improper performance of a relevant function or activity;
- (b) 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 the Contract;
- (c) an offence:
 - i. under the Bribery Act 2010 (or any legislation repealed or revoked by such Act;
 - ii. under legislation or common law concerning fraudulent acts; or
 - iii. the defrauding, attempting to defraud or conspiring to defraud the Authority;
- (d) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct has been carried out in the UK.

“Project Year” means each period of 12 months during the Contract Period beginning with the Commencement Date.

“Protective Measures” means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it including those outlined in Schedule 8.

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

“Purchase Order” means the document in which the Authority specifies the Services which are to be supplied by the Contractor under the Contract.

“Quality Standards” means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardization or other reputable or equivalent body (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in Schedule 1.

“Receipt” means the physical or electronic arrival of the invoice at the address specified in clause A4.4 or at any other address given by the Authority to the Contractor for the submission of invoices from time to time.

“Regulations” means the Public Contract Regulations 2015 (SI 2015/102).

“Regulatory Body” means a government department and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Authority.

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

“Relevant Requirements” means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010.

“Relevant Tax Authority” means HMRC or, if applicable, a tax authority in the jurisdiction in which the Contractor is established.

“Replacement Contractor” means any third party supplier appointed by the Authority to supply any goods and/or services which are substantially similar to any of the Services in substitution for any of the Services following the expiry, termination or partial termination of the Contract.

“Request for Information” means a request for information under the FOIA or the EIR.

“Results” means any guidance, specifications, reports, studies, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models, designs or other material which is:

- a) prepared by or for the Contractor for use in relation to the performance of its obligations under the Contract; or
- b) the result of any work done by the Contractor, the Staff or any Sub-Contractor in relation to the provision of the Services.

“Returning Employees” means those persons agreed by the Parties to be employed by the Contractor (and/or any Sub-Contractor) wholly or mainly in the supply of the Services immediately before the end of the Contract Period.

“Security Policy Framework” means the HMG Security Policy Framework (available from the Cabinet Office’s Government Security Secretariat) as updated from time to time.

“Services” means the services set out in Schedule 1 (including any modified or alternative services) and, if the context so requires, includes Goods.

“Specification” means the description of the Services to be supplied under the Contract as set out in Schedule 1 including, where appropriate, the Key Personnel, the Premises and the Quality Standards.

“SSCBA” means the Social Security Contributions and Benefits Act 1992.

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

“Sub-Contract” means a contract between 2 or more suppliers, at any stage of remoteness from the Authority in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of the Contract and “Sub-Contractor” shall be construed accordingly.

“Sub-processor” means any third party appointed to process Personal Data on behalf of the Contractor related to this Contract.

“Tender” means the document submitted by the Contractor to the Authority in response to the Authority’s invitation to suppliers for formal offers to supply the Services.

“TFEU” means the Treaty on the Functioning of the European Union.

“Third Party IP Claim” has the meaning given to it in clause E8.7 (Intellectual Property Rights).

“Third Party Software” means software which is proprietary to any third party which is or will be used by the Contractor to provide the Services including the software and which is specified as such in Schedule 7.

“Treaties” means the Treaty on European Union and the TFEU.

“TUPE” means the Transfer of Undertakings (Protection of Employment) Regulations 2006.

“TUPE Information” means the information set out in clause B17.1.

“Valid Invoice” means an invoice containing the information set out in clause C2.5.

“Variation” means a variation to the Specification, the Price or any of the terms or conditions of the Contract.

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

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

In the Contract, unless the context implies otherwise:

- (a) the singular includes the plural and vice versa;
- (b) words importing the masculine include the feminine and the neuter;
- (c) reference to a clause is a reference to the whole of that clause unless stated otherwise;
- (d) references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or central Government body;
- (e) the words “other”, “in particular”, “for example”, “including” and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words “without limitation”;
- (f) headings are included for ease of reference only and shall not affect the interpretation or construction of the Contract;
- (g) a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- (h) references to the Contract are references to the Contract as amended from time to time; and
- (i) if there are no Co-funders, references to the Co-funders shall have no meaning or effect.

A2 The Authority’s Obligations

A2.1 Save as otherwise expressly provided, the obligations of the Authority under the Contract are obligations of the Authority in its capacity as a contracting counterparty and nothing in the Contract shall operate as an obligation upon, or in any other way fetter or constrain the Authority in any other capacity, and the exercise by the

Authority of its duties and powers in any other capacity shall not lead to any liability (howsoever arising) on the part of the Authority to the Contractor.

A3 Contractor's Status

- A3.1 The Contractor shall be an independent contractor and nothing in the Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties and accordingly neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Contract.
- A3.2 The Contractor shall not (and shall ensure that any other person engaged in relation to the Contract shall not) say or do anything that might lead any other person to believe that the Contractor is acting as the agent or employee of the Authority.

A4 Notices and Communications

- A4.1 Subject to clause A4.3, where the Contract states that a notice or communication between the Parties must be "written" or "in writing" it is not valid unless it is made by letter (sent by hand, first class post, recorded delivery or special delivery) or by email or by communication via Bravo.
- A4.2 If it is not returned as undelivered a notice served:
- (a) in a letter is deemed to have been received 2 Working Days after the day it was sent; and
 - (b) in an email is deemed to have been received 4 hours after the time it was sent provided it was sent on a Working Day
- or when the other Party acknowledges receipt, whichever is the earlier.
- A4.3 Notices pursuant to clauses G3 (Force Majeure), I2 (Dispute Resolution) or to terminate the Contract or any part of the Services are valid only if served in a letter by hand, recorded delivery or special delivery.
- A4.4 Notices shall be sent to the addresses set out below or at such other address as the relevant Party may give notice to the other Party for the purpose of service of notices under the Contract:
- (a) For the Authority:

Contact Name: [REDACTED]

Address: Air Quality and industrial Emissions, Department for Environment, Food and Rural Affairs, Seacole Building, 2 Marsham Street, London, SW1P 4DF ; and

Email: [REDACTED]

(b) For the Contractor:

Contact Name: [REDACTED]

Address: Ipsos (Market Research Limited), 3 Thomas More Square, London, E1W 1YW; and

Email: tenders@ipsos.com.

A5 Mistakes in Information

A5.1 The Contractor is responsible for the accuracy of all drawings, documentation and information supplied to the Authority by the Contractor in connection with the Services and shall pay the Authority any extra costs occasioned by any discrepancies, errors or omissions therein.

A6 Conflicts of Interest

A6.1 The Contractor shall take appropriate steps to ensure that neither the Contractor nor any Staff is placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract. The Contractor will notify the Authority without delay giving full particulars of any such conflict of interest which may arise.

A6.2 The Authority may terminate the Contract immediately by notice and/or take or require the Contractor to take such other steps it deems necessary if, in the Authority's reasonable opinion, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract. The actions of the Authority pursuant to this clause A6 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

B. THE SERVICES

B1 Specification

B1.1 In consideration of the Contractor supplying the Services the Contractor shall be paid the Price.

B2 Samples

B2.1 If requested by the Authority, the Contractor shall provide the Authority with samples of Goods for evaluation and Approval, at the Contractor's cost and expense.

- B2.2 The Contractor shall ensure that the Goods are fully compatible with any equipment, to the extent specified in the Specification.
- B2.3 The Contractor acknowledges that the Authority relies on the skill and judgment of the Contractor in the supply of the Goods and the performance of the Contractor's obligations under the Contract.

B3 Delivery

- B3.1 Unless otherwise stated in the Specification, where the Goods are delivered by the Contractor, the point of delivery shall be when the Goods are removed from the transporting vehicle at the Premises. If the Goods are collected by the Authority, the point of delivery shall be when the Goods are loaded on the Authority's vehicle.
- B3.2 Except where otherwise provided in the Contract, delivery shall include the unloading, stacking or installation of the Goods by the Staff or the Contractor's suppliers or carriers at such place as the Authority or duly authorised person shall reasonably direct.
- B3.3 Any access to the Premises and any labour and equipment that may be provided by the Authority in connection with delivery shall be provided without acceptance by the Authority of any liability whatsoever to the extent permitted by law.
- B3.4 Where access to the Premises is necessary in connection with delivery or installation of the Goods, the Contractor and its Sub-Contractors shall at all times comply with the security requirements of the Authority.
- B3.5 The Authority shall be under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the Specification.
- B3.6 The Authority is under no obligation to accept or pay for any Goods delivered in excess of the quantity ordered. If the Authority elects not to accept such over-delivered Goods it shall give notice to the Contractor to remove them within 5 Working Days and to refund to the Authority any expenses incurred by it as a result of such over-delivery (including but not limited to the costs of moving and storing the Goods), failing which the Authority may dispose of such Goods and charge the Contractor for the costs of such disposal. The risk in any over-delivered Goods shall remain with the Contractor unless they are accepted by the Authority.
- B3.7 Unless expressly agreed to the contrary, the Authority shall not accept delivery by instalments. If, however, the Authority does specify or agree to delivery by instalments, delivery of any instalment later than the date specified or agreed for its delivery shall, without prejudice to any other rights or remedies of the Authority, entitle the Authority to terminate the whole of any unfulfilled part of the Contract without further liability to the Authority.

- B3.8 The Authority may inspect and examine the manner in which the Contractor supplies the Services at the Premises during normal business hours on reasonable notice. The Contractor shall provide free of charge all such facilities as the Authority may reasonably require for such inspection and examination. In this clause B3, Services include planning or preliminary work in connection with the supply of the Services.
- B3.9 If reasonably requested to do so by the Authority, the Contractor shall co-ordinate its activities in supplying the Services with those of the Authority and other contractors engaged by the Authority.
- B3.10 Timely supply of the Services is of the essence of the Contract, including in relation to commencing the supply of the Services within the time agreed or on a specified date. If the Contractor fails materially to deliver the Services within the time promised or specified in the Specification, the Authority is released from any obligation to accept and pay for the Services and may terminate the Contract, in either case without prejudice to any other rights and remedies of the Authority.

B4 Risk and Ownership

- B4.1 Subject to clauses B3.5 and B3.6, risk in the Goods shall, without prejudice to any other rights or remedies of the Authority (including the Authority's rights and remedies under clause F1 (Failure to meet Requirements)), pass to the Authority at the time of delivery.
- B4.2 Ownership in the Goods shall, without prejudice to any other rights or remedies of the Authority (including the Authority's rights and remedies under clause F1), pass to the Authority at the time of delivery (or payment, if earlier).

B5 Non-Delivery

- B5.1 On dispatch of any consignment of the Goods the Contractor shall send the Authority an advice note specifying the means of transport, the place and date of dispatch, the number of packages and their weight and volume.
- B5.2 If the Authority has been informed in writing of the despatch of the Goods and, having been placed in transit, the Goods are not delivered to the Authority on the due date for delivery, the Authority shall, within 10 Working Days of the notified date of delivery, give notice to the Contractor that the Goods have not been delivered and may request the Contractor to deliver substitute Goods free of charge within the timescales specified by the Authority or terminate the Contract in accordance with clause B3.10.

B6 Labelling and Packaging

- B6.1 The Contractor shall ensure that the Goods are labelled and packaged in accordance with the Contract.

- B6.2 The Contractor shall comply with the Packaging & Packaging Waste Directive (94/62/EC), implemented in the UK by the Packaging (Essential Requirements) Regulations 2003. The container in which the Goods are held shall be labelled with the Contractor's name, the net, gross and tare weights, and contain a description of its contents. All containers of hazardous Goods (and all documents relating thereto) shall bear prominent and adequate warnings.
- B6.3 The Contractor is responsible for the removal and disposal of all packaging materials from the Premises within the period specified by the Authority and at no cost to the Authority.
- B6.4 If no period for collection and disposal is specified by the Authority, the Contractor shall collect the packaging from the Premises no later than 10 Working Days from the date of delivery of the Goods. The Authority shall be entitled to dispose of any packaging materials which have not been collected by the Contractor within those 10 Working Days or such other period specified by the Authority for collection. The Contractor shall be responsible for the payment of any costs incurred by the Authority in connection with its collection and disposal of that packaging material.
- B6.5 The Contractor shall:
- (a) use packaging capable of easy recovery for further use or recycling. Packaging materials shall be easily separable by hand into recyclable parts consisting of one material (e.g. cardboard, paper, plastic, textile);
 - (b) reuse the packaging and, where reuse is not practicable, recycle the materials in the manufacture of crates, pallets, boxes, cartons, cushioning and other forms of packaging, where these fulfil other packaging specifications;
 - (c) make maximum use of materials taken from renewable sources, if recycled materials are not suitable or not readily available;
 - (d) if using wooden pallets or timber derived products for the packaging and supply of Goods comply with the Authority's timber procurement policy;
 - (e) review packaging specifications periodically to ensure that no unnecessary limitations on the use of recycled materials exist; and
 - (f) if requested to do so, provide the Authority with a description of the product packaging and evidence to satisfy the Authority that it is reusing, recycling and reviewing its use of packaging. The evidence should provide proof of compliance with BS EN 13430 on recyclability or BS EN 13429 on reusability, or equivalent.

B7 Training

- B7.1 If included in the Specification, the Price includes the cost of instruction of the Authority's personnel in the use and maintenance of the Goods and such instruction shall be in accordance with the requirements detailed in the Specification.

B8 Provision and Removal of Equipment

- B8.1 The Contractor shall provide all the Equipment and resource necessary for the supply of the Services.
- B8.2 The Contractor shall not deliver any Equipment to or begin any work on the Premises without obtaining Approval.
- B8.3 All Equipment brought onto the Premises is at the Contractor's own risk and the Authority has no liability for any loss of or damage to any Equipment unless the Contractor is able to demonstrate that such loss or damage was caused or contributed to by the Authority's Default. The Contractor shall provide for the haulage or carriage thereof to the Premises and the removal of Equipment when no longer required at its sole cost.
- B8.4 Unless otherwise agreed, Equipment brought onto the Premises remains the property of the Contractor.
- B8.5 If the cost of any Equipment is reimbursed to the Contractor such Equipment is the property of the Authority and shall on request be delivered to the Authority as directed by the Authority. The Contractor will keep a full and accurate inventory of such Equipment and will deliver that inventory to the Authority on request and on completion of the Services.
- B8.6 The Contractor shall maintain all Equipment in a safe, serviceable and clean condition.
- B8.7 The Contractor shall, at the Authority's written request, at its own expense and as soon as reasonably practicable:
- (a) remove immediately from the Premises Equipment which is, in the Authority's opinion, hazardous, noxious or not supplied in accordance with the Contract; and
 - (b) replace such item with a suitable substitute item of Equipment.
- B8.8 Within 20 Working Days of the end of the Contract Period, the Contractor shall remove the Equipment together with any other materials used by the Contractor to supply the Services and shall leave the Premises in a clean, safe and tidy condition. The Contractor shall make good any damage to those Premises and any fixtures and fitting in the Premises which is caused by the Contractor or Staff.

B9 Goods Delivery

B9.1 The Contractor shall perform its obligations under the Contract:

- (a) with appropriately experienced, qualified and trained personnel with all due skill, care and diligence;
- (b) in accordance with Good Industry Practice; and
- (c) in compliance with all applicable Laws.

B9.2 The Contractor shall ensure the Goods:

- (a) conform in all respects with the Specification and, where applicable, with any sample approved by the Authority;
- (b) operate in accordance with the relevant technical specifications and correspond with the requirements of the Specification;
- (c) conform in all respects with all applicable Laws; and
- (d) are free from defects in design, materials and workmanship and are fit and sufficient for all the purposes for which such goods are ordinarily used and for any particular purpose made known to the Contractor by the Authority.

B10 Service Delivery

B10.1 The Contractor shall at all times comply with the Quality Standards and, where applicable, shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of the Service has not been specified in the Contract, the Contractor shall agree the relevant standard of the Services with the Authority prior to the supply of the Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

B10.2 The Contractor shall ensure that all Staff supplying the Services do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services. The Contractor shall ensure that those Staff are properly managed and supervised.

B10.3 If the Specification includes installation of equipment the Contractor shall notify the Authority in writing when it has completed installation. Following receipt of such notice, the Authority shall inspect the installation and shall, by giving notice to the Contractor:

- (a) accept the installation; or
- (b) reject the installation and inform the Contractor why, in the Authority's reasonable opinion, the installation does not satisfy the Specification.

B10.4 If the Authority rejects the installation pursuant to clause B10.3(b), the Contractor shall immediately rectify or remedy any defects and if, in the Authority's reasonable opinion, the installation does not, within 2 Working Days or such other period agreed by the Parties, satisfy the Specification, the Authority may terminate the Contract with immediate effect by notice.

B10.5 The installation shall be complete when the Contractor receives a notice issued by the Authority in accordance with clause B10.3(a). Notwithstanding acceptance of any installation in accordance with clause B10.3(a), the Contractor shall remain solely responsible for ensuring that the Services and the installation conform to the Specification. No rights of estoppel or waiver shall arise as a result of the acceptance by the Authority of the installation.

B10.6 During the Contract Period, the Contractor shall:

- (a) at all times have all licences, approvals and consents necessary to enable the Contractor and Staff to carry out the installation;
- (b) provide all tools and equipment (or procure the provision of all tools and equipment) necessary for completion of the installation; and
- (c) not, in delivering the Services, in any manner endanger the safety or convenience of the public.

B11 Key Personnel

B11.1 The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services.

B11.2 The Key Personnel shall not be released from supplying the Services without the agreement of the Authority, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment or other similar extenuating circumstances.

B11.3 Any replacements to the Key Personnel shall be subject to Approval. Such replacements shall be of at least equal status, experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

B11.4 The Authority shall not unreasonably withhold its agreement under clauses B11.2 or B11.3. Such agreement shall be conditional on appropriate arrangements being

made by the Contractor to minimise any adverse effect on the Services which could be caused by a change in Key Personnel.

B11.5 The Authority may, by notice to the Contractor, ask it to remove any Staff whose presence is, in the Authority's reasonable opinion, undesirable. The Contractor shall comply with any such request immediately.

B12 Contractor's Staff

B12.1 The Authority may, by notice to the Contractor, refuse to admit onto, or withdraw permission to remain on, the Authority's Premises:

- (a) any member of the Staff; or
- (b) any person employed or engaged by any member of the Staff

whose admission or continued presence would, in the Authority's reasonable opinion, be undesirable.

B12.2 At the Authority's written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission into the Authority's Premises, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Authority may reasonably request.

B12.3 The decision of the Authority as to whether any person is to be refused access to the Authority's Premises and as to whether the Contractor has failed to comply with clause B12.2 shall be final.

B12.4 The Contractor shall ensure that all Staff who have access to the Authority's Premises, the Authority System or the Authority Data have been cleared in accordance with the BPSS.

B13 Inspection of Premises

B13.1 Save as the Authority may otherwise direct, the Contractor is deemed to have inspected the Premises before submitting its Tender and to have complete due diligence in relation to all matters connected with the performance of its obligations under the Contract.

B14 Licence to Occupy Premises

B14.1 Any land or Premises made available from time to time to the Contractor by the Authority in connection with the Contract shall be on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its obligations under the Contract. The Contractor shall have the use of such land or Premises as licensee and shall vacate the same on termination of the Contract.

- B14.2 The Contractor shall limit access to the land or Premises to such Staff as is necessary for it to perform its obligations under the Contract and the Contractor shall co-operate (and ensure that its Staff co-operate) with such other persons working concurrently on such land or Premises as the Authority may reasonably request.
- B14.3 Should the Contractor require modifications to the Authority's Premises, such modifications shall be subject to Approval and shall be carried out by the Authority at the Contractor's expense. The Authority shall undertake approved modification work without undue delay.
- B14.4 The Contractor shall (and shall ensure that any Staff on the Authority's Premises shall) observe and comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when on the Authority's Premises as determined by the Authority.
- B14.5 The Contract does not create a tenancy of any nature whatsoever in favour of the Contractor or its Staff and no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Authority retains the right at any time to use the Premises owned or occupied by it in any manner it sees fit.

B15 Property

- B15.1 All Property is and shall remain the property of the Authority and the Contractor irrevocably licenses the Authority and its agents to enter any Premises of the Contractor during normal business hours on reasonable notice to recover any such Property. The Contractor shall not in any circumstances have a lien or any other interest on the Property and the Contractor shall at all times possess the Property as fiduciary agent and bailee of the Authority. The Contractor shall take all reasonable steps to ensure that the title of the Authority to the Property and the exclusion of any such lien or other interest are brought to the notice of all Sub-Contractors and other appropriate persons and shall, at the Authority's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Authority.
- B15.2 The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Authority otherwise within 5 Working Days of receipt.
- B15.3 The Contractor shall maintain the Property in good order and condition (excluding fair wear and tear), and shall use the Property solely in connection with the Contract and for no other purpose without Approval.
- B15.4 The Contractor shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Services, in accordance with the Authority's reasonable security requirements as required from time to time.

B15.5 The Contractor shall be liable for all loss of or damage to the Property, unless such loss or damage was caused by the Authority's negligence. The Contractor shall inform the Authority immediately of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

B16 Biological Materials

B16.1 The Contractor shall ensure that any Biological Materials collected by or on behalf of the Contractor in the course of performance of the Services are:

- (a) collected and used in accordance with the Conventions, where relevant;
- (b) made available to the Authority (or such other person as the Authority may specify) whenever and wherever and in whatever format the Authority may reasonably require for any purpose (including, without limitation, handover on termination of the Services); and
- (c) stored for whatever period is reasonably required by the Authority (or, in the absence of any such requirement, an appropriate period in all the circumstances taking into account the nature of the relevant Biological Materials) following termination of the Contract.

B16.2 The Contractor recognises and acknowledges for the purposes of clause B16.1 (c) that Key Biological Materials in its possession are likely to require long term maintenance and shall put in place appropriate procedures for ensuring that relevant samples are selected for this purpose where applicable.

B16.3 The Contractor shall identify any requirements of the Conventions (including, without limitation, benefit-sharing requirements arising from use of Biological Materials) which may apply in connection with the Services. The Contractor shall comply with any such requirements and inform the Authority of the same. This clause B16.3 shall be without prejudice to the generality of clause B10.1.

B16.4 Failure to comply with any obligation in clause B16 shall amount to a Material Breach for the purpose of clause H2 (Termination on Default). For the avoidance of doubt, where no Biological Materials are, or are to be, collected by or on behalf of the Contractor in the course of performance of the Contract all references to Biological Materials in this clause B16 or elsewhere in the Contract shall have no effect.

B17 Offers of Employment

B17.1 Except in respect of any transfer of Staff under TUPE, for the Contract Period and for 12 Months thereafter the Contractor shall not employ or offer employment to any of the Authority's staff who have been associated with the Services and/or the Contract without Approval.

B18 Employment Provisions

- B18.1 Not later than 12 Months prior to the end of the Contract Period, the Contractor shall fully and accurately disclose to the Authority all information that the Authority may reasonably request in relation to the Staff including the following:
- (a) the total number of Staff whose employment/engagement shall terminate at the end of the Contract Period, save for any operation of Law;
 - (b) the age, gender, salary or other remuneration, future pay settlements and redundancy and pensions entitlement of the Staff referred to in clause B18.1(a);
 - (c) the terms and conditions of employment/engagement of the Staff referred to in clause B18.1(a), their job titles and qualifications;
 - (d) details of any current disciplinary or grievance proceedings ongoing or circumstances likely to give rise to such proceedings and details of any claims current or threatened; and
 - (e) details of all collective agreements with a brief summary of the current state of negotiations with any such bodies and with details of any current industrial disputes and claims for recognition by any trade union.
- B18.2 At intervals determined by the Authority (which shall not be more frequent than once every 30 days) the Contractor shall give the Authority updated TUPE Information.
- B18.3 Each time the Contractor supplies TUPE Information to the Authority it shall warrant its completeness and accuracy and the Authority may assign the benefit of this warranty to any Replacement Contractor.
- B18.4 The Authority may use TUPE Information it receives from the Contractor for the purposes of TUPE and/or any retendering process in order to ensure an effective handover of all work in progress at the end of the Contract Period. The Contractor shall provide the Replacement Contractor with such assistance as it shall reasonably request.
- B18.5 If TUPE applies to the transfer of the Services on termination of the Contract, the Contractor shall indemnify and keep indemnified the Authority, the Crown and any Replacement Contractor against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Authority or the Crown or any Replacement Contractor may suffer or incur as a result of or in connection with:
- (a) the provision of TUPE Information;

- (b) any claim or demand by any Returning Employee (whether in contract, tort, under statute, pursuant to EU Law or otherwise) in each case arising directly or indirectly from any act, fault or omission of the Contractor or any Sub-Contractor in respect of any Returning Employee on or before the end of the Contract Period;
- (c) any failure by the Contractor or any Sub-Contractor to comply with its obligations under regulations 13 or 14 of TUPE or any award of compensation under regulation 15 of TUPE save where such failure arises from the failure of the Authority or a Replacement Contractor to comply with its duties under regulation 13 of TUPE;
- (d) any claim (including any individual employee entitlement under or consequent on such a claim) by any trade union or other body or person representing any Returning Employees arising from or connected with any failure by the Contractor or any Sub-Contractor to comply with any legal obligation to such trade union, body or person; and
- (e) any claim by any person who is transferred by the Contractor to the Authority and/or a Replacement Contractor whose name is not included in the list of Returning Employees.

B18.6 If the Contractor becomes aware that TUPE Information it provided has become inaccurate or misleading, it shall notify the Authority and provide the Authority with up to date TUPE Information.

B18.7 This clause B18 applies during the Contract Period and indefinitely thereafter.

B18.8 The Contractor undertakes to the Authority that, during the 12 Months prior to the end of the Contract Period the Contractor shall not (and shall procure that any Sub-Contractor shall not) without Approval (such Approval not to be unreasonably withheld or delayed):

- (a) amend or vary (or purport to amend or vary) the terms and conditions of employment or engagement (including, for the avoidance of doubt, pay) of any Staff (other than where such amendment or variation has previously been agreed between the Contractor and the Staff in the normal course of business and where any such amendment or variation is not in any way related to the transfer of the Services);
- (b) terminate or give notice to terminate the employment or engagement of any Staff (other than in circumstances in which the termination is for reasons of misconduct or lack of capability);
- (c) transfer away, remove, reduce or vary the involvement of any other Staff from or in the provision of the Services (other than where such transfer or removal:

- (i) was planned as part of the individual's career development; (ii) takes place in the normal course of business; and (iii) will not have any adverse impact upon the delivery of the Services by the Contractor, (provided that any such transfer, removal, reduction or variation is not in any way related to the transfer of the Services); or
- (d) recruit or bring in any new or additional individuals to provide the Services who were not already involved in providing the Services prior to the relevant period.

C PAYMENT

C1 Price

- C1.1 In consideration of the Contractor's performance of its obligations under the Contract, the Authority shall pay the Price in accordance with clause C2.

C2 Payment and VAT

- C2.1 The Contractor shall submit invoices to the Authority on the dates set out in Schedule 2.
- C2.2 The Authority shall, in addition to the Price and following Receipt of a Valid Invoice, pay the Contractor a sum equal to the VAT chargeable on the value of the Services supplied in accordance with the Contract.
- C2.3 The Contractor shall add VAT to the Price at the prevailing rate as applicable and shall show the amount of VAT payable separately on all invoices as an extra charge. If the Contractor fails to show VAT on an invoice, the Authority will not, at any later date, be liable to pay the Contractor any additional VAT.
- C2.4 All Contractor invoices shall be expressed in sterling or such other currency as shall be permitted by the Authority in writing.
- C2.5 Valid Invoices shall include:
 - (a) the Contractor's full name, address and title of the Contract;
 - (b) (if Goods are included in the Specification) the name and quantity of the Goods delivered including batch numbers;
 - (c) the Purchase Order numberand, if requested by the Authority:
 - (d) timesheets for Staff engaged in providing the Services signed and dated by the Authority's representative on the Premises on the day;

- (e) the name of the individuals to whom the timesheet relates and hourly rates for each;
- (f) identification of which individuals are Contractor's staff and which are Sub-Contractors;
- (g) the address of the Premises and the date on which work was undertaken;
- (h) the time spent working on the Premises by the individuals concerned;
- (i) details of the type of work undertaken by the individuals concerned;
- (j) details of plant or materials operated and on standby;
- (k) separate identification of time spent travelling and/or meal or rest breaks; and
- (l) where appropriate, details of journeys made and distances travelled.

C2.6 The Authority shall not pay Contractor time spent on meal or rest breaks and the Contractor shall ensure that all workers take adequate meal or rest breaks.

C2.7 The Authority shall not pay for plant which is not in use during a meal or rest break.

C2.8 Meal and rest breaks will include breaks both in or outside an individual's workplace along with any time taken in travelling to or from the break location and/or any facilities for cleaning/changing/washing in preparation for or return from a meal or rest break.

C2.9 Timesheets must include a minimum of 30 minutes break for each shift of 8 hours, a minimum of 45 minutes break in a shift of between 8 and 12 hours and a minimum of one hour break will be taken within a shift in excess of 12 hours and the Contractor's rates and Contract Price must include such breaks.

C2.10 The Authority shall not pay the Contractor's overhead costs unless specifically agreed in writing by the Authority and overhead costs shall include, without limitation; facilities, utilities, insurance, tax, head office overheads, indirect staff costs and other costs not specifically and directly ascribable solely to the provision of the Services.

C2.11 If Schedule 2 expressly provides that the Authority may be charged for plant which is on standby then in circumstances where plant was waiting to be transferred between Premises or where the Authority has instructed that the plant is retained on the Premises then a standby charge of 60% of agreed rates may be made in respect of such relevant periods if supported by timesheets.

C2.12 The Authority shall pay only for the time spent by Staff working on the Premises.

- C2.13 The Authority shall not pay a stand-by rate if plant is on standby because no work was being carried out on the Premises at that time or no operator or other relevant staff were available (unless the standby is because the Contractor is awaiting licensing of the Premises on the Authority's instructions).
- C2.14 The Authority shall not pay for plant or equipment which is stood down during any notice period pursuant to clauses H1, H2 and/or H3 and the Contractor shall mitigate such costs as far as is reasonably possible, for example, by reutilising Staff, plant, materials and services on other contracts.
- C2.15 The Contractor may claim expenses only if they are clearly identified, supported by original receipts and Approved.
- C2.16 If the Authority pays the Contractor prior to the submission of a Valid Invoice this payment shall be on account of and deductible from the next payment to be made.
- C2.17 If any overpayment has been made or the payment or any part is not supported by a Valid Invoice the Authority may recover this payment against future invoices raised or directly from the Contractor. All payments made by the Authority to the Contractor shall be on an interim basis pending final resolution of an account with the Contractor in accordance with the terms of this clause C2.
- C2.18 The Authority shall pay all sums due to the Contractor within 30 days of Receipt of a Valid Invoice. Valid Invoices should be submitted for payment to the following address:
- Accounts-Payable Accounts-payable.def@govl.sscl.com (the Authority's preferred option); or SSCL AP, Defra, PO Box 790, Newport Gwent, NP10 8FZ.
- C2.19 If a payment of an undisputed amount is not made by the Authority by the due date, then the Authority shall pay the Contractor interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- C2.20 The Contractor shall ensure that a provision is included in all Sub-Contracts which requires payment to be made of all sums due to Sub-Contractors within 30 days from the receipt of a valid invoice.
- C2.21 The Contractor shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Authority at any time in respect of the Contractor's failure to account for or to pay any VAT relating to payments made to the Contractor under the Contract. Any amounts due under this clause C2.21 shall be paid by the Contractor to the Authority not less than 5 Working Days before the date upon which the tax or other liability is payable by the Authority.

C2.22 The Contractor shall not suspend the Services unless the Contractor is entitled to terminate the Contract under clause H2.3 for failure to pay undisputed sums of money.

C2.23 The Authority shall not pay an invoice which is not Valid Invoice.

C3 Recovery of Sums Due

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

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

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

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

C4 Price during Extension

C4.1 Subject to Schedule 2 and clause F7 (Variation), the Price shall apply for the Initial Contract Period and until the end date of any extension or such earlier date of termination or partial termination of the Contract in accordance with the Law or the Contract.

D. STATUTORY OBLIGATIONS

D1 Prevention of Fraud and Bribery

D1.1 The Contractor represents and warrants that neither it, nor to the best of its knowledge any Staff, have at any time prior to the Commencement Date:

- (a) committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or

- (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

D1.2 The Contractor shall not during the Contract Period:

- (a) commit a Prohibited Act; and/or
- (b) do or suffer anything to be done which would cause the Authority or any of its employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

D1.3 The Contractor shall, during the Contract Period:

- (a) establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act; and
- (b) keep appropriate records of its compliance with its obligations under clause D1.3(a) and make such records available to the Authority on request.

D1.4 The Contractor shall immediately notify the Authority in writing if it becomes aware of any breach of clauses D1.1 and/or D1.2, or has reason to believe that it has or any of the Staff have:

- (a) been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- (c) received a request or demand for any undue financial or other advantage of any kind in connection with the performance of the Contract or otherwise suspects that any person directly or indirectly connected with the Contract has committed or attempted to commit a Prohibited Act.

D1.5 If the Contractor notifies the Authority pursuant to clause D1.4, the Contractor shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation.

D1.6 If the Contractor is in Default under clauses D1.1 and/or D1.2, the Authority may by notice:

- (a) require the Contractor to remove from performance of the Contract any Staff whose acts or omissions have caused the Default; or
- (b) immediately terminate the Contract.

D1.7 Any notice served by the Authority under clause D1.6 shall specify the nature of the Prohibited Act, the identity of the party who the Authority believes has committed the Prohibited Act and the action that the Authority has taken (including, where relevant, the date on which the Contract shall terminate).

D2 Discrimination

D2.1 The Contractor shall:

- (a) perform its obligations under the Contract in accordance with:
 - i) all applicable equality Law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy maternity or otherwise);
 - ii) the Authority's equality and diversity policy as given to the Contractor from time to time;
 - iii) any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality Law; and
- (b) take all necessary steps and inform the Authority of the steps taken to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation).

D3 Rights of Third Parties

D3.1 The provisions of clause B18.5 and E8.3 confer benefits on persons named in such provisions (together "Third Party Provisions") other than the Parties (each person a "Third Party Beneficiary") and are intended to be enforceable by Third Party Beneficiaries by virtue of the Contracts (Rights of Third Parties) Act 1999 ("CRTPA").

D3.2 Subject to clause D3.1, a person who is not a Party has no right under the CRTPA to enforce any provisions of the Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the CRTPA and does not apply to the Crown.

- D3.3 No Third Party Beneficiary may enforce or take steps to enforce any Third Party Provision without Approval.
- D3.4 Any amendments to the Contract may be made by the Parties without the consent of any Third Party Beneficiary.

D4 Health and Safety

- D4.1 The Contractor shall perform its obligations under the Contract in accordance with:
- (a) all applicable Law regarding health and safety; and
 - (b) the Authority's health and safety policy while at the Authority's Premises.
- D4.2 Each Party shall notify the other as soon as practicable of any health and safety incidents or material health and safety hazards at the Authority's Premises of which it becomes aware and which relate to or arise in connection with the performance of the Contract. The Contractor shall instruct Staff to adopt any necessary associated safety measures in order to manage any such material health and safety hazards.

D5 Environmental Requirements

- D5.1 The Contractor shall in the performance of the Contract have due regard to the Authority's environmental, sustainable and ethical procurement policies ("Environmental Policies") which require the Authority through its procurement and management of suppliers to:
- (a) conserve energy, water, wood, paper and other resources and reduce waste;
 - (b) phase out the use of ozone depleting substances;
 - (c) minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment;
 - (d) minimise the use of products harmful to health and the environment such as hazardous substances and solvents, replacing them with more benign substances where feasible and, where such substances are necessary, to ensure that they are stored in properly labelled containers, used and disposed of in compliance with legal and regulatory requirements and any instructions from the Authority;
 - (e) reduce fuel emissions wherever possible;

- (f) maximise the use of recovered materials and, if recycled materials are not suitable or not readily available, to maximise the use of materials taken from renewable sources; and
- (g) promote the design of products that are capable of reuse or remanufacture or easily separable into recyclable parts consisting of one material (e.g. steel, plastic, textile).

D5.2 The Contractor shall ensure that any equipment and materials used in the provision of the Services do not contain:

- (a) ozone depleting substances such as hydrochlorofluorocarbons (HCFCs), halons, carbon tetrachloride, 111 trichloroethane, bromochloromethane or any other damaging substances; and/or
- (b) HFCs and other gaseous and non-gaseous substances with a high global warming potential; unless given written permission by the Authority to do so.

D5.3 The Contractor shall conserve energy and water; reduce carbon emissions and other greenhouse gases; minimise the use of substances damaging or hazardous to health and the environment and reduce waste by, for example, using resources more efficiently and reusing, recycling and composting and respecting biodiversity.

D5.4 If required by the Authority the Contractor shall provide the Authority with information about its compliance with its obligations under clause D5.3.

D5.5 The Contractor shall ensure that its Staff are aware of the Authority's Environmental Policies.

D5.6 The Contractor shall comply with the minimum environmental mandatory standards in the "Government Buying Standards" and in addition where required by the Authority, comply with any relevant "Best Practice" and "Class Leader" standards in relation to any goods on that list which are supplied to the Authority by or on behalf of the Contractor under the Contract.

D5.7 The Contractor shall:

- (a) identify any risks from climate change and variable weather such as higher temperatures, droughts, flooding, sea and river level rises, coastal and riparian erosion, water scarcity, and loss of water quality which may disrupt and/or affect the supply of the Services; and
- (b) if such risks have been identified, enhance the resilience of its organisation to enable it to adapt and deal with the effects of such extreme events, including by having the necessary awareness-raising, evaluation, preventive, preparatory, recovery measures and support systems in place in order to minimise any disruption to the supply of the Services.

D6 Timber and Wood Derived Products

D6.1 For the purposes of clauses D6.1 to D6.8 the following terms shall have the following meanings:

- (a) “Timber” means any product that contains wood or wood fibre, with the exception of "recycled" materials (see below). Such products range from solid wood to those where the manufacturing processes obscure the wood element, for example, paper. Timber and wood-derived products supplied or used in performance of the Services that have been recycled or reclaimed are referred to as "recycled" timber, which is defined below. Timber and wood-derived products supplied or used in performance of the Services that are not recycled are referred to as "virgin" timber when the distinction needs to be made for clarity. Short-rotation coppice is exempt from the requirements for timber and wood-derived products and falls under agricultural regulation and supervision rather than forestry;
- (b) “Legal and Sustainable” means production and process methods, also referred to as timber production standards, and in the context of social criteria, contract performance conditions (only), as defined by the document titled "UK Government timber procurement policy: Definition of Legal and Sustainable for timber procurement" (available at www.gov.uk/government/publications/timber-definition-of-legal-and-sustainable or CPET). The edition current on the day the Contract is awarded shall apply;
- (c) “FLEGT” means Forest Law Enforcement, Governance and Trade, and is a reference to the EU scheme to address the problem of illegally logged timber;
- (d) “FLEGT-licensed” means production and process methods, also referred to as timber production standards, and in the context of social criteria, contract performance conditions only, as defined by a bilateral Voluntary Partnership Agreement (“VPA”) between the European Union and a timber-producing country under the FLEGT scheme, where both Parties have agreed to establish a system under which timber that has been produced in accordance with the relevant laws of the producing country, and other criteria stipulated by the VPA, are licensed for export by the producing country government;
- (e) “Recycled” means recovered wood that prior to being supplied to the Authority had an end use as a standalone object or as part of a structure. The term "recycled" is used to cover the following categories: pre-consumer recycled wood and wood fibre or industrial by products but excluding sawmill co-products (sawmill co-products are deemed to fall within the category of virgin timber), post-consumer recycled wood and wood fibre, and driftwood. It also covers reclaimed timber which was abandoned or confiscated at least ten

years previously. Documentary evidence and independent verification also apply to recycled materials, but will focus on the use to which the timber was previously put rather than the forest source;

(f) “Short-rotation coppice” means a specific management regime whereby the poles of trees are cut every one to two years and which is aimed at producing biomass for energy. It is exempt from the UK government timber procurement policy requirements and falls under agricultural regulation and supervision rather than forestry. The exemption only refers to short-rotation coppice, and not 'conventional' coppice which is forest management and therefore subject to the timber policy; and

(g) “CPET” means the UK Government's Central Point of Expertise on Timber.

D6.2 All Timber supplied or used by the Contractor in providing the Services (including all Timber supplied or used by Sub-Contractors) shall comply with Schedule 1 and shall originate from a forest source where management of the forest has full regard for:

- (a) identification, documentation and respect of legal, customary and traditional tenure and use rights related to the forest;
- (b) mechanisms for resolving grievances and disputes including those relating to tenure and use rights, to forest management practices and to work conditions; and
- (c) safeguarding the basic labour rights and health and safety of forest workers (the “Social Criteria”).

D6.3 If requested by the Authority and not already provided in its Tender, the Contractor shall give the Authority evidence that the Timber supplied or used in providing the Services complies with the requirements of Schedule 1 and with the requirements of the Social Criteria.

D6.4 The Authority may at any time during the Contract Period and for 6 years after final delivery under the Contract require the Contractor to produce the evidence required for the Authority's inspection within 14 days of the Authority's written request.

D6.5 The Contractor shall maintain records of all Timber delivered to and accepted by the Authority for 6 years from final delivery under the Contract.

D6.6 The Authority shall decide whether the evidence submitted to it demonstrates legality and sustainability, or FLEGT-licence or equivalent, and is adequate to satisfy the Authority that the Timber complies with Schedule 1 and complies with the requirements of the Social Criteria. If the Authority is not satisfied, the Contractor shall commission and meet the costs of an "independent verification" and resulting

report that will: (a) verify the forest source of the timber or wood; and (b) assess whether the source meets the relevant criteria.

- D6.7 In the Contract "Independent Verification" means that an evaluation is undertaken and reported by an individual or body whose organisation, systems and procedures conform to ISO Guide 65:1996 (EN 45011:1998) General requirements for bodies operating product certification systems (as amended from time to time) or equivalent, and who is accredited to audit against forest management standards by a body whose organisation, systems and procedures conform to ISO 17011: 2004 General Requirements for Providing Assessment and Accreditation of Conformity Assessment Bodies (as amended from time to time) or equivalent.
- D6.8 The Authority may reject Timber that does not comply with Schedule 1 or with the Social Criteria. If the Authority rejects any Timber the Contractor shall supply alternative Timber which does comply at no additional cost to the Authority and without causing delay to delivery of the Services.

E PROTECTION OF INFORMATION

E1 Authority Data

- E1.1 The Contractor shall not delete or remove any proprietary notices contained within or relating to the Authority Data.
- E1.2 The Contractor shall not store, copy, disclose, or use the Authority Data except as necessary for the performance by the Contractor of its obligations under this Contract or as otherwise expressly authorised in writing by the Authority.
- E1.3 To the extent that Authority Data is held and/or processed by the Contractor, the Contractor shall supply Authority Data to the Authority as requested by the Authority in the format specified in the Specification.
- E1.4 The Contractor shall preserve the integrity of Authority Data and prevent the corruption or loss of Authority Data.
- E1.5 The Contractor shall perform secure back-ups of all Authority Data and shall ensure that up-to-date back-ups are stored securely off-site. The Contractor shall ensure that such back-ups are made available to the Authority immediately upon request.
- E1.6 The Contractor shall ensure that any system on which the Contractor holds any Authority Data, including back-up data, is a secure system that complies with the Security Policy Framework.
- E1.7 If Authority Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the Authority may:

- (a) require the Contractor (at the Contractor's expense) to restore or procure the restoration of Authority Data and the Contractor shall do so promptly; and/or
- (b) itself restore or procure the restoration of Authority Data, and shall be repaid by the Contractor any reasonable expenses incurred in doing so.

E1.8 If at any time the Contractor suspects or has reason to believe that Authority Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Contractor shall notify the Authority immediately and inform the Authority of the remedial action the Contractor proposes to take.

E2 Data Protection

E2.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor unless otherwise specified in Schedule 5. The only processing that the Contractor is authorised to do is listed in Schedule 5 by the Authority and may not be determined by the Contractor.

E2.2 The Contractor shall notify the Authority immediately if it considers that any of the Authority's instructions infringe the Data Protection Legislation.

E2.3 The Contractor shall provide all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Authority, include:

- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
- (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
- (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
- (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

E2.4 The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:

- (a) process that Personal Data only in accordance with Schedule 5 unless the Contractor is required to do otherwise by Law. If it is so required the Contractor shall promptly notify the Authority before processing the Personal Data unless prohibited by Law;
- (b) ensure that it has in place Protective Measures which are appropriate to protect against a Data Loss Event, which the Authority may reasonably reject

(but failure to reject shall not amount to approval by the Authority of the adequacy of the Protective Measures), having taken account of the:

- (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
- (c) ensure that :
- (i) the Staff do not process Personal Data except in accordance with this Contract (and in particular Schedule 5);
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Staff who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Contractor's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
- (d) not transfer Personal Data outside of the European Union unless the prior written consent of the Authority has been obtained and the following conditions are fulfilled:
- (i) the Authority or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with the GDPR Article 46 or LED Article 37) as determined by the Authority;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Contractor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Authority in meeting its obligations); and

- (iv) the Contractor complies with any reasonable instructions notified to it in advance by the Authority with respect to the processing of the Personal Data;
- (e) at the written direction of the Authority, delete or return Personal Data (and any copies of it) to the Authority on termination of the Contract unless the Contractor is required by Law to retain the Personal Data.

E2.5 Subject to clause E2.6 the Contractor shall notify the Authority immediately if, in relation to any Personal Data processed in connection with its obligations under this Contract, it:

- (a) receives a Data Subject Request (or purported Data Subject Request);
- (b) receives a request to rectify, block or erase any Personal Data;
- (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- (d) receives any communication from the Information Commissioner or any other regulatory authority;
- (e) 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
- (f) becomes aware of a Data Loss Event.

E2.6 The Contractor's obligation to notify under clause E2.5 shall include the provision of further information to the Authority in phases, as details become available.

E2.7 Taking into account the nature of the processing, the Contractor shall provide the Authority with full assistance in relation to either Party's obligations under Data Protection Legislation in relation to any Personal Data processed in connection with its obligations under this Contract and any complaint, communication or request made under Clause E2.5 (and insofar as possible within the timescales reasonably required by the Authority) including by promptly providing:

- (a) the Authority with full details and copies of the complaint, communication or request;
- (b) such assistance as is reasonably requested by the Authority to enable the Authority to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
- (c) the Authority, at its request, with any Personal Data it holds in relation to a Data Subject;

- (d) assistance as requested by the Authority following any Data Loss Event;
- (e) assistance as requested by the Authority with respect to any request from the Information Commissioner's Office, or any consultation by the Authority with the Information Commissioner's Office.

E2.8 The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:

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

E2.9 The Contractor shall allow for audits of its Personal Data processing activity by the Authority or the Authority's designated auditor.

E2.10 Each Party shall designate its own Data Protection Officer if required by the Data Protection Legislation.

E2.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Contractor must:

- (a) notify the Authority in writing of the intended Sub-processor and processing;
- (b) obtain the written consent of the Authority;
- (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause E2 such that they apply to the Sub-processor; and
- (d) provide the Authority with such information regarding the Sub-processor as the Authority may reasonably require.

E2.12 The Contractor shall remain fully liable for all acts or omissions of any of its Sub-processors.

E2.13 The Authority may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).

E2.14 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office. The Authority may on not less than 30 Working Days' notice to the Contractor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Officer.

E2.15 This clause E2 shall apply during the Contract Period and indefinitely after its expiry.

E3 Official Secrets Acts and Finance Act 1989

E3.1 The Contractor shall comply with the provisions of:

- (a) the Official Secrets Acts 1911 to 1989; and
- (b) section 182 of the Finance Act 1989.

E4 Confidential Information

E4.1 Except to the extent set out in this clause E4 or if disclosure or publication is expressly permitted elsewhere in the Contract each Party shall treat all Confidential Information belonging to the other Party as confidential and shall not disclose any Confidential Information belonging to the other Party to any other person without the other party's consent, except to such persons and to such extent as may be necessary for the performance of the Party's obligations under the Contract.

E4.2 The Contractor hereby gives its consent for the Authority to publish the whole Contract (but with any information which is Confidential Information belonging to the Authority redacted) including from time to time agreed changes to the Contract, to the general public.

E4.3 If required by the Authority, the Contractor shall ensure that Staff, professional advisors and consultants sign a non-disclosure agreement prior to commencing any work in connection with the Contract in substantially the form attached in Schedule 5 and, if applicable, incorporating the requirements of clause E2.11. The Contractor shall maintain a list of the non-disclosure agreements completed in accordance with this clause E4.3.

E4.4 If requested by the Authority, the Contractor shall give the Authority a copy of the list and, subsequently upon request by the Authority, copies of such of the listed non-disclosure agreements as required by the Authority. The Contractor shall ensure that its Staff, professional advisors and consultants are aware of the Contractor's confidentiality obligations under the Contract.

E4.5 The Contractor may only disclose the Authority's Confidential Information to the Staff who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality.

- E4.6 The Contractor shall not, and shall procure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of this Contract.
- E4.7 Clause E4.1 shall not apply to the extent that:
- (a) such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the EIR;
 - (b) such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - (c) such information was obtained from a third party without obligation of confidentiality;
 - (d) such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or
 - (e) it is independently developed without access to the other Party's Confidential Information.
- E4.8 Nothing in clause E4.1 shall prevent the Authority disclosing any Confidential Information obtained from the Contractor:
- (a) for the purpose of the examination and certification of the Authority's accounts;
 - (b) for the purpose of any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
 - (c) to any Crown Body or any Contracting Authority and the Contractor hereby acknowledges that all government departments or Contracting Authorities receiving such Confidential Information may further disclose the Confidential Information to other government departments or other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any government department or any Contracting Authority;
 - (d) to any consultant, contractor or other person engaged by the Authority
- provided that in disclosing information under clauses E4.8 (c) and (d) the Authority discloses only the information which is necessary for the purpose concerned and requests that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.

- E4.9 Nothing in clauses E4.1 to E4.6 shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of its obligations under the Contract in the course of its normal business, to the extent that this does not result in a disclosure of the other Party's Confidential Information or an infringement of the other Party's Intellectual Property Rights.
- E4.10 The Authority shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or Sub-Contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause E4.6 is made aware of the Authority's obligations of confidentiality.
- E4.11 If the Contractor does not comply with clauses E4.1 to E4.6 the Authority may terminate the Contract immediately on notice to the Contractor.
- E4.12 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in the supply of the Services, the Contractor shall maintain adequate security arrangements that meet the requirements of professional standards and best practice.
- E4.13 The Contractor will immediately notify the Authority of any breach of security in relation to Confidential Information and all data obtained in the supply of the Services and will keep a record of such breaches. The Contractor will use its best endeavours to recover such Confidential Information or data however it may be recorded. The Contractor will co-operate with the Authority in any investigation as a result of any breach of security in relation to Confidential Information or data.
- E4.14 The Contractor shall, at its own expense, alter any security systems at any time during the Contract Period at the Authority's request if the Authority reasonably believes the Contractor has failed to comply with clause E4.12.

E5 Freedom of Information

- E5.1 The Contractor acknowledges that the Authority is subject to the requirements of the FOIA and the EIR.
- E5.2 The Contractor shall transfer to the Authority all Requests for Information that it receives as soon as practicable and in any event within 2 Working Days of receipt:
- (a) give the Authority a copy of all Information in its possession or control in the form that the Authority requires within 5 Working Days (or such other period as the Authority may specify) of the Authority's request;
 - (b) provide all necessary assistance as reasonably requested by the Authority to enable the Authority to comply with its obligations under the FOIA and EIR; and

- (c) not respond to directly to a Request for Information unless authorised to do so in writing by the Authority.

E5.3 The Authority shall determine in its absolute discretion and notwithstanding any other provision in the Contract or any other agreement whether the Commercially Sensitive Information and any other Information is exempt from disclosure in accordance with the provisions of the FOIA and/or the EIR.

E6 Publicity, Media and Official Enquiries

E6.1 Without prejudice to the Authority's obligations under the FOIA, the EIR or any obligations under the Regulations, or any policy requirements as to transparency, neither Party shall make any press announcement or publicise the Contract or any part thereof in any way, except with the written consent of the other Party.

E6.2 The Contractor shall use its best endeavours to ensure that its Staff, professional advisors and consultants comply with clause E6.1.

E6.3 Notwithstanding clause E6.1 but subject to clause E4 (Confidential Information) and Schedule 4, the Contractor shall endeavour to make the Results generally available (including in scientific journals where reasonably appropriate) and shall acknowledge in any public statement the financial support of the Authority and the Co-funders. The Contractor shall send details of any proposed publication to the Authority at least 2 weeks prior to the proposed publication and shall notify the Authority immediately if approached by the media about the Services.

E6.4 Subject to clause E4 (Confidential Information) and Schedule 4 the Authority may disclose, copy and otherwise distribute to the public or use in any way any information arising out of the Services or comprised in any work relating to the Services.

E6.5 Nothing in the Contract shall permit or require the Contractor or the Co-funders to make any disclosure of information which would jeopardise any commercial exploitation of the Results.

E7 Security

E7.1 The Authority shall be responsible for maintaining the security of the Authority's Premises in accordance with its standard security requirements. The Contractor shall comply with all security requirements of the Authority while on the Authority's Premises, and shall ensure that all Staff comply with such requirements.

E7.2 The Authority shall give the Contractor upon request copies of its written security procedures.

E7.3 The Contractor shall, as an enduring obligation during the Contract Period, use the latest versions of anti-virus definitions available from an industry accepted anti-virus

software vendor to check for and delete Malicious Software from the ICT Environment.

- E7.4 Notwithstanding clause E7.3, 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 the Authority Data, assist each other to mitigate any losses and to restore the provision of Services to their desired operating efficiency.
- E7.5 Any cost arising out of the actions of the Parties taken in compliance with clause E7.4 shall be borne by the Parties as follows:
- (a) by the Contractor where the Malicious Software originates from the Contractor Software, the Third Party Software or the Authority Data (whilst the Authority Data was under the control of the Contractor); and
 - (b) by the Authority if the Malicious Software originates from the Authority Software or Authority Data (whilst the Authority Data was under the control of the Authority).

E8 Intellectual Property Rights

E8.1 All Intellectual Property Rights in:

- (a) the Results; or
- (b) any guidance, specifications, reports, studies, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models, designs or other material which is furnished to or made available to the Contractor by or on behalf of the Authority (together with the Results, the "IP Materials") shall vest in the Authority (save for Copyright and Database Rights which shall vest in Her Majesty the Queen) and the Contractor shall not, and shall ensure that the Staff shall not, use or disclose any IP Materials without Approval save to the extent necessary for performance by the Contractor of its obligations under the Contract.

E8.2 The Contractor hereby assigns:

- (a) to the Authority, with full title guarantee, all Intellectual Property Rights (save for Copyright and Database Rights) which may subsist in the IP Materials. This assignment shall take effect on the date of the Contract or (in the case of rights arising after the date of the Contract) as a present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights produced by the Contractor;
- (b) to Her Majesty the Queen, with full title guarantee, all Copyright and Database Rights which may subsist in the IP Materials prepared in accordance with

clauses E8.1 (a) and (b), and shall execute all documents and do all acts as are necessary to execute these assignments.

E8.3 The Contractor shall:

- (a) ensure that the third party owner of any Intellectual Property Rights that are or which may be used to perform the Services grants to the Authority a non-exclusive licence or, if itself a licensee of those rights, shall grant to the Authority an authorised sub-licence, to use, reproduce, modify, develop and maintain the Intellectual Property Rights in the same. Such licence or sub-licence shall be non-exclusive, perpetual, royalty-free, worldwide and irrevocable and shall include the right for the Authority to sub-license, transfer, novate or assign to other Contracting Authorities, the Crown, the Replacement Contractor or to any other third party supplying goods and/or services to the Authority ("Indemnified Persons");
- (b) not infringe any Intellectual Property Rights of any third party in supplying the Services; and
- (c) during and after the Contract Period, indemnify and keep indemnified the Authority and the Indemnified Persons from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Authority or the Indemnified Persons may suffer or incur as a result of or in connection with any breach of this clause E8.3, except to the extent that any such claim results directly from:
 - i) items or materials based upon designs supplied by the Authority; or
 - ii) the use of data supplied by the Authority which is not required to be verified by the Contractor under any provision of the Contract.

E8.4 The Authority shall notify the Contractor in writing of any claim or demand brought against the Authority for infringement or alleged infringement of any Intellectual Property Right in materials supplied and/or licensed by the Contractor to the Authority.

E8.5 The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim, demand or action by any third party for infringement or alleged infringement of any third party Intellectual Property Rights (whether by the Authority, the Contractor or an Indemnified Person) arising from the performance of the Contractor's obligations under the Contract ("Third Party IP Claim"), provided that the Contractor shall at all times:

- (a) consult the Authority on all material issues which arise during the conduct of such litigation and negotiations;

- (b) take due and proper account of the interests of the Authority; and
- (c) not settle or compromise any claim without Approval (not to be unreasonably withheld or delayed).

E8.6 The Authority shall at the request of the Contractor afford to the Contractor all reasonable assistance for the purpose of contesting any Third Party IP Claim and the Contractor shall indemnify the Authority for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Contractor shall not be required to indemnify the Authority under this clause E8.6 in relation to any costs and expenses to the extent that such arise directly from the matters referred to in clauses E8.3 (c) i) and ii).

E8.7 The Authority shall not, without the Contractor's consent, make any admissions which may be prejudicial to the defence or settlement of any Third Party IP Claim.

E8.8 If any Third Party IP Claim is made or in the reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the Authority and, at its own expense and subject to Approval (not to be unreasonably withheld or delayed), shall (without prejudice to the rights of the Authority under clauses E8.3 and G2.1(g) use its best endeavours to:

- (a) modify any or all of the Services without reducing the performance or functionality of the same, or substitute alternative services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement; or
- (b) procure a licence to use the Intellectual Property Rights and supply the Services which are the subject of the alleged infringement, on terms which are acceptable to the Authority

and if the Contractor is unable to comply with clauses E8.8(a) or (b) within 20 Working Days of receipt by the Authority of the Contractor's notification the Authority may terminate the Contract immediately by notice to the Contractor.

E8.9 The Contractor grants to the Authority and, if requested by the Authority, any Replacement Contractor, a royalty-free, irrevocable, worldwide, non-exclusive licence (with a right to sub-license) to use any Intellectual Property Rights that the Contractor owned or developed prior to the Commencement Date and which the Authority (or the Replacement Contractor) reasonably requires in order for the Authority to exercise its rights under, and receive the benefit of, the Contract (including, without limitation, the Services).

E9 Commercial Exploitation

E9.1 The Contractor shall:

- (a) ensure that its staff, students and sub-contractors are and will be engaged in relation to the Contract and the Services on terms which do not entitle any of them to any rights in the Results; and
- (b) ensure that it is and remains entitled to transfer free from any encumbrances any title and/or rights necessary to effect the vesting of Intellectual Property Rights required by the Contract.

E9.2 Subject to clauses E9.3 and E9.4 the Contractor will use reasonable endeavours to exploit the Results commercially for its benefit and the benefit of the Authority and the Co-funders.

E9.3 The Contractor shall identify and inform the Authority of any Results which it considers suitable for commercial exploitation. If the Contractor has identified an opportunity for the commercial exploitation of the Results then it shall either apply to the Authority for a licence (with a right to sub-license as required) as may be necessary, or provide such assistance as is required by the Authority to facilitate a licence being granted by the Authority to a third party.

E9.4 The Contractor shall identify and inform the Authority of any Results which may be suitable for registration as a patent, copyright, registered design, trade mark or other legal protection and shall use its reasonable endeavours to apply for such protection throughout or in any part of the world in the name of the Authority, and shall maintain such protection in such part of the world as it considers suitable at its own expense.

E9.5 Subject to clause E9.6 the Income from the commercial exploitation of the Results shall, after deduction of allowable costs as described below, be apportioned between the Parties as follows:

- (a) the Authority and Co-Funders: 10%, to be divided in the proportion of the actual payments made to the Contractor under the Contract by the Authority and Co-Funders respectively; and
- (b) the Contractor: 90%.

E9.6 The Income referred to in clause E9.5 shall be payable for the longer of:

- (a) the term of any patent arising from or incorporating any of the Results; and
- (b) the period in which any Know-How arising from the Results and used in any products or services exploited by the Contractor remains secret and substantial.

E9.7 The allowable costs for the purposes of clause E9.5 shall be limited to:

- (a) the registration fees for the registering of any rights in relation to such Results;

- (b) any legal costs reasonably incurred in relation to legal proceedings in relation to such Results in any appropriate forum and before any appropriate tribunal in any country and any costs ordered by any such tribunal to be paid by the Parties or any of them;
- (c) any other reasonable cost or expenditure which may be agreed from time to time by the Authority and the Contractor; and
- (d) subject to Approval, any reasonable marketing, packaging and/or distribution costs, and any relevant experimental development costs including costs of field trials and/or demonstration projects incurred at the Contractor's expense.

E9.8 The Contractor shall have sole responsibility for making any payments due to Staff under any rewards or incentive schemes, whether contractual, ex gratia, or statutory, in relation to the Results, and any such payments shall not be a cost or expenditure liable to be subtracted from any Income pursuant to clause E9.5. Any payments in respect of a share of Income to be made to the Authority and/or the Co-funders by the Contractor shall be made promptly, in such format as the Authority may direct and accompanied by sufficient information to enable the Authority to identify: i) the contract to which such payments relate; and ii) the means (including a full breakdown of allowable costs) by which such payments have been calculated.

E9.9 If the Contractor does not intend to protect or exploit any Results then the Authority shall be entitled to obtain protection at its own cost and (if clause E8.1 has been amended or varied so that ownership of the Results vests in the Contractor) to have assigned to it at no charge all rights in the relevant Results. The Contractor will not be entitled to any share of the Income generated as the result of the protection or exploitation of the relevant Results obtained by the Authority.

E9.10 For the avoidance of doubt, clauses E9.5 to E9.9 do not apply to and do not affect any Intellectual Property Rights in existence before the commencement of the Services.

E10 Audit

E10.1 The Contractor shall keep and maintain until 6 years after the end of the Contract Period, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Services supplied under it, all expenditure reimbursed by the Authority, and all payments made by the Authority. The Contractor shall on request afford the Authority or the Authority's representatives such access to those records and processes as may be requested by the Authority in connection with the Contract.

E10.2 The Contractor agrees to make available to the Authority, free of charge, whenever requested, copies of audit reports obtained by the Contractor in relation to the Services.

E10.3 The Contractor shall permit duly authorised representatives of the Authority and/or the National Audit Office to examine the Contractor's records and documents relating to the Contract and to provide such copies and oral or written explanations as may reasonably be required.

E10.4 The Contractor (and its agents) shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) and other information as the Comptroller and Auditor General may reasonably require for the purposes of his financial audit of the Authority and for carrying out examinations into the economy, efficiency and effectiveness with which the Authority has used its resources. The Contractor shall provide such explanations as are reasonably required for these purposes.

E11 Tax Compliance

E11.1 If, during the Contract Period, an Occasion of Tax Non-Compliance occurs, the Contractor shall:

- (a) notify the Authority in writing of such fact within 5 Working Days of its occurrence; and
- (b) promptly give the Authority:
 - i) details of the steps it is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors it considers relevant; and
 - ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.

E11.2 If the Contractor or any Staff are liable to be taxed in the UK or to pay NICs in respect of consideration received under the Contract, the Contractor shall:

- (a) at all times comply with ITEPA and all other statutes and regulations relating to income tax, and SSCBA and all other statutes and regulations relating to NICs, in respect of that consideration; and
- (b) indemnify the Authority against any income tax, NICs and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Services by the Contractor or any Staff.

F. CONTROL OF THE CONTRACT

F1 Failure to meet Requirements

- F1.1 If the Authority informs the Contractor in writing that the Authority reasonably believes that any part of the Services do not meet the requirements of the Contract or differs in any way from those requirements, and this is not as a result of a default by the Authority, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Authority.
- F1.2 The Authority may by notice to the Contractor reject any of the Goods which fail to conform to the approved sample or fail to meet the Specification. Such notice shall be given within a reasonable time after delivery to the Authority of such Goods. If the Authority rejects any of the Goods pursuant to this clause the Authority may (without prejudice to its other rights and remedies) either:
- (a) have such Goods promptly, free of charge and in any event within 5 Working Days, either repaired by the Contractor or replaced by the Contractor with Goods which conform in all respects with the approved sample or with the Specification and due delivery shall not be deemed to have taken place until such repair or replacement has occurred; or
 - (b) treat the Contract as discharged by the Contractor's breach and obtain a refund (if payment for the Goods has already been made) from the Contractor in respect of the Goods concerned together with payment of any additional expenditure reasonably incurred by the Authority in obtaining other goods in replacement.
- F1.3 The Authority will be deemed to have accepted the Goods if it expressly states the same in writing or fails to reject the Goods in accordance with clause F1.2.
- F1.4 The issue by the Authority of a receipt note for delivery of the Goods shall not constitute any acknowledgement of the condition, quantity or nature of those Goods, or the Authority's acceptance of them.
- F1.5 The Contractor hereby guarantees the Goods against faulty materials or workmanship for such period as may be specified in the Specification or, if no period is specified, for a period of 18 months from the date of delivery. If the Authority shall within such period or within 25 Working Days thereafter give notice to the Contractor of any defect in any of the Goods as may have arisen during such period under proper and normal use, the Contractor shall (without prejudice to any other rights and remedies which the Authority may have) promptly remedy such defects (whether by repair or replacement as the Authority shall elect) free of charge.

F1.6 Any Goods rejected or returned by the Authority as described in clause F1.2 shall be returned to the Contractor at the Contractor's risk and expense.

F2 Monitoring of Contract Performance

F2.1 The Contractor shall immediately inform the Authority if any of the Services are not being or are unable to be performed, the reasons for non-performance, any corrective action and the date by which that action will be completed.

F2.2 At or around 6 Months from the Commencement Date and each anniversary of the Commencement Date thereafter (each being a "Review Date"), the Authority shall carry out a review of the performance of the Contractor ("Checkpoint Review"). Without prejudice to the generality of the foregoing, the Authority may in respect of the period under review consider such items as (but not limited to): the Contractor's delivery of the Services; the Contractor's contribution to innovation in the Authority; whether the Services provide the Authority with best value for money; consideration of any changes which may need to be made to the Services; a review of future requirements in relation to the Services and progress against key milestones.

F2.3 The Contractor shall provide at its own cost any assistance reasonably required by the Authority to perform such Checkpoint Review including the provision of data and information.

F2.4 The Authority may produce a report (a "Checkpoint Review Report") of the results of each Checkpoint Review stating any areas of exceptional performance and areas for improvement in the provision of the Services and where there is any shortfall in any aspect of performance reviewed as against the Authority's expectations and the Contractor's obligations under this Contract.

F2.5 The Authority shall give the Contractor a copy of the Checkpoint Review Report (if applicable). The Authority shall consider any Contractor comments and may produce a revised Checkpoint Review Report.

F2.6 The Contractor shall, within 10 Working Days of receipt of the Checkpoint Review Report (revised as appropriate) provide the Authority with a plan to address resolution of any shortcomings and implementation of improvements identified by the Checkpoint Review Report.

F2.7 Actions required to resolve shortcomings and implement improvements (either as a consequence of the Contractor's failure to meet its obligations under this Contract identified by the Checkpoint Review Report, or those which result from the Contractor's failure to meet the Authority's expectations notified to the Contractor or of which the Contractor ought reasonably to have been aware) shall be implemented at no extra charge to the Authority.

F3 Reporting

- F3.1 Unless otherwise authorised in writing by the Authority, the Contractor shall submit an annual report (the “Annual Report”) for each Project Year to the Authority in accordance with this clause F3.
- F3.2 The Contractor shall provide one hard copy of the Annual Report and one copy on either computer readable disk or e-mail in the format specified by or agreed with the Authority, no later than 4 weeks after the end of each Project Year, or, for work lasting one year or less, no later than 4 weeks after completion of the Services.
- F3.3 The Annual Report shall:
- (a) list the scientific objectives set out in the Specification, indicating where amendments have been agreed;
 - (b) indicate in non-scientific terms the scientific progress achieved since the Commencement Date or since the last Annual Report; how this relates to the policy objectives as set out in the relevant current statement of policy rationale and programme objectives relating to research and development issued by the Authority in accordance with the Specification, plus any findings of particular interest;
 - (c) indicate whether the scientific objectives in the Specification are appropriate for the remainder of the Contract Period, giving reasons for any changes, together with financial, Staff and time implications;
 - (d) list the milestones for the relevant Project Year as set out in the Specification, indicating which milestones have been met and whether the remaining milestones appear realistic (subject to clause F4);
 - (e) list any outputs, for example, published papers or presentations and identify any opportunities for exploiting any Intellectual Property Rights or technology transfer arising out of the Services and any action taken to protect and exploit such Intellectual Property Rights; and
 - (f) comment briefly on any new scientific opportunities which may arise from the Services.
- F3.4 Unless Approved, the Contractor shall submit by the completion date of the Services a final report (the “Final Report”) consisting of 2 hard copies and one electronic copy on either computer readable disk or by e-mail in a format specified by the Authority. The Final Report shall include the following:
- (a) the Services’ code and title as set out in the Specification; the name of the Contractor; the total costs; and the Commencement Date and date of completion of the Services;

- (b) an executive summary of not more than 2 sides of A4 written in a style understandable to the intelligent non-scientist. This should include the main objectives of the Services; the methods and findings of the research; and any other significant events and options for new work; and
- (c) a scientific report.

F3.5 The scientific report referred to in clause F3.4(c) above shall contain:

- (a) the scientific objectives as set out in the Specification;
- (b) the extent to which the objectives set out in the Specification have been met;
- (c) details of methods used and the Results obtained, including statistical analysis where appropriate;
- (d) a discussion of the Results and their reliability;
- (e) the main implications of the findings;
- (f) possible future work; and
- (g) any action resulting from the research, for example, protection of Intellectual Property Rights and knowledge transfer.

F3.6 Notwithstanding clause E6 (Publicity, Media and Official Enquiries), the Authority may publish the Final Report on a website. When submitting the Final Report to the Authority the Contractor shall indicate any information contained in the Final Report which it considers to be commercially sensitive or which might otherwise merit non-publication and the Authority shall not disclose such information without first having consulted the Contractor (without prejudice to the Authority's discretion as to whether to publish following such consultation).

F3.7 The Authority reserves the right to reject any Annual Report or Final Report submitted by the Contractor which is not, in the reasonable opinion of the Authority, satisfactory, either in form or content, having regard to the provisions of this Schedule. If an Annual Report or Final Report is rejected by the Authority, the Contractor shall remedy any deficiencies identified by the Authority and submit a revised version at no additional cost to the Authority or the Co-funders.

F3.8 The Contractor shall supply any additional reports, including financial reports, in respect of the Services, at such time or times, and in such form, as the Authority may reasonably require. Without prejudice to the generality of the foregoing, the Contractor shall provide to the Authority such information as the Authority may reasonably require regarding commercial exploitation of the Results, including details of any licences granted to third parties in respect of any Intellectual Property Rights in the same. The Contractor shall further keep at its normal place of business

detailed accurate and up to date records and accounts showing details of its commercial exploitation of the Results including the sale of products or services which incorporate the Results, Income received, allowable costs deducted and the amount of licensing revenues received by it in respect of the Results in a format sufficient to ascertain that revenue sharing pursuant to the Contract has been properly accounted for and apportioned in accordance with the Contract.

F3.9 The Contractor shall, subject to reasonable notice, attend all meetings specified in the Contract or otherwise arranged by the Authority for the purpose of discussion of the Services.

F4 Remedies for inadequate performance

F4.1 If the Authority reasonably believes the Contractor has committed a Material Breach it may, without prejudice to its rights under clause H2 (Termination on Default), do any of the following:

- (a) without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Contractor has demonstrated to the Authority's reasonable satisfaction that the Contractor will be able to supply the Services in accordance with the Specification;
- (b) without terminating the whole of the Contract, terminate the Contract in respect of part of the Services only (whereupon a corresponding reduction in the Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Services;
- (c) withhold or reduce payments to the Contractor in such amount as the Authority reasonably deems appropriate in each particular case; and/or
- (d) terminate the Contract in accordance with clause H2.

F4.2 Without prejudice to its right under clause C3 (Recovery of Sums Due), the Authority may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Authority or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Contractor for such part of the Services.

F4.3 If the Authority reasonably believes the Contractor has failed to supply all or any part of the Services in accordance with the Contract, professional or industry practice which could reasonably be expected of a competent and suitably qualified person, or any legislative or regulatory requirement, the Authority may give the Contractor notice specifying the way in which its performance falls short of the requirements of the Contract or is otherwise unsatisfactory.

- F4.4 If the Contractor has been notified of a failure in accordance with clause F4.3 the Authority may:
- (a) direct the Contractor to identify and remedy the failure within such time as may be specified by the Authority and to apply all such additional resources as are necessary to remedy that failure at no additional charge to the Authority within the specified timescale; and/or
 - (b) withhold or reduce payments to the Contractor in such amount as the Authority deems appropriate in each particular case until such failure has been remedied to the satisfaction of the Authority.
- F4.5 If the Contractor has been notified of a failure in accordance with clause F4.3, it shall:
- (a) use all reasonable endeavours to immediately minimise the impact of such failure to the Authority and to prevent such failure from recurring; and
 - (b) immediately give the Authority such information as the Authority may request regarding what measures are being taken to comply with the obligations in this clause F4.5 and the progress of those measures until resolved to the satisfaction of the Authority.
- F4.6 If, having been notified of any failure, the Contractor fails to remedy it in accordance with clause F4.5 within the time specified by the Authority, the Authority may treat the continuing failure as a Material Breach and may terminate the Contract immediately on notice to the Contractor.

F5 Transfer and Sub-Contracting

- F5.1 Except where clauses F5.5 and F5.6 both apply, the Contractor shall not transfer, charge, assign, sub-contract or in any other way dispose of the Contract or any part of it without Approval. All such documents shall be evidenced in writing and shown to the Authority on request. Sub-contracting any part of the Contract shall not relieve the Contractor of any of its obligations or duties under the Contract.
- F5.2 The Contractor is responsible for the acts and/or omissions of its Sub-Contractors as though they are its own. If it is appropriate, the Contractor shall provide each Sub-Contractor with a copy of the Contract and obtain written confirmation from them that they will provide the Services fully in accordance with the Contract.
- F5.3 The Contractor shall ensure that its Sub-Contractors and suppliers retain all records relating to the Services for at least 6 years from the date of their creation and make them available to the Authority on request in accordance with the provisions of clause E10 (Audit). If any Sub-Contractor or supplier does not allow the Authority access to the records then the Authority shall have no obligation to pay any claim or invoice

made by the Contractor on the basis of such documents or work carried out by the Sub-Contractor or supplier.

F5.4 If the Authority has consented to the award of a Sub-Contract the Contractor shall ensure that:

- (a) the Sub-Contract contains a right for the Contractor to terminate the Sub-Contract if the relevant Sub-Contractor does not comply in the performance of its contract with legal obligations in environmental, social or labour law;
- (b) the Sub-Contractor includes a provision having the same effect as set out in clause F5.4 (a) in any Sub-Contract which it awards; and
- (c) copies of each Sub-Contract shall, at the request of the Authority, be sent by the Contractor to the Authority immediately.

F5.5 If the Authority believes there are:

- (a) compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Regulations, the Contractor shall replace or not appoint the Sub-Contractor; or
- (b) non-compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Regulations, the Authority may require the Contractor to replace or not appoint the Sub-Contractor and the Contractor shall comply with such requirement.

F5.6 Notwithstanding clause F5.1, the Contractor may assign to a third party (the "Assignee") the right to receive payment of the Price or any part thereof due to the Contractor (including any interest which the Authority incurs under clause C2 (Payment and VAT)). Any assignment under this clause F5.6 shall be subject to:

- (a) reduction of any sums in respect of which the Authority exercises its right of recovery under clause C3 (Recovery of Sums Due);
- (b) all related rights of the Authority under the Contract in relation to the recovery of sums due but unpaid; and
- (c) the Authority receiving notification under both clauses F5.7 and F5.8.

F5.7 If the Contractor assigns the right to receive the Price under clause F5.6, the Contractor or the Assignee shall notify the Authority in writing of the assignment and the date upon which the assignment becomes effective.

F5.8 The Contractor shall ensure that the Assignee notifies the Authority of the Assignee's contact information and bank account details to which the Authority shall make payment.

- F5.9 The provisions of clause C2 shall continue to apply in all other respects after the assignment and shall not be amended without Approval.
- F5.10 Subject to clause F5.11, the Authority may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof to:
- (a) any Contracting Authority;
 - (b) any other body established or authorised by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Authority; or
 - (c) any private sector body which substantially performs the functions of the Authority provided that any such assignment, novation or other disposal shall not increase the burden of the Contractor's obligations under the Contract.
- F5.11 Any change in the legal status of the Authority such that it ceases to be a Contracting Authority shall not, subject to clause F5.12, affect the validity of the Contract and the Contract shall bind and inure to the benefit of any successor body to the Authority.
- F5.12 If the rights and obligations under the Contract are assigned, novated or otherwise disposed of pursuant to clause F5.10 to a body which is not a Contracting Authority or if there is a change in the legal status of the Authority such that it ceases to be a Contracting Authority (in the remainder of this clause F5 both such bodies being referred to as the "Transferee"):
- (a) the rights of termination of the Authority in clauses H1 and H2 shall be available to the Contractor in respect of the Transferee; and
 - (b) the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof with the prior consent in writing of the Contractor.
- F5.13 The Authority may disclose to any Transferee any Confidential Information of the Contractor which relates to the performance of the Contractor's obligations under the Contract. In such circumstances the Authority shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Contractor's obligations under the Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.
- F5.14 Each Party shall at its own cost and expense carry out, or use all reasonable endeavours to ensure the carrying out of, whatever further actions (including the execution of further documents) the other Party reasonably requires from time to time for the purpose of giving that other Party the full benefit of the provisions of the Contract.

F6 Waiver

- F6.1 The failure of either Party to insist upon strict performance of any provision of the Contract, or the failure of either Party to exercise, or any delay in exercising, any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.
- F6.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with clause A4.2 (Notices).
- F6.3 A waiver of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

F7 Variation

- F7.1 If, after the Commencement Date, the Authority's requirements change, the Authority may request a Variation subject to the terms of this clause 7.
- F7.2 The Authority may request a Variation by notifying the Contractor in writing of the Variation and giving the Contractor sufficient information to assess the extent of the Variation and consider whether any change to the Price is required in order to implement the Variation within a reasonable time limit specified by the Authority. If the Contractor accepts the Variation it shall confirm it in writing.
- F7.3 If the Contractor is unable to accept the Variation or where the Parties are unable to agree a change to the Price, the Authority may:
- (a) allow the Contractor to fulfil its obligations under the Contract without the Variation to the Specification; or
 - (b) terminate the Contract immediately except where the Contractor has already delivered all or part of the Services or where the Contractor can show evidence of substantial work being carried out to fulfil the requirements of the Specification; and in such case the Parties shall attempt to agree upon a resolution to the matter. If a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed in clause I2 (Dispute Resolution).
- F7.4 No Variation will take effect unless and until recorded in a validly executed CCN. Execution of a CCN shall be made via electronic signature as described in clause 1.2 of Section 1 of the Contract.
- F7.5 A CCN takes effect on the date both Parties communicate acceptance of the CCN via Bravo and, on the date it communicates its acceptance of the CCN in this way, the Contractor is deemed to warrant and represent that the CCN has been executed

by a duly authorised representative of the Contractor in addition to the warranties and representations set out in clause G2.

- F7.6 The provisions of clauses F7.4 and F7.5 may be varied in an emergency if it is not practicable to obtain the Authorised Representative's approval within the time necessary to make the Variation in order to address the emergency. In an emergency, Variations may be approved by a different representative of the Authority. However, the Authorised Representative shall have the right to review such a Variation and require a CCN to be entered into on a retrospective basis which may itself vary the emergency Variation.

F8 Severability

- F8.1 If any provision of the Contract which is not of a fundamental nature is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of the Contract shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated.

F9 Remedies Cumulative

- F9.1 Except as expressly provided in the Contract all remedies available to either Party for breach of the Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

F10 Entire Agreement

- F10.1 The Contract constitutes the entire agreement between the Parties in respect of the matters dealt with therein. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this clause shall not exclude liability in respect of any fraudulent misrepresentation.

F11 Counterparts

- F11.1 The Contract may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.

G LIABILITIES

G1 Liability, Indemnity and Insurance

- G1.1 Neither Party limits its liability for:

- (a) death or personal injury caused by its negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) any breach of any obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982;
- (d) any breach of clauses D1, E1, E2 or E4 or any breach of Schedule 8; or
- (e) any liability to the extent it cannot be limited or excluded by Law.

G1.2 Subject to clauses G1.3 and G1.4, the Contractor shall indemnify the Authority and keep the Authority indemnified fully against all claims, proceedings, demands, charges, actions, damages, costs, breach of statutory duty, expenses and any other liabilities which may arise out of the supply, or the late or purported supply, of the Services or the performance or non-performance by the Contractor of its obligations under the Contract or the presence of the Contractor or any Staff on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Contractor, or any other loss which is caused directly by any act or omission of the Contractor.

G1.3 Subject to clause G1.1 the Contractor's aggregate liability in respect of the Contract shall not exceed £4,000,000.

G1.4 The Contractor shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Authority or by breach by the Authority of its obligations under the Contract.

G1.5 The Authority may recover from the Contractor the following losses incurred by the Authority to the extent they arise as a result of a Default by the Contractor:

- (a) any additional operational and/or administrative costs and expenses incurred by the Authority, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
- (b) any wasted expenditure or charges;
- (c) the additional costs of procuring a Replacement Contractor for the remainder of the Contract Period and or replacement deliverables which shall include any incremental costs associated with the Replacement Contractor and/or replacement deliverables above those which would have been payable under the Contract;
- (d) any compensation or interest paid to a third party by the Authority; and

- (e) any fine or penalty incurred by the Authority pursuant to Law and any costs incurred by the Authority in defending any proceedings which result in such fine or penalty.

G1.6 Subject to clauses G1.1 and G1.5, neither Party shall be liable to the other for any:

- (a) loss of profits, turnover, business opportunities or damage to goodwill (in each case whether direct or indirect); or
- (b) indirect, special or consequential loss.

G1.7 Unless otherwise specified by the Authority, the Contractor shall, with effect from the Commencement Date for such period as necessary to enable the Contractor to comply with its obligations herein, take out and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Contractor, arising out of the Contractor's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Contractor. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of 6 years following the end of the Contract.

G1.8 The Contractor shall hold employer's liability insurance in respect of Staff and such insurance shall be in accordance with any legal requirement from time to time in force.

G1.9 The Contractor shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

G1.10 If the Contractor does not give effect to and maintain the insurances required by the provisions of the Contract, the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.

G1.11 The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract.

G1.12 The Contractor shall not take any action or fail to take any reasonable action, or (to the extent that it is reasonably within its power) permit anything to occur in relation to the Contractor, which would entitle any insurer to refuse to pay any claim under any insurance policy in which the Contractor is an insured, a co-insured or additional insured person.

G2 Warranties and Representations

G2.1 The Contractor warrants and represents on the Commencement Date and for the Contract Period that:

- (a) it has full capacity and authority and all necessary consents to enter into and perform the Contract and that the Contract is executed by a duly authorised representative of the Contractor;
- (b) in entering the Contract it has not committed any fraud;
- (c) as at the Commencement Date, all information contained in the Tender or other offer made by the Contractor to the Authority remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the Contract and in addition, that it will advise the Authority of any fact, matter or circumstance of which it may become aware which would render such information to be false or misleading;
- (d) no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets which will or might have an adverse effect on its ability to perform its obligations under the Contract;
- (e) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;
- (f) no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Contractor or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Contractor's assets or revenue;
- (g) it owns, or has obtained or is able to obtain valid licences for, all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;
- (h) any person engaged by the Contractor shall be engaged on terms which do not entitle them to any Intellectual Property Right in any IP Materials;
- (i) in the 3 years (or period of existence where the Contractor has not been in existence for 3 years) prior to the date of the Contract:
 - (i) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;

- (ii) it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and
- (iii) it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract;
- (j) it has and will continue to hold all necessary (if any) regulatory approvals from the Regulatory Bodies necessary to perform its obligations under the Contract; and
- (k) it has notified the Authority in writing of any Occasions of Tax Non-Compliance and any litigation in which it is involved that is in connection with any Occasion of Tax Non-Compliance.

G3 Force Majeure

- G3.1 Subject to the remaining provisions of this clause G3, a Party may claim relief under this clause G3 from liability for failure to meet its obligations under the Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Contractor in performing its obligations under the Contract which results from a failure or delay by an agent, Sub-Contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-Contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Contractor.
- G3.2 The Affected Party shall as soon as reasonably practicable issue a Force Majeure Notice, which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect.
- G3.3 If the Contractor is the Affected Party, it shall not be entitled to claim relief under this clause G3 to the extent that consequences of the relevant Force Majeure Event:
- (a) are capable of being mitigated by any of the Services, but the Contractor has failed to do so; and/or
 - (b) should have been foreseen and prevented or avoided by a prudent provider of services similar to the Services, operating to the standards required by the Contract.
- G3.4 Subject to clause G3.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an

appropriate timetable in which those steps should be taken, to enable continued provision of the Services affected by the Force Majeure Event.

- G3.5 The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Contractor is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.
- G3.6 Where, as a result of a Force Majeure Event:
- (a) an Affected Party fails to perform its obligations in accordance with the Contract, then during the continuance of the Force Majeure Event:
 - i) the other Party shall not be entitled to exercise its rights to terminate the Contract in whole or in part as a result of such failure pursuant to clause H2.1 or H2.3; and
 - ii) neither Party shall be liable for any Default arising as a result of such failure;
 - (b) the Contractor fails to perform its obligations in accordance with the Contract it shall be entitled to receive payment of the Price (or a proportional payment of it) only to the extent that the Services (or part of the Services) continue to be performed in accordance with the terms of the Contract during the occurrence of the Force Majeure Event.
- G3.7 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under the Contract.
- G3.8 Relief from liability for the Affected Party under this clause G3 shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under the Contract and shall not be dependent on the serving of notice under clause G3.7.

H DEFAULT, DISRUPTION AND TERMINATION

H1 Termination on Insolvency and Change of Control

- H1.1 The Authority may terminate the Contract with immediate effect by notice and without compensation to the Contractor where the Contractor is a company and in respect of the Contractor:
- (a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors;

- (b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation);
- (c) a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986;
- (d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets;
- (e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given;
- (f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986;
- (g) being a "small company" within the meaning of section 247(3) of the Companies Act 1985, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- (h) any event similar to those listed in H1.1(a)-(g) occurs under the law of any other jurisdiction.

H1.2 The Authority may terminate the Contract with immediate effect by notice and without compensation to the Contractor where the Contractor is an individual and:

- (a) an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Contractor's creditors;
- (b) a petition is presented and not dismissed within 14 days or order made for the Contractor's bankruptcy;
- (c) a receiver, or similar officer is appointed over the whole or any part of the Contractor's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets;
- (d) the Contractor is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986;
- (e) a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or

sued against, the whole or any part of the Contractor's assets and such attachment or process is not discharged within 14 days;

- (f) he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005;
- (g) he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business; or
- (h) any event similar to those listed in clauses H1.2(a) to (g) occurs under the law of any other jurisdiction.

H1.3 The Contractor shall notify the Authority immediately in writing of any proposal or negotiations which will or may result in a merger, take-over, change of control, change of name or status including where the Contractor undergoes a change of control within the meaning of section 1124 of the Corporation Taxes Act 2010 ("Change of Control"). The Authority may terminate the Contract with immediate effect by notice and without compensation to the Contractor within 6 Months of:

- (a) being notified that a Change of Control has occurred; or
- (b) where no notification has been made, the date that the Authority becomes aware of the Change of Control, but shall not be permitted to terminate where Approval was granted prior to the Change of Control.

H1.4 The Authority may terminate the Contract with immediate effect by notice and without compensation to the Contractor where the Contractor is a partnership and:

- (a) a proposal is made for a voluntary arrangement within Article 4 of the Insolvent Partnerships Order 1994 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or
- (b) it is for any reason dissolved; or
- (c) a petition is presented for its winding up or for the making of any administration order, or an application is made for the appointment of a provisional liquidator; or
- (d) a receiver, or similar officer is appointed over the whole or any part of its assets; or
- (e) the partnership is deemed unable to pay its debts within the meaning of section 222 or 223 of the Insolvency Act 1986 as applied and modified by the Insolvent Partnerships Order 1994; or
- (f) any of the following occurs in relation to any of its partners:

- (i) an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, his creditors;
- (ii) a petition is presented for his bankruptcy; or
- (iii) a receiver, or similar officer is appointed over the whole or any part of his assets;
- (g) any event similar to those listed in clauses H1.4(a) to (f) occurs under the law of any other jurisdiction.

H1.5 The Authority may terminate the Contract with immediate effect by notice and without compensation to the Contractor where the Contractor is a limited liability partnership and:

- (a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors;
- (b) it is for any reason dissolved;
- (c) an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given within Part II of the Insolvency Act 1986;
- (d) any step is taken with a view to it being determined that it be wound up (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation) within Part IV of the Insolvency Act 1986;
- (e) a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator within Part IV of the Insolvency Act 1986;
- (f) a receiver, or similar officer is appointed over the whole or any part of its assets; or
- (g) it is or becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;
- (h) a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- (i) any event similar to those listed in clauses H1.5 (a) to (h) occurs under the law of any other jurisdiction.

H1.6 References to the Insolvency Act 1986 in clause H1.5(a) shall be construed as being references to that Act as applied under the Limited Liability Partnerships Act 2000 subordinate legislation.

H2 Termination on Default

H2.1 The Authority may terminate the Contract with immediate effect by notice if the Contractor commits a Default and:

- (a) the Contractor has not remedied the Default to the satisfaction of the Authority within 25 Working Days or such other period as may be specified by the Authority, after issue of a notice specifying the Default and requesting it to be remedied;
- (b) the Default is not, in the opinion of the Authority, capable of remedy; or
- (c) the Default is a Material Breach.

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

H2.3 If the Authority fails to pay the Contractor undisputed sums of money when due, the Contractor shall give notice to the Authority of its failure to pay. If the Authority fails to pay such undisputed sums within 90 Working Days of the date of such notice, the Contractor may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Authority exercising its rights under clause C3.1 (Recovery of Sums Due) or to a Force Majeure Event.

H3 Termination on Notice

H3.1 The Authority may terminate the Contract at any time by giving [[30] OR [insert another period] days' notice to the Contractor.

H4 Other Termination Grounds

H4.1 The Authority may terminate the Contract on written notice to the Contractor if:

- (a) the Contract has been subject to a substantial modification which requires a new procurement procedure pursuant to regulation 72(9) of the Regulations;
- (b) the Contractor was, at the time the Contract was awarded, in one of the situations specified in regulation 57(1) of the Regulations, including as a result of the application of regulation 57 (2), and should therefore have been

excluded from the procurement procedure which resulted in its award of the Contract;

- (c) the Contract should not have been awarded to the Contractor in view of a serious infringement of the obligations under the Treaties and the Regulations that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU; or
- (d) the Contractor has not, in performing the Services, complied with its legal obligations in respect of environmental, social or labour law.

H5 Consequences of Expiry or Termination

- H5.1 If the Authority terminates the Contract under clauses H2 or H4 and makes other arrangements for the supply of the Services the Authority may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period.
- H5.2 If Contract is terminated under clauses H2 or H4 the Authority shall make no further payments to the Contractor (for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Authority), until the Authority has established the final cost of making the other arrangements envisaged under this clause.
- H5.3 If the Authority terminates the Contract under clause H3 the Authority shall make no further payments to the Contractor except for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Authority.
- H5.4 Save as otherwise expressly provided in the Contract:
 - (a) termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and
 - (b) termination of the Contract shall not affect the continuing rights, remedies or obligations of the Authority or the Contractor under clauses C2 (Payment and VAT), C3 (Recovery of Sums Due), D1 (Prevention of Fraud and Bribery), E2 (Data Protection), E3 (Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989), E4 (Confidential Information), E5 (Freedom of Information), E8 (Intellectual Property Rights), E10 (Audit), F10 (Remedies Cumulative), G1 (Liability, Indemnity and Insurance), H5 (Consequences of Expiry or Termination), H7 (Recovery upon Termination) and I1 (Governing Law and Jurisdiction).

H6 Disruption

- H6.1 The Contractor shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Authority, its employees or any other contractor employed by the Authority.
- H6.2 The Contractor shall immediately inform the Authority of any actual or potential industrial action, whether such action be by its own employees or others, which affects or might affect its ability at any time to perform its obligations under the Contract.
- H6.3 If there is industrial action by the Staff, the Contractor shall seek Approval to its proposals to continue to perform its obligations under the Contract.
- H6.4 If the Contractor's proposals referred to in clause H6.3 are considered insufficient or unacceptable by the Authority acting reasonably, then the Contract may be terminated with immediate effect by the Authority by notice.
- H6.5 If the Contractor is unable to deliver the Services owing to disruption of the Authority's normal business, the Contractor may request a reasonable allowance of time, and, in addition, the Authority will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

H7 Recovery upon Termination

- H7.1 On termination of the Contract for any reason, the Contractor shall at its cost:
- (a) immediately return to the Authority all Confidential Information, Personal Data and IP Materials in its possession or in the possession or under the control of any permitted suppliers or Sub-Contractors, which was obtained or produced in the course of providing the Goods and Services;
 - (b) immediately deliver to the Authority all Property (including materials, documents, information and access keys) provided to the Contractor in good working order;
 - (c) immediately vacate any Authority Premises occupied by the Contractor;
 - (d) assist and co-operate with the Authority to ensure an orderly transition of the provision of the Services to the Replacement Contractor and/or the completion of any work in progress; and
 - (e) promptly provide all information concerning the provision of the Services which may reasonably be requested by the Authority for the purposes of adequately understanding the manner in which the Services have been provided and/or for the purpose of allowing the Authority and/or the Replacement Contractor to conduct due diligence.

H7.2 If the Contractor does not comply with clauses H7.1(a) and (b), the Authority may recover possession thereof and the Contractor grants a licence to the Authority or its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor or its permitted suppliers or Sub-Contractors where any such items may be held.

H8 Retendering and Handover

H8.1 Within 21 days of being requested by the Authority, the Contractor shall provide, and thereafter keep updated, in a fully indexed and catalogued format, all the information necessary to enable the Authority to issue tender documents for the future provision of the Services.

H8.2 The Authority shall take all necessary precautions to ensure that the information referred to in clause H8.1 is given only to potential providers who have qualified to tender for the future provision of the Services.

H8.3 The Authority shall require that all potential providers treat the information in confidence; that they do not communicate it except to such persons within their organisation and to such extent as may be necessary for the purpose of preparing a response to an invitation to tender issued by the Authority; and that they shall not use it for any other purpose.

H8.4 The Contractor indemnifies the Authority against any claim made against the Authority at any time by any person in respect of any liability incurred by the Authority arising from any deficiency or inaccuracy in information which the Contractor is required to provide under clause H8.1.

H8.5 The Contractor shall allow access to the Premises in the presence of the Authorised Representative, to any person representing any potential provider whom the Authority has selected to tender for the future provision of the Services.

H8.6 If access is required to the Contractor's Premises for the purposes of clause H8.5, the Authority shall give the Contractor 7 days' notice of a proposed visit together with a list showing the names of all persons who will be visiting. Their attendance shall be subject to compliance with the Contractor's security procedures, subject to such compliance not being in conflict with the objectives of the visit.

H8.7 The Contractor shall co-operate fully with the Authority during any handover at the end of the Contract. This co-operation shall include allowing full access to, and providing copies of, all documents, reports, summaries and any other information necessary in order to achieve an effective transition without disruption to routine operational requirements.

H8.8 Within 10 Working Days of being requested by the Authority, the Contractor shall transfer to the Authority, or any person designated by the Authority, free of charge, all

computerised filing, recording, documentation, planning and drawing held on software and utilised in the provision of the Services. The transfer shall be made in a fully indexed and catalogued disk format, to operate on a proprietary software package identical to that used by the Authority.

H9 Exit Management

H9.1 Upon termination the Contractor shall render reasonable assistance to the Authority to the extent necessary to effect an orderly assumption by a Replacement Contractor in accordance with the procedure set out in clause H10.

H10 Exit Procedures

H10.1 Where the Authority requires a continuation of all or any of the Services on expiry or termination of this Contract, either by performing them itself or by engaging a third party to perform them, the Contractor shall co-operate fully with the Authority and any such third party and shall take all reasonable steps to ensure the timely and effective transfer of the Services without disruption to routine operational requirements.

H10.2 The following commercial approach shall apply to the transfer of the Services if the Contractor:

- (a) does not have to use resources in addition to those normally used to deliver the Services prior to termination or expiry, there shall be no change to the Price; or
- (b) reasonably incurs additional costs, the Parties shall agree a Variation to the Price based on the Contractor's rates either set out in Schedule 2 or forming the basis for the Price.

H10.3 When requested to do so by the Authority, the Contractor shall deliver to the Authority details of all licences for software used in the provision of the Services including the software licence agreements.

H10.4 Within one Month of receiving the software licence information described above, the Authority shall notify the Contractor of the licences it wishes to be transferred, and the Contractor shall provide for the approval of the Authority a plan for licence transfer.

H11 Knowledge Retention

H11.1 The Contractor shall co-operate fully with the Authority in order to enable an efficient and detailed knowledge transfer from the Contractor to the Authority on the completion or earlier termination of the Contract and in addition, to minimise any disruption to routine operational requirements. To facilitate this transfer, the Contractor shall provide the Authority free of charge with full access to its Staff, and in addition, copies of all documents, reports, summaries and any other information

requested by the Authority. The Contractor shall comply with the Authority's request for information no later than 15 Working Days from the date that that request was made.

I DISPUTES AND LAW

I1 Governing Law and Jurisdiction

- 11.1 Subject to the provisions of clause I2 the Contract, including any matters arising out of or in connection with it, shall be governed by and interpreted in accordance with English Law and shall be subject to the jurisdiction of the Courts of England and Wales. The submission to such jurisdiction shall not limit the right of the Authority to take proceedings against the Contractor in any other court of competent jurisdiction, and the taking of proceedings in any other court of competent jurisdiction shall not preclude the taking of proceedings in any other jurisdiction whether concurrently or not.

I2 Dispute Resolution

- 12.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within 20 Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the finance director of the Contractor and the commercial director of the Authority.
- 12.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- 12.3 If the dispute cannot be resolved by the Parties pursuant to clause I2.1 either Party may refer it to mediation pursuant to the procedure set out in clause I2.5.
- 12.4 The obligations of the Parties under the Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Contractor and the Staff shall comply fully with the requirements of the Contract at all times.
- 12.5 The procedure for mediation and consequential provisions relating to mediation are as follows:
- (a) a neutral adviser or mediator (the "Mediator") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within 10 Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within 10 Working Days from the date of the proposal to appoint a Mediator or within 10 Working

Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution to appoint a Mediator;

- (b) the Parties shall within 10 Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations. If appropriate, the Parties may at any stage seek assistance from the Centre for Effective Dispute Resolution to provide guidance on a suitable procedure;
- (c) unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings;
- (d) if the Parties reach agreement on the resolution of the dispute, the agreement shall be recorded in writing and shall be binding on the Parties once it is signed by their duly authorised representatives;
- (e) failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative written opinion. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties; and
- (f) if the Parties fail to reach agreement within 60 Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the Courts unless the dispute is referred to arbitration pursuant to the procedures set out in clause I2.6.

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

- (a) The Authority may at any time before court proceedings are commenced, serve a notice on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7;
- (b) if the Contractor intends to commence court proceedings, it shall serve notice on the Authority of its intentions and the Authority shall have 21 days following receipt of such notice to serve a reply on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7; and
- (c) the Contractor may request by notice to the Authority that any dispute be referred and resolved by arbitration in accordance with clause I2.7, to which the Authority may consent as it sees fit.

- 12.7 If any arbitration proceedings are commenced pursuant to clause 12.6,
- (a) the arbitration shall be governed by the provisions of the Arbitration Act 1996 and the Authority shall give a notice of arbitration to the Contractor (the “Arbitration Notice”) stating:
 - (i) that the dispute is referred to arbitration; and
 - (ii) providing details of the issues to be resolved;
 - (b) the London Court of International Arbitration (“LCIA”) procedural rules in force at the date that the dispute was referred to arbitration in accordance with 12.7(b) shall be applied and are deemed to be incorporated by reference to the Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
 - (c) the tribunal shall consist of a sole arbitrator to be agreed by the Parties;
 - (d) if the Parties fail to agree the appointment of the arbitrator within 10 days of the Arbitration Notice being issued by the Authority under clause 12.7(a) or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
 - (e) the arbitration proceedings shall take place in London and in the English language; and
 - (f) the arbitration proceedings shall be governed by, and interpreted in accordance with, English Law.

SCHEDULE 1 - SPECIFICATION

Introduction

Burning in a domestic setting, commonly referred to as domestic combustion, emits several toxic pollutants that are harmful to human health and the environment. In particular, domestic combustion emits fine Particulate Matter 2.5 (PM_{2.5}), which is associated with higher mortality rates, especially for people with cardiovascular and respiratory illnesses. Recent research indicates that approximately 8%¹ of the UK adult population burn indoors and domestic burning is considered to be a significant contributor to our national emissions of Particulate Matter.

1.0 Lot 1 Evaluating the Domestic Solid Fuels Regulations (England only)

- 1.1 This project will evaluate the process of implementing the Domestic Solid Fuels Standards Regulations 2020, and the impact(s) of these regulations. This legislation prohibits the sale, in England only, of wet wood (wood with a moisture content over 20%) in quantities of less than 2m³, traditional house coal (bituminous coal), and manufactured solid fuels (MFS) with a sulphur content of 2% or more and/or a smoke emission rate of 5gs or more per hour, for use in domestic settings.
- 1.2 The regulations were announced in February 2020 but did not come into force until May 2021 and are being introduced in a phased approach between May 2021 and May 2023. This is to allow consumers, retailers, and suppliers time to adjust (particularly small suppliers of wood and householders who rely on house coal). From 1st May 2021 the following restrictions came into force: the sale of traditional house coal will only be possible via an approved coal merchant; wet wood in small volumes will no longer be available for sale and larger volumes will need to be accompanied by guidance on drying; and finally all manufactured solid fuels will need to meet specified smoke and sulphur limits. The phased implementation means wood suppliers who sell less than 600m³ per annum are exempt from the requirements until May 2022, and loose traditional house coal (as opposed to bagged) can be sold via approved coal merchants until May 2023. Further details on the legislation can be found [here](#)².
- 1.3 The aims of this project are to undertake a process and impact evaluation of the Domestic Solid Fuels Standards Regulations in England. The evaluation will improve our understanding of the effectiveness and impact of the legislation. Research is required to understand the effectiveness of the new certification schemes and

¹ [Report: Burning in UK homes and gardens \(plus a number of annexes\) - Defra, UK](#)

² Due to local heritage and identity, exemptions on the sale of traditional house coal were granted to freeminers in the Forest of Dean.

enforcement powers; how retailers, suppliers and other key stakeholders have been affected by and reacted to the requirements; and the impact these have had on consumer behaviour, emissions and, if possible, human health (including unforeseen impacts). The findings from the evaluation will help to inform any future changes to the legislation and how it is enforced, as well as any future changes in domestic burning policy. Additionally, this work will provide a better understanding of the factors influencing domestic burning behaviour and its impact on PM_{2.5} emissions.

- 1.4 The principal clients using the results will be policy officials in the Department for Environment, Food and Rural Affairs (Defra). However, findings will be of relevance to the Department for Business, Energy and Industry Strategy (BEIS), UK Health Security Agency, Office for Health Improvement and Disparities, Local Authorities in England as well as other interested stakeholders, such as those running the new certification schemes.
- 1.5 Defra has committed to reviewing the Domestic Solid Fuels Legislation and publishing a report no later than October 2025. This will be an opportunity to review the effectiveness of the legislation and consider any amendments that need to be made. Findings from this project will inform this review and any changes made to the legislation.

2.0 Lot 2 Monitoring of Domestic Burning Practices in the UK

- 2.1 As part of its work to secure a cleaner natural environment and in the interests of public health, Defra is committed to improving UK air quality. The Department's responsibilities in this area include monitoring, modelling and reporting emissions, working with international partners to agree emission ceilings and working with a range of stakeholders (including other Government departments, local authorities and commercial partners) to reduce the harm caused by emissions.
- 2.2 This project will capture and record attitudes and behaviours relating to domestic combustion. In particular, it seeks to collect activity data close to the point at which this takes place in order to record an accurate picture of domestic combustion activities in the UK. This includes updating its data on the overall incidence of domestic burning and quantities being burnt. Data obtained as part of this project will enable up-to-date estimates of the quantities of fuels being used in domestic settings (indoor and outdoor). Findings will serve to inform policymaking in this area by reducing the level of uncertainty relating to domestic combustion in the national emissions inventory.
- 2.3 The principal clients using the results will be policy officials in the Department for Environment, Food and Rural Affairs (Defra). However, findings will be of relevance to the Department for Business, Energy and Industry Strategy (BEIS) and the UK Health Security Agency/ Office for Health Improvement and Disparities.

3.0 Risk Assessment

The Contractor will maintain a risk register throughout the lifetime of the project.

4.0 Meetings and written updates

The Contractor PM must produce an agenda for all meetings, at least two weeks ahead of organised meetings. These must be cleared by the Authority's PO. The Contractor PM, or another representative, must record minutes and actions of all meetings and provide these to the Authority within one [1] week after the meeting has taken place. This is to include a summary of discussion points and feedback, record of actions with owners and due dates.

Fortnightly project briefings with the Authority's PO will be organised by the Contractor PM and these will include progress reports, any issues, financial, risk and issues updates.

Project briefings with the Project SG and PAG will be arranged and the Contractor PM will be expected to provide overviews of the work to date and any upcoming issues.

5.0 Written updates

Throughout the course of the project, the Contractor will provide the Authority's Project Officer with a monthly project report outlining the progress to date. Annual reports will be provided to the project officer and presented to the project steering board.

In managing the services, the Contractor shall produce a fortnightly project risk register that indicates, risk, mitigation measures, risk owner and cost.

6.0 Payments

The Contractor will be paid monthly. Invoices will be authorised for payment based on evidence of satisfactory completion of work to date.

7.0 Timeline

The duration of this project is intended to run from its inception to March 2024. The Contractor is to take into account that the legislation officially came into force in May 2021 but is being implemented over time.

8.0 Break points

This Contract will be subject to review annually, at a break point in April 2023, when the Authority may decide to continue, reduce the scope, or terminate the Contract.

9.0 Handover

The Contractor will be required to provide appropriate support at the end of the Contract to deliver a smooth and efficient handover to any new contractor(s). This will entail suitable support and provision to enable any new contractor to take over the Services at the end of this Contract and the production of an Exit Plan as per Schedule 10 below, which is to be provided to the Authority within one [1] month of Contract award.

Lot 1 Evaluating the Domestic Solid Fuels Regulations

10.0 Background

- 10.1 Burning wet wood results in at least twice the amount of smoke emissions than that produced when dry wood is burned. Additionally, the heat output of wet wood is significantly lower compared to dry wood. Considering this, burning wet wood is both uneconomical and significantly worse for the environment and human health.
- 10.2 Coal is a carcinogen and a significant source of PM_{2.5} and other toxic air pollutants. The Core Activity Survey conducted by Kantar as part of the Burning in UK Homes and Gardens research study³, found that 3% of the UK population reported burning some form of coal in the year being studied. Alternative fuels to coal, such as Manufactured Solid Fuels (MSFs), produce significantly less emissions when burned than house coal and are more economical based on energy density.
- 10.3 Defra wants to reduce the use of wet wood as a domestic fuel, without preventing people from seasoning wood at their properties. Defra also wants to reduce the burning of traditional coal as a domestic fuel and encourage a switch to low sulphur and smoke MSFs. To achieve this, Defra implemented the Domestic Solid Fuels Standards Regulations which has and will see:

May 2021

- A ban on the sale of wet wood (defined as having a moisture content over 20%) in quantities under 2m³ (with a temporary exemption for small suppliers);
- A requirement that wood sold in 2m³ or more is accompanied by clear instructions on seasoning;
- A ban on the sale of bagged house coal (loose/unsealed bags are temporarily exempt);
- A requirement for all MSFs, for use in domestic settings, to have a sulphur content below 2% and emit less than 5grams of smoke per hour.

³ https://uk-air.defra.gov.uk/library/reports?report_id=1014

May 2022

- A total ban on the sale of wet wood in quantities under 2m³.

May 2023

- A total ban on the sale of house coal for domestic burning.

- 10.4 The regulations only apply in **domestic premises in England** and therefore do not cover, for example, hospitality venues such as pubs, holiday premises and hotels.
- 10.5 To help manage and implement the new regulations, two certification schemes will be used. Woodsure and HETAS have been appointed to manage these certification schemes, and the associated quality assurance and auditing processes for wood and MSFs. Both schemes involve testing fuels to ensure they meet the minimum requirements set out in the legislation. Manufacturers and suppliers who are certified will be issued a unique certification number, added to the 'Ready to Burn' certified wood fuels list and sent a copy of the authorised 'Ready to Burn' logo.
- 10.6 Woodsure has been appointed to run the 'Ready to Burn' Scheme for firewood. This scheme requires suppliers, who sell wood in less than 2m³, to be certified as selling wood with a moisture content of 20% or less. To be certified, suppliers must undergo a site audit and send wood samples to be tested for moisture content. If certification is granted, any wood sold in less than 2m³ for combustion in domestic properties must be packaged with the supplier's name, their certification number and the 'Ready to Burn' logo. Suppliers selling wood in larger quantities (> 2m³) must provide customers with clear instructions on seasoning to ensure it is suitable for burning.
- 10.7 HETAS has been appointed to run the equivalent scheme for MSFs, which will also require suppliers to send fuel samples for testing. Once approved, suppliers must label MSFs with the 'Ready to Burn' logo, the supplier's name and their certification number. The logo confirms that the fuel meets the sulphur and smoke emission limits. Approved wood/MFS suppliers will have access to the technical helpline and support services provided through the 'Ready to Burn' website.
- 10.8 Certification is an annual process, at the cost of the suppliers, and is subject to a risk-based, on-going assessment or audit. Suppliers may also be subjected to ongoing random testing of the certified fuel. Approved suppliers, who later fail to meet the regulations or the requirement of any other relevant legislation, will be removed from the scheme. Local Authorities have been granted additional powers that allow them to issue fixed penalty notices up to the value of £300 (or higher if court proceedings are required) if suppliers breach the requirements set out in the legislation.

11.0 Objectives

The project objectives are to:

- 1) Provide reliable data on whether the regulations have been **implemented** effectively. This is to include:
 - a. Whether the certification schemes work as planned, any unintended consequences, and the experience of implementation among key stakeholders affected by the schemes (including any differences in the experience of larger and smaller suppliers).
 - b. How the market has responded to the regulations, including the certification of products, any changes in the types of fuel sold, quantities being supplied, format of supply or origin of products and any differences between supply to domestic and commercial properties⁴.
 - c. Local Authorities' use of powers provided to them and, where used, experience of doing so.
 - d. What contextual factors have played a role in the success, or lack thereof, of the implementation of the regulations.
 - e. What improvements, if any, could be made to the legislation and its implementation.

- 2) Reliable data and a detailed understanding of whether the regulations achieve the desired **impact** (i.e., changes in fuel use) and, if possible, whether they achieve broader desired outcomes (e.g. reductions in PM_{2.5} and sulphur emissions from domestic burning; health benefits; co-benefits for other pollutants e.g. NO_x, CO, B(a)P). This is to include evidence to demonstrate:
 - a. the drivers behind any changes identified (i.e., changes in domestic burning behaviour and attitudes, fuel usage and type)
 - b. the role of contextual factors
 - c. unintended and unanticipated consequences, and the extent to which these influenced overall impact.

12.0 Research Questions

The research questions listed below are to be used to frame the evaluation but must not be considered an exhaustive list.

12.1 Process Evaluation

- 1) Were the processes implemented as part of the legislation delivered as intended? As a minimum this is to consider fuel certification processes,

⁴ The legislation applies to domestic supply only

powers given to local authorities and information provided to the public. This is to take into account the different processes used to certify different fuels.

- 2) Were there any unexpected or unintended issues associated with implementing the certification schemes?
- 3) What contextual factors influence the success (or otherwise) of implementing the regulations?
 - a. How did manufacturers/suppliers experience and respond to the regulations?
 - b. Were there differences according to the type, size and/or location of suppliers? If so, what were these and why?
 - c. How did Local Authorities respond? Were they equally willing to use their powers to issue Fixed Penalty Notices? Have they used alternative methods to achieve compliance (e.g. education) and/or the criminal offence option? How has this affected suppliers?
- 4) What improvements (if any) could be made to the legislation, to certification processes, information provision, and/or to enforcement powers? (This includes, but is not limited to, the clarity of the legislation, the timescales under which it was implemented, the costs of the certification schemes for different fuels and the enforcement measures).

12.2 Impact Evaluation

- 1) What impact have the regulations had on suppliers, retailers, and consumers in terms of:
 - a. The types of solid fuel being supplied commercially? (Including manufactured solid fuels, novel fuels and waste based fuels)
 - b. The quantities in which fuels are sold, how they are stored pre-sale and how they are marketed (e.g. to be seasoned at home; for domestic versus commercial use; for outdoor use)?
 - c. How customers are obtaining fuels, including the types of fuel they are acquiring; where they are sourcing their fuel (e.g. through formal versus informal routes) and the size of purchases (i.e. bagged, bulk buy etc).
 - d. How customers are acquiring, storing and seasoning fuels and wider burning practices?
 - e. Any unforeseen consequences (e.g. impact on the costs of fuels/affordability)?
- 2) Are there differences in how different types and sizes of manufacturers, retailers, suppliers, consumers are responding? If so, why?

- 3) What are the measurable outcomes, both intended (e.g. changes in burning behaviour, reduced emissions from domestic burning, improved health) and unintended (e.g. increased costs of fuels, changes to the fuels market, increased green waste arisings, border sales of fuels⁵)?
 - a. What role did contextual factors play in these?
 - b. Are there broader impacts (e.g. improved knowledge of burning, changes in stove choices etc.)?
- 4) What are the drivers (fuel certification processes, Local Authority action, information provided to the public, individual circumstances) behind any changes identified (changes in fuel sales, fuel use, burning behaviours and attitudes etc.)?
 - a. Are there additional drivers beyond the regulations?
 - b. Are these similar across different groups (e.g. different population groups, size of suppliers/retailers, geographical areas, etc.)?

Primary research with a range of stakeholders, including burners will be needed to address many of the research questions above. The research questions listed above are to be used to scope and frame the research but must not be considered an exhaustive list.

13.0 Evaluation approach

13.1 Evaluation Framework

- 13.1.1 A core early deliverable will be the development of an overarching evaluation framework, including a detailed Theory of Change (ToC) for the process and impact evaluation.
- 13.1.2 We have presented a draft ToC below. However, we anticipate that this will be revised and improved. We have also put forward a suggested methodology which could be used to conduct the work.
- 13.1.3 The process and impact evaluation will be run concurrently and will require the use of a variety of research methods and analysis techniques. The evaluation will align with the principles of good evaluation outlined in the Magenta book⁶.

13.2 Theory of Change

The logic underlying the regulations, and associated activity, is outlined in the ToC below. This model provides an overview of how we anticipate the legislation to work

⁵ Border sales: this refers to the practice of burners living in England purchasing their fuels in Wales or Scotland, where the regulations do not apply.

⁶ <https://www.gov.uk/government/publications/the-magenta-book>

in practice. However, there are a range of additional underlying assumptions that need to be considered as part of the evaluation. Table 1 outlines some for the key assumptions that may need to be tested.

Figure 1 – Theory of Change for the Domestic Solid Fuels Legislation

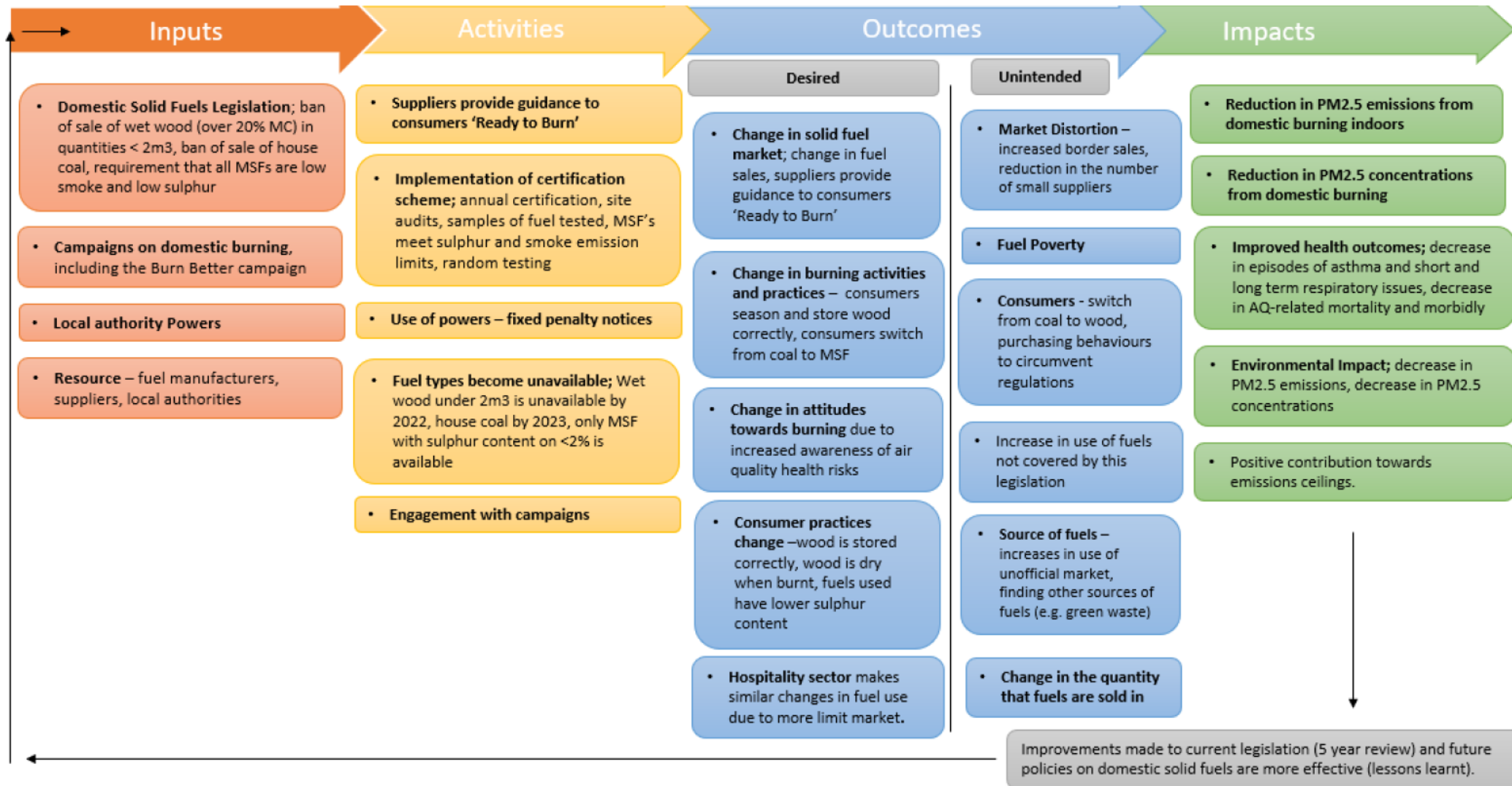


Table 1 – Underlying Assumptions of Evaluation

Group	Key Assumptions
Suppliers and retailers	<ul style="list-style-type: none"> • Wood and coal suppliers sign up to the scheme • Suppliers understanding of the rationale for the legislation, the spot checks, auditing, and enforcement powers of the local authorities, encourage high levels of compliance • Suppliers dry wood appropriately and pass on information about seasoning to their customers when they sell in large volumes • Wood and coal suppliers adhere to the new laws and do not sell prohibited fuels • Any changes in fuels being sold or marketed by retailers resulted from the legislation • Manufacturers and suppliers provide fuels in line with the certification standards • In the case of wood, retailers and suppliers store dry wood appropriately and do not switch to selling wet wood in bulk • Retailers and suppliers ensure quantities of wood sold $\geq 2\text{m}^3$ is accompanied with clear instructions on seasoning in line with the legislation. • Small suppliers supplying wood which was a by-product of other activities (e.g., tree surgeons) do not switch to disposing of this wood in a more polluting manner • Smaller quantities of wet wood are not supplied under the guise of being appropriate for outdoor and/or commercial use • Coal merchants assist house coal users to find low sulphur and low smoke MSFs/naturally occurring alternatives that suit their needs and are not more expensive per kWh of heat output than house coal • Access to, and price of, fuels is not negatively impacted by the legislation to the point that it exacerbates affordability problems/fuel poverty levels
Certification bodies	<ul style="list-style-type: none"> • The certification schemes provide quality assurance in terms of moisture content, sulphur and smoke levels • Annual recertification is completed in a timely manner and appropriate testing of products is conducted • Spot checks and other auditing measures are implemented effectively and, where issues are identified, they are resolved through the appropriate routes • Data on sales volumes and fuel types is collected and maintained appropriately
Local Authorities	<ul style="list-style-type: none"> • That LAs understand the legislation and their role in enforcement • That LAs use enforcement powers and auditing powers they hold

Consumers	<ul style="list-style-type: none"> • Consumers' understanding of the legislation, and reasons for it, mean that they follow user instructions when they acquire unseasoned wood (i.e., dry wood for 2 years, appropriate dry storage) • If consumers decide to join together to order larger quantities of wood (i.e., $\geq 2\text{m}^3$) that they still season wood in line with instructions • Consumers know and trust fuel labelled as "Ready to Burn" • Consumers do not switch from burning coal to wood • Consumers do not switch from purchasing small quantities of wood, to larger quantities. If they do switch, that they dry the wood consistently with instructions for use • Consumers move from using house coal to MSFs or naturally occurring smokeless fuels • Consumers do not seek to source fuels elsewhere to avoid the impact of the legislation (i.e., those living near the borders of Scotland or Wales, gathering free wood etc.) • There is a positive effect on burners understanding generally for the need to dry wood to less than 20% moisture content, which has a positive impact on seasoning behaviour • The hospitality sector makes similar changes due to decreased availability of coal and sale of small quantities of wood with moisture content over 20% • Consumers do not purchase fuels intended for use outdoors and/or in commercial settings (i.e., not covered by the legislation) and use them for domestic burning.
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13.3 Process Evaluation

Process evaluations help to determine if and how an intervention works and can provide an understanding of why an intervention works in certain areas or with certain populations, but not others. This strand of the evaluation is to provide information on how the processes worked in practice and help identify areas for improvements and future policy recommendations.

The process evaluation will assess the overall success of the implementation of the regulations (i.e., the certification schemes, local authorities' powers, supplier and consumer experiences). In the current context, the process evaluation will help Defra to understand what worked well or less well, why, in what contexts, and what improvements could be made to the implementation of the regulations. The process evaluation will focus mainly on the input and activities sections outlined in the ToC, taking into consideration the context in which these measures are delivered.

13.4 Process Evaluation Methods

13.4.1 It is anticipated that qualitative research with stakeholders will be required to investigate views on the certification process and how suppliers, retailers, consumers and enforcement bodies have adapted to the regulations. It is also anticipated that, alongside research with the certification bodies themselves, the Contractor will

devise a programme of work which includes research with fuel manufacturers/suppliers, retailers, consumers and Local Authorities.

13.4.2 Sampling will consider contextual factors, such as ensuring that a wide breadth of the solid fuel market is considered (e.g., covering the full range of fuels; both certification schemes; smaller- and larger-scale suppliers and retailers; etc.); a breadth of consumers (e.g., covering usage of different solid fuels; different means of acquiring these; different motivations for burning; socio-economic variation; commercial use; etc); and variation in Local Authorities (e.g. extent of AQ challenge; presence/absence of smoke control areas).

13.4.3 A range of quantitative data may also be of interest (e.g. certification data, registered supplier figures, complaints and disputes logs and data etc.) as well as market data (e.g., quantity of fuels sold).

13.4.4 The research will be phased over the period of implementation of the legislation.

13.5 Impact Evaluation

The aim of an impact evaluation is to assess what changes have occurred as a result of the interventions being considered, the scale of these changes and whether these have led to the intended (and/or to unintended) outcomes. They also assess the extent to which the changes can be attributed to the interventions, over and above what would have happened had the interventions not taken place. The impact evaluation will consider the effectiveness of the legislation in meeting the desired outcomes across England (e.g., a change in burning practices resulting in reduced emissions from domestic combustion), the drivers behind any changes and the role that contextual factors play.

As outlined previously, there are multiple assumptions underpinning the outcomes the legislation is expected to achieve and an assessment of these will feature as part of the research design for the impact evaluation.

13.5.1 *Impact Evaluation Methods*

Although the Authority is open to alternative suggestions, it is anticipated that a theory-based approach will be used and that analysis may include contribution analysis and/or process tracing.

The Contractor will be expected to gather evidence to test the ToC they have developed. A range of different data sources will need to be drawn upon to fully understand the impact the legislation has on the behaviour of different groups and resulting impacts on air quality, and health.

Primary data collection will be needed to address the research questions outlined above, but in addition there are further sources of secondary data which could support the evaluation.

13.6 Sources of Data for the Evaluating the Solid Fuels Regulation

13.6.1 Primary Data Sources

It is anticipated that a mixed methods approach will be needed to gather evidence on the implementation and impact of the solid fuels legislation. For example, qualitative and quantitative methods will be needed to investigate how the legislation has impacted on key groups (producers/manufacturers; suppliers; retailers, local authorities, and customers) and in what contexts.

We have detailed several possible methods of data collection in table 2 which could be used to address both process and impact questions.

Table 2 - Potential Methods for the Evaluation

Elements of this legislation will come into force over the course of this evaluation. Where possible, the methods and audiences below should be engaged with in line with the phased implementation of the legislation, in order to capture data on the full implementation and impact of the legislation.

• Methods & audiences	• Objectives	• Outcomes
<ul style="list-style-type: none"> • Methods: Semi-structured interviews/ discussion groups • Audiences: certification bodies, manufacturers / suppliers, retailers, consumers, LAs and other stakeholders impacted by the legislation 	<ul style="list-style-type: none"> • Investigate the implementation of the legislation, including key issues and areas for improvement • Understand how the legislation has impacted different stakeholder groups and in what contexts • Identify any unintended consequences resulting from the legislation • Investigate how retailers, suppliers and manufacturers have adapted to the regulations and identify 	<ul style="list-style-type: none"> • Provide: insight into how the legislation has worked in practice; identification of issues around and attitudes toward certification; understanding of reasons for changes to manufacturing and sale patterns; gain insight into changes in purchasing practices; (data from interviews are to feed into future data collection tools – e.g., survey development) • Gain an understanding of issues with enforcement and certification processes, and what has worked well and why • Understand what proportion

	<p>potential improvements to the regulations and/or certification processes</p> <p>Explore how LAs have enforced the regulations (if at all), what tools they have used to do so, and identify any issues they have faced.</p> <ul style="list-style-type: none"> • Understand whether purchasing and burning practices have changed and why • Provide information to inform the development of survey(s) 	<p>of LAs have used enforcement powers and how (or why they have not)</p> <ul style="list-style-type: none"> • Gain an in-depth understanding of whether the regulations have impact on fuel use and inform survey development
<ul style="list-style-type: none"> • Method: Surveys • Audiences: Domestic burners, potentially suppliers, retailers and LAs 	<ul style="list-style-type: none"> • Explore the impact the regulations have had on domestic combustion practices, including incidence of burning, fuels used, awareness of 'ready to burn', motivation for burning, storing fuels, seasoning, purchasing behaviour etc. ⁷ • Investigate any effects of affordability/ fuel poverty. • Investigate the impact of the legislation on retailers and suppliers (large and small), for example changes to fuel sales, prices, 	<ul style="list-style-type: none"> • understand burning practices (e.g., through surveys with burners for comparability with previous research). Topics covered are to include purchasing behaviours, the type of fuel used, frequency and quantities burned, seasoning, storage, appliance used and maintenance, attitudes to burning and the regulations. • Investigate how suppliers and manufactures have adapted to the legislation and views on benefits and drawbacks. • Understand how LAs have responded to the legislation*

⁷ Defra expects some of this data may be collected under Lot 2. Should a different supplier be appointed for Lot 2, the Lot 1 contractor may not need to carry out extensive primary research to address this question. We would ask that Tenderers applying only for Lot 1 provide standalone costings for this work.

	storage. <ul style="list-style-type: none"> Investigate LA use of fixed penalty notices and other approaches to achieving compliance. 	
<ul style="list-style-type: none"> Method: Mystery shopping and analysis of market data 	<ul style="list-style-type: none"> Gain understanding of the extent of compliance with the legislation. Gain an understanding of how prices of fuels have changed since the implementation of the regulations⁸. Investigate the causes of any changes. 	<ul style="list-style-type: none"> Provide an understanding of whether the regulations have impacted upon fuel prices in England.
<ul style="list-style-type: none"> Analysis of AQ data and secondary data sources 	<ul style="list-style-type: none"> (See below) 	<ul style="list-style-type: none"> (See below)

13.6.2 Secondary Data Sources

There are a range of data sources that could be drawn upon for the purpose of this evaluation, some of which are listed below⁹.

Certification Data

Data available will include the number of suppliers certified, what types of fuels suppliers sell, sales data, moisture content of wood¹⁰, smoke and sulphur content of MSFs, and audit data. This data will be important for both the process and impact evaluation elements.

HETAS Data

HETAS collect a range of data that might be useful for the current evaluation. As they have run the approved fuels list for Smoke Control Areas for a number of years, they may have some insight into how the fuel types have changed since the regulations came into force.

⁸ This should be outside of the regular seasonal and annual changes in price.

⁹ We are open to alternative suggestions for data which Tenderers may put forward.

¹⁰ This will be limited to above and below 20% moisture content.

Woodsure Data

Prior to these regulations, Woodsure ran a voluntary certification scheme. This data may be useful to gauge trends or changes in the number of certified wood suppliers.

English Housing Survey

The English housing survey is a long-standing survey that collects information about people's housing circumstances and the condition and energy efficiency of housing in England. Questions included in this survey focus on the use of heating fuels and data are used to estimate fuel poverty in England.

Local Authority Data

Local authority enforcement records may be available for analysis; this will outline the number of enforcement notices issued and reasons why. They may also retain information when they have issued advice to retailers ahead of issuing a fine.

Existing Survey Data

Defra commissioned significant primary research on domestic burning in 2018/19 which included both qualitative and quantitative research¹¹. The data collected can be used as part of this evaluation, for comparative purposes. Data collected as part of Lot 2 could potentially provide comparable data to that collected in 2018/19 as part of the UK Burning in Gardens and Homes project. When combined, these data could be used to model potential emissions changes resulting from the policy changes.

Hospital Episode Statistics

Data on hospital admission is openly available from the NHS. Such data could be analysed to investigate changes to hospital admissions for respiratory disease, although it is unlikely that attribution to the solid fuels legislation could be established, particularly in light of the COVID-19 pandemic.

Air Quality Monitoring Data

Data from various air quality monitoring networks is openly available online. However, Defra recognise the potential challenges associated with establishing causation in relation to any concentration changes.

During the evaluation, Defra may decide to commission additional work to analyse air quality data outside of this project, for example data from the Black Carbon Network, and the Contractor would be expected to consider this analysis and integrate any

¹¹ [Report: Burning in UK homes and gardens \(plus a number of annexes\) - Defra, UK](#)

meaningful findings into final reports. Any such work would be commissioned as a separate contract via open competition.

14.0 Data Analysis and Interpretation

Analysis of the quantitative and qualitative data collected is to include quality checking the data, conducting appropriate statistical and qualitative analysis, presenting the findings in a clear and accessible way (including through the use of tables/ charts), and situating findings within the broader context.

It is expected that data be analysed according to different sub-groups, ensuring full value is drawn from the analysis. Key themes stemming from qualitative data and/or open responses are to be extracted, analysed and presented.

Quantitative data will (at a minimum) be broken down by:

- Socio-demographics (e.g. gender, age, income, housing tenure) ¹²
- Region
- Urban/ rural classification
- Presence/ absence of Smoke Control Areas (SCAs) ¹³

The Contractor will share all data collected or analysed as part of the project with Defra, including transcripts where relevant. Quantitative data must be clearly labelled and shared as .xls files (Excel).

14.1 Processing Personal Data

All personal data must be stored and processed in line with GDPR and the Data Protection Act. The Authority must be provided with anonymised data sets, not identifiable at the individual level. Personal data is defined as information relating to living individuals who can be directly identified or indirectly identified in combination with other information.

15.0 Reporting

The Authority's expectations for reporting are:

- Interim reports (at key milestones, outlined in table 3)
- Final report to include main findings, an assessment of the data collected and secondary data used and a technical annex on methods
- Data sets

¹² It would be useful to be able to identify households in fuel poverty or who find it difficult to pay their fuel bill in the final dataset(s).

¹³ <https://www.gov.uk/smoke-control-area-rules>

All reports and deliverables are to be submitted in draft to the Authority for review and comment, prior to approval. All reports must be produced in accordance with Defra templates for publications and accessibility¹⁴. Reports must be submitted in electronic form in MS Word format (in draft), PDF documents (once finalised), MS Excel spreadsheets and MS PowerPoint presentations.

15.1 Sharing of Data

The Contractor will make available to the Authority, in anonymised form, the data that is collected as part of this contract. In order to transfer the quantitative data collected in a useable format. The preparation of the quantitative datasets will be in SPSS and .CSV formats. The Contractor will also make transcripts and/or detailed notes of the qualitative interviews/group discussions available to the Authority. This data will be made available as soon as is practicable after data collection.

15.2 Peer Review

The Authority may require final outputs from this project to be peer reviewed by an external reviewer(s).

16.0 Programme of work

Table 3 sets out the proposed key deliverables and milestones within Lot 1. However deliverables and milestones will be finalised in collaboration with the Contractor at the inception meeting.

¹⁴ Contractors are expected to meet government requirements for accessible reports (guidance is available here: www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility).

This includes, but is not limited to, consideration of:

- font (size, style and justification)
- headings and sub-headings to structure reports
- alt-text for images, charts or graphs
- table captions and summaries in all tables
- colours that are suitable for those with colour-blindness

Contractors are expected to outline how they will meet accessibility requirements and what processes they have in place to assure this. The exact outputs should be discussed with the commissioning team, but accessibility should be considered in all outputs (e.g. Word, PowerPoint, CSV data files or PDF documents). Defra can provide a Word template where contractors do not already have an in-house accessible report template.

Table 3 - Potential Milestones

Date	Task
May 2022	<p>Milestone 1 – Finalise work plan, theory of change and research methodology and questions.</p> <p>The work plan is to provide a detailed timetable for the programme of work to be undertaken under this Contract and for the provision of the deliverables. The work plan will include a risk register and log and QA plan. The theory of change is to include any underlying assumptions that need to be considered as part of the evaluation.</p>
May 2022	<p>Milestone 2 - Agree evaluation research schedule and research materials for the evaluation</p> <p>Agreement of research schedule and research materials for the impact and process evaluation with the Authority's project officer and project board.</p>
May 2022	<p>Milestone 3 - Interim / Update report 1</p> <p>This report is to detail research methods to be used.</p>
June 2022	<p>Milestone 4 – Evaluation fieldwork begins</p> <p>Qualitative and quantitative fieldwork with certification bodies, manufacturers, consumers, local authorities etc.</p>
May 2022 - A total ban on the sale of wet wood in quantities under 2m³	
August 2022	<p>Milestone 5 – Interim / Update report 2</p> <p>Report on evaluation to date – to include progress to date, headline findings, and areas for improvement.</p>
February 2023	<p>Milestone 6 – Interim / Update report 3</p> <p>Update on progress to date.</p>

April 2023	<p>Milestone 7 – Presentation of findings of the first year of evaluation</p> <p>The presentation is to detail the findings of the qualitative and quantitative research undertaken. The Contractor will also provide all relevant data including data sets and fieldwork transcripts/notes. Information on potential evidence gaps is also to be provided.</p>
April 2023 – Contract break point meeting	
May 2023 - A total ban on the sale of house coal for domestic burning	
August 2023	<p>Milestone 8 – Interim / Update report 4</p> <p>Update on evaluation</p>
December 2023	<p>Milestone 9 – Interim / Update report 5</p> <p>Update on last 6 months of evaluation.</p>
February 2024	Milestone 10 – Evaluation fieldwork ends
March 2024	<p>Milestone 11 – Evaluation fieldwork presentation of findings and associated data transfer.</p> <p>The presentation will detail the findings of research undertaken (including any secondary data analysis) and present these within the context of the evaluation framework(s) to provide conclusions on the implementation and impact of the Solid Fuels regulations. The presentation will be of a professional standard and provide a summary of key findings for Defra stakeholders.</p> <p>The Contractor will also provide all relevant data including fieldwork transcripts/notes.</p>
March 2024	<p>Milestone 12 – Final report and Policy paper</p> <p>The report will be of a publishable standard and provide a summary of findings of the impact and process evaluations, within the theoretical context of the evaluation. The study design and</p>

	<p>methodology will be fully documented in a technical annex (this will include survey/interview questions).</p> <p>The policy paper will include recommendations for improvement to the legislation and lessons learnt.</p>
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17.0 Project Management

The Authority will nominate a Project Officer for this project. They will be responsible for the day-to-day management of this Contract and will coordinate the Project Steering Group (SG) to review the work and ensure it meets the projects aims and objectives. As outlined below, meetings will be incorporated into the programme of works to discuss progress and facilitate feedback provision. Meetings will be organised by the Contractor.

The Contractor will be expected to appoint a Project Manager who will act as the principle point of contact and will be responsible for the day-to-day management of the project. The Contractor will be required to regularly update the Defra Project Officer on project progress via meetings arranged by the Contractor, and when there are any significant issues.

Key tasks associated with the project will be undertaken in consultation with the SG. The SG will mostly consist of representatives from Defra, and will be responsible for monitoring progress, providing advice, support and guidance on the project scope, methodology, focus and research outputs. Meetings with the SG will be held via MS Teams. SG meetings are to be programmed to align with the project milestones and will be used to help assure the project outputs. The Contractor will prepare for the SG meetings, suggesting a draft agenda which will be finalised and circulated to all members. Minutes of the meetings will be taken by the Contractor and actions collected and reviewed. The Authority may also establish a Project Advisory Group to support this project.

Specific outputs will be required from the Contractor during the course of this project. All reports must be produced in accordance with the Authority's templates for publications. The deliverables are to be provided as MS Word (in draft) and PDF documents (once finalised), MS Excel spreadsheets and MS PowerPoint presentations.

Below are details of the key roles of individuals involved in this project and their titles:

Role	Title
Sponsor	Deputy Director Air Quality and Industrial Emissions (AQIE)
Project Officer	AQIE project officer
Domestic Solid Fuels Project Steering Group	Defra stakeholders, external stakeholders with relevant expertise, representation from other government departments and from devolved administrations (DAs)

Lot 2 - Monitoring of Domestic Burning Practices in the UK

18.0 Background

As part of its work to secure a cleaner natural environment, and in the interests of public health, Defra is committed to improving UK air quality. Burning in a domestic setting, commonly referred to as domestic combustion, emits several toxic pollutants that are harmful to human health and the environment. In particular, domestic combustion emits fine Particulate Matter 2.5 (PM_{2.5}), which is associated with higher mortality rates, especially for people with cardiovascular and respiratory illnesses.

Recent research indicates that approximately 8%¹⁵ of the UK adult population burn indoors and domestic burning is considered to be a significant contributor to our national emissions of Particulate Matter. Often these emissions occur in built-up areas where population exposure is greatest. Historically, there has been a large degree of uncertainty in the estimates of domestic combustion activity in the UK. The Burning in UK homes and Gardens project¹⁶ provided important insights into the incidence of domestic burning in the UK. Defra would like to expand on this work to inform future policy and domestic fuel use estimates.

The proposed research aims to capture and record attitudes and behaviours relating to domestic combustion. In particular, it seeks to collect activity data close to the point at which this takes place in order to record an accurate picture of domestic combustion activities in the UK. The data obtained will serve to inform policymaking in this area by reducing current gaps in the evidence base and reducing the level of uncertainty relating to domestic combustion in the national emissions inventory.

The principal clients using the results will be policy officials in the Department for Environment, Food and Rural Affairs (Defra). However, findings will be of relevance to the Department for Business, Energy and Industry Strategy (BEIS) and the UK Health Security Agency/ Office for Health Improvement and Health Disparities. The

¹⁵ [Report: Burning in UK homes and gardens \(plus a number of annexes\) - Defra, UK](#)

¹⁶ https://uk-air.defra.gov.uk/library/reports?report_id=1014

results will also feed into the evaluation of the Domestic Solid Fuels Regulations (Lot 1).

19.0 Objectives

The project objectives are to:

- 1) Monitor and track trends in domestic burning practices. This part of the project can be broken down into two parts:
 - a. In order to inform future estimates of domestic solid fuel use in the UK, provide reliable data, on:
 - i. the prevalence of burning across the UK (including regional and urban/rural splits)
 - ii. the quantities and types of fuels used
 - iii. where fuels have been sourced
 - iv. appliance use
 - v. burning frequency and time spent burning
 - b. Provide valuable data on behaviours and attitudes to domestic burning. This could include
 - i. Why people chose to burn
 - ii. Motivations for using specific fuels
 - iii. Knowledge of products
 - iv. Knowledge of 'good practice'
 - v. Understanding of health and environmental issues
 - vi. Barriers and facilitators to behaviour change

20.0 Research Questions

The Authority requires information on domestic burning behaviours, and how these behaviours are changing over time, in order to update estimates of domestic solid fuel use and inform wider policymaking in this area. This part of the work will be broken down into two parts (A and B below):

- A. To provide reliable data at a UK-level to update domestic burning estimates in the Digest of UK Energy Statistics (DUKES)¹⁷
 - 1) What proportion of the population burn in their home and garden respectively (and how has this changed)?
 - a. Does this vary across population groups?
 - b. Does this vary geographically? (e.g. by region and between urban and rural settings).

¹⁷ <https://www.gov.uk/government/collections/digest-of-uk-energy-statistics-dukes>

- 2) What do people burn when, on what appliances and in what quantities?
 - 3) To what extent do people use good/efficient burning practices? (e.g. in seasoning wood, fire lighting, management of fires once lit, maintenance of appliances)
- B. To provide broader data on attitudes and behaviours relating to domestic burning in England¹⁸, how these have changed over time (e.g. through comparison with earlier research findings)¹⁹. For example:
- 1) What are the drivers/ motivations for people's burning practices (e.g. heating; hot water; cooking; waste disposal; aesthetics; limiting heating costs; etc.)?
 - a. Are other options available to them?
 - b. How does difficulty in paying fuel costs more generally influence fuel choice and/or burning practices?
 - 2) What are people's attitudes towards burning, including their attitudes to burning indoors, outdoors (e.g. bonfires, fire pits) and to the environmental and health impacts of burning? How have these changed?
 - 3) What are peoples' burning practices and to what extent have these changed? (e.g. the type(s) of fuel(s) used; how these are sourced; the size of purchases; the seasoning of fuels; fire lighting and management, including refuelling/ reloading; the maintenance of appliances)
 - 4) What impact does knowledge of health/environmental effects of burning have on their behaviour (if any)? Where does this knowledge come from? (e.g. awareness of seasoning information provided by suppliers, campaigns)
 - 5) Are people aware of whether they are in a Smoke Control Area (SCA)? What is their perception of this (e.g. of enforcement)? How does that effect their choices of fuels and appliances, if at all?
 - 6) What could lead to changes in behaviour? (e.g. greater awareness of impacts; negative impacts on self/neighbours; wider social pressure; Local Authority action; regulatory changes; etc.)

These research questions are to be used to scope and frame this element of the research but are not to be considered an exhaustive list.

¹⁸ As specified, data collected with the aim of updating UK statistics on domestic solid fuel use must be collected at a UK-level. Wider work on attitudes and behaviours should focus on England as air quality is a devolved matter.

¹⁹ [Report: Burning in UK homes and gardens \(plus a number of annexes\) - Defra, UK](#)

21.0 Methods

The Authority has commissioned previous work on the topic: the “Burning in UK Homes and Gardens” project²⁰. This previous work involved extensive qualitative and quantitative research with UK householders, including a small number of core questions. These were asked at regular intervals over a 12-month period using a nationally representative face-to-face omnibus survey to gather reliable data on people's burning practices (which could be disaggregated geographically), as well as a more detailed survey of householder attitudes and behaviours conducted over the phone.

A possible broad methodological approach to the two elements of the new research is outlined below.

21.1 UK-Wide Burning Practices

The main aim of this work is to provide reliable data at a UK-level which could be used by BEIS to update domestic burning estimates in DUKES. These in turn would be used in updating the NAEI.

The methodology used for this element of the work must enable direct comparability with results generated by the “Burning in UK Homes and Gardens” project as this has led to significant updates in the estimates of fuel being burnt in the UK. The new research must enable future updates to be made on a consistent basis to these. This paper²¹ describes what data was used previously and how the estimates were established²².

Comparability does not mean that the research vehicle(s) used must be identical (indeed the Authority recognises the challenges of delivering large-scale face-to-face research during a pandemic). However, the research vehicle used must allow previously and newly collected data to be compared robustly.

Activity data is to be collected as close as possible to the point at which burning activity takes place, in order to record an accurate picture of domestic burning activities. This was previously achieved through a short set of core survey questions being repeated at regular intervals over the course of a year (focussing on burning activity over a period of time in which recall is likely to be strong). It is suggested that going forward, questions could be put to a national sample as often as weekly in order to provide reliable estimates.

²⁰ https://uk-air.defra.gov.uk/library/reports?report_id=1014

²¹ http://randd.defra.gov.uk/Document.aspx?Document=14973_AnnexeA-UKdomesticsolidfuelsuseestimatespaper.pdf

²² Please note that Defra will remain responsible for converting the data collect through the survey work into estimates of quantities burnt.

It is anticipated data collection will focus on fuel type (including seasoning), quantities, appliance type and length of operation. In the interests of value for money, only the most essential of questions will be incorporated in the weekly survey. Additionally, it is important for monthly estimates of key statistics (e.g., quantity of different fuel types being burnt) to be generated. This will allow for data collected to be easily assimilated into DUKES. Initial wave(s) of fieldwork can act as a 'pilot study' or 'soft launch' if needed so that questions asked could be tweaked if necessary.

The data collected must also enable spatial disaggregation of the data collected by region, urban versus rural locations and presence of an SCA.

21.2 Broader Attitudes and Behaviours

The aim of this work is to provide broader data on attitudes and behaviours relating to domestic burning in England and how these have changed over time (e.g. through comparison with earlier research findings).

Although there is greater flexibility in how this work is undertaken, the Contractor may nevertheless wish to ensure comparability with previous methods in order to explore changing attitudes through time (though it is acknowledged that peoples' domestic habits have changed significantly as a result of the COVID-19 pandemic).

This work could include a bespoke national survey or survey which makes use of existing survey vehicles alongside qualitative approaches to address the research questions set out under paragraph 20.0. Given the low incidence of domestic burning (particularly indoors), the Contractor may wish to consider the use of recontact questions in other elements of the research undertaken to generate sufficient sample.

22.0 Data analysis and interpretation

Analysis of the quantitative and qualitative data collected will include quality checking the data, conducting appropriate statistical and qualitative analysis, presenting the findings in a clear and accessible way (including through the use of tables/charts), and situating findings within the broader context.

It is expected that data be analysed according to different sub-groups. The Contractor is to extract, analyse and present key themes stemming from qualitative data and/or open responses.

The quantitative data generated will (at a minimum) be broken down by:

- Socio-demographics (e.g. gender, age, income, housing tenure)
- Region

- Urban/ rural classification (within the four nations of the UK for the research elements being used to update DUKES)
- Presence/absence of Smoke Control Areas (SCAs)

As specified above, the study will also need to provide accurate national-level data of material burnt monthly and seasonally across the year.

The Contractor will be expected to share all data collected or analysed as part of the project with the Authority, including transcripts where relevant. Quantitative data will be clearly labelled and shared as .xls files (Excel).

22.1. Processing Personal Data

All personal data must be stored and processed in line with GDPR and the Data Protection Act. The Authority must be provided with anonymised data sets, not identifiable at the individual level. Personal data is defined as information relating to living individuals who can be directly identified or indirectly identified in combination with other information.

23.0 Reporting

The Authority's expectations for reporting for this project include;

- A report on first month of weekly survey (to be run as a pilot study)
- Interim reports (at key milestones, outlined under paragraph 23.3)
- Final report - to include main findings, an assessment of the fieldwork and technical annex on methods
- Data sets

All reports and deliverables are to be submitted in draft to the Authority for review and comment, prior to approval. All reports must be produced in accordance with the Authority's templates for publications and accessibility²³. Reports are to be submitted in electronic form in MS Word format (in draft), PDF documents (once finalised), MS Excel spreadsheets and MS PowerPoint presentations.

²³ Contractors are expected to meet government requirements for accessible reports (guidance is available here: www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility).

This includes, but is not limited to, consideration of:

- font (size, style and justification)
- headings and sub-headings to structure reports
- alt-text for images, charts or graphs
- table captions and summaries in all tables
- colours that are suitable for those with colour-blindness

Contractors are expected to outline how they will meet accessibility requirements and what processes they have in place to assure this. The exact outputs should be discussed with the commissioning team, but accessibility should be considered in all outputs (e.g. Word, PowerPoint, CSV data files or PDF documents). Defra can provide a Word template where contractors do not already have an in-house accessible report template.

23.1 Sharing of Data

The Contractor will make available to the Authority, in anonymised form, the data that is collected as part of this Contract. In order to transfer the quantitative data collected in a useable format, the preparation of the quantitative datasets is to be in SPSS and .CSV formats. Provision is also to be made for transcripts and/or detailed notes of the qualitative interviews/group discussions to be made available to the Authority. This data will be made available as soon as is practicable after data collection. Data collected as part of this project will help inform the evaluation of the Domestic Solid Fuels Regulations (Lot 1).

23.2 Peer review

The Authority may require final outputs from this project to be peer reviewed by an external reviewer(s).

23.3 Programme of Work

Table 4 below set outs the proposed key deliverables and milestones within this project. These are to be considered as guidance only. Deliverables and milestone will be finalised in collaboration with the Contractor at the inception meeting.

Table 4

Date	Task
May 2022	Milestone 1 – Finalise work plan, research methodology and questions. The work plan will provide a detailed timetable for the programme of work to be undertaken under this Contract and for the provision of the deliverables. The work plan will include a risk register and log and QA plan.
May 2022	Milestone 2 – Agree research schedule and materials, including UK-wide survey questions Agreement of research schedule and any materials with the Authority's project officer and project board.
May 2022	Milestone 3 - Interim / Update report 1 This report will detail research methods to be used.

June 2022	<p>Milestone 4 - Launch of survey on UK-wide burning practices</p> <p>First month of the monitoring survey will act as a pilot study so that research methods can be altered after review, if necessary. Depending on the proposed methods, the pilot is also to provide an opportunity to explore and address any data reliability issues associated with survey mode.</p>
June 2022	<p>Milestone 5 – ‘Pilot’ study ends and delivery of report on findings</p> <p>The report will detail the findings of the first month of the UK-wide burning practices research. Any recommendations for change are to be put forward and implemented if agreed.</p>
October 2022	<p>Milestone 6 – Interim /Update report 2</p> <p>Report on first 6 months of monitoring and associated data – to include headline findings so far.</p>
March 2023	<p>Milestone 7 – Interim /Update report 3</p> <p>Update on last 6 months of monitoring.</p>
June 2023	<p>Milestone 8 – UK-wide burning practices research ends. (Evaluation continues)</p> <p>12 months of monitoring fieldwork ends.</p>
July 2023	<p>Milestone 9 – Presentation of findings of the UK-wide burning practices research and broader attitudes and behaviours research. Associated data transfer.</p> <p>The presentation will detail the findings of the qualitative research undertaken. The Contractor will also provide all relevant data including data sets and fieldwork transcripts/notes.</p>
September 2023	<p>Milestone 10 - Final report(s) on the UK-wide burning practices research and broader attitudes and behaviours research.</p> <p>The report(s) will be of a publishable standard and provide a summary of findings in the round. The study design and methodology will be fully documented in a technical annex (this</p>

	will include survey questions).
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24.0 Project management

Defra will nominate a project Officer for this project. They will be responsible for the day-to-day management of this Contract and will coordinate the Project Steering Group (SG) to review the work and ensure it meets the projects aims and objectives. As outlined below, meetings will be incorporated into the programme of works to discuss progress and facilitate feedback provision. Meetings will be organised by the Contractor.

The Contractor will be expected to appoint a Project Manager who will act as the principle point of Contact and will be responsible for the day-to-day management of the project. The Contractor will be required to regularly update the Defra Project Officer on project progress via meetings arranged by the Contractor, and when there are any significant issues.

All tasks associated with the project will be undertaken in consultation with the SG. The SG will mostly consist of representatives from Defra, and will be responsible for monitoring progress, providing advice, support and guidance on the project scope, methodology, focus and research outputs. Meetings with the SG will be held via MS Teams. SG meetings will be programmed to align with the project milestones and will be used to help assure the project outputs. The Contractor will prepare for the SG meetings, suggesting a draft agenda which will be finalised and circulated to all members. Minutes of the meetings will be taken by the contractor and actions collected and reviewed.

Specific outputs will be required from the Contractor during the course of this project. All reports must be produced in accordance with the Authority's templates for publications. The deliverables are to be provided as MS Word (in draft) and PDF documents (once finalised), MS Excel spreadsheets and MS PowerPoint presentations.

Below are details of the key roles of individuals involved in this project and their titles:

Role	Title
Sponsor	Deputy Director Air Quality and Industrial Emissions (AQIE)
Project Officer	AQIE project officer
Domestic Solid Fuels Project Steering Group	Defra stakeholders, external stakeholders with relevant expertise, representation from other government departments and from devolved administrations (DAs)

25.0 Key Performance Indicators (KPIs) for Both Lots 1 and 2.

- 25.1 Key Performance Indicators (KPIs) shall be monitored on a regular basis and shall form part of the Contract performance review. Performance of KPIs will be reported by the Contractor to the Authority on a monthly basis. The Contractor shall detail performance against KPIs in Monthly Reports and at Contract meetings with the Authority; who will review this and make comments if any.
- 25.2 The Contractor shall maintain their own management reports, including a Risk and Issues Log.
- 25.3 Any performance issues highlighted in these reports will be addressed by the Contractor, who shall be required to provide an improvement plan ("Remediation Plan") to address all issues highlighted within a week of the Authority request.
- 25.4 Key Performance Indicators (KPIs) are essential in order to align the Contractor's performance with the requirements of the Authority and to do so in a fair and practical way. KPIs have to be realistic and achievable; they also have to be met, otherwise indicating that the service is failing to deliver.
- 25.5 The Authority reserves the right to amend the existing KPIs detailed under this paragraph 25.0 or add any new KPIs. Any changes to the KPIs shall be confirmed by way of a Contract Change Note.

Key Performance Indicators – Lots 1 and 2

KPI Category	KPI ref	KPI criteria	KPI measure	KPI rating		
Project management	1	Deliverables	<p>Deliverables are completed on time and all outputs are achieved.</p> <p>Contractors to report on agreed deliverables. These are delivered to a publishable standard.</p>	<p>Failure to deliver more than 5 outputs within 5 (five) Working Days after the agreed deadline. Progress is not communicated at fortnightly and monthly meetings with the Authority.</p> <p>A significant error or need for revision is identified that results in published documents being amended by the Authority. Or the quality of deliverables provided requires significant investment of time/effort by Authority staff to bring up to the required standard.</p>	<p>Failure to deliver more than three outputs within 5 (five) Working Days after the agreed deadline, objectives only partially met within time scales, progress not communicated at fortnightly meetings with the Authority.</p> <p>An error is identified that does not result in published documents being amended. However, the quality of deliverables provided requires investment of time/effort by Authority staff to bring up to the required standard</p>	<p>Delivery timescales and outputs achieved, milestones are met 90% of the time, and progress communicated at fortnightly meetings.</p> <p>Deliverables meet expectations and are delivered to a publishable standard.</p>

	2	Responsiveness	The Contractor is flexible and adapts work plans quickly in light of changing situations to ensure planned outcomes are achieved. The Contractor supports data quality by proactive and collaborative working with key stakeholders and any sub-contractors.	Major concerns are not satisfactorily addressed by the Contractor's project team; failure to adapt project approach has a significant impact on planned outcomes; the Contractor's relationship with sub-Contractors negatively impacts project delivery.	Some concerns are not satisfactorily addressed by the Contractor's project team; failure to adapt project approach has a limited impact on planned outcomes; the Contractor's relationship with sub-contractors inhibits the smooth running of the project.	Request/ concerns fully resolved; positive, constructive relationships maintained.
Risk management	3		Contractor is pro-active at identifying and dealing with risks and issues arising; appropriate mitigations are put in place.	Risk Assessment is not kept up to date and known risks are not communicated to project officer. Appropriate mitigation actions are not taken/ implemented, which effects delivery of key milestones or affects ability to meet project objectives.	Risk Assessment is kept up to date but communication of any risks is incomplete. Mitigation actions only partially address issue or are partially implemented.	Risk assessment is kept up to date and remains appropriate for use. Mitigation actions are taken in full and address risks.
Data	4	Data quality and	Contractor maintains QA/QC standards. A	Lack of a QA development plan, a significant	Incomplete QA development plan, a	Meets expectations

management		QA	credible QA development plan is in place with time-bound deliverables to implement Defra Quality Assurance Guidelines. QA logs are implemented. High QA standards are maintained for all data, analysis and data sets.	inaccuracy in the QA log or significant failure to maintain required standard in data and/or analysis.	significant inaccuracy in the QA log. Failure or only partial maintenance of the required standard in data and/or analysis	
	5	Data collection	Contractor collects appropriate data to address the evidence needs on time. QA/QC standards are maintained throughout data collection. Contractor ensures that data collection is conducted in accordance with GDPR, Data Protection Act and government ethical guidelines.	Deliverables around data collection are not delivered to the standard agreed or are more than two weeks late. Data protection is breached and/or ethical guidance is not followed	Deliverables around data collection are delivered less than two weeks late on more than one occasion or are not rigorous.	Deliverables around data collection are delivered on time. The standard of work is signed off by the Authority.
	6	Data analysis	Data collected should be of a high quality. The analysis is to enable the Contractor to come to robust assessments as to the outcomes of the process	Data is of poor quality. Data is not collected, processed or analysed using appropriate methods. Interpretation of data is incorrect	Elements of data are of poor quality. Elements of data collection, processing or interpretation are incorrect, inappropriate	Data is of high quality. Data are collected, processed and analysed correctly, using appropriate

			and impact of the legislation. These conclusions are to be supported by suitable and robust data analysis.	and/or lacking and/or does not allow for conclusive assessments to be made as to the process or impact of the legislation.	and/or there is a lack of supporting data. Interpretation of data is incomplete and does not allow for conclusive assessments to be made as to the process or impact of the legislation.	methods. Interpretation of data is correct and robust assessments can be made.
Continuous Improvement	7	Adaptability	<p>Contractor is flexible and adapts work plans quickly in response to changing situations, ensuring that outcomes are achieved (e.g., revising recruitment approach or methodology).</p> <p>Contractor makes suggestions for improvements to quality of further elements of research/ analysis which supports the Authority's needs.</p>	<p>Contractor is not proactive in identifying issues/ areas for improvement.</p> <p>Areas for improvement are not satisfactorily addressed by the Contractors' project team; failure to adapt the project approach has significant impact on the planned outcomes.</p>	<p>Contractor is proactive in identifying some issues/ areas for improvement.</p> <p>Some areas for improvement are not satisfactorily addressed by the Contractor's project team; failure to adapt the project approach has a limited impact on planned outcomes.</p>	<p>Contractor is proactive in identifying issues/ areas for improvement.</p> <p>Concerns are fully resolved; positive and constructive relationships are maintained throughout the project.</p>
Quality of service	8	Reports	Interim and final project reports received must demonstrate that research and analysis is rigorous,	Reports and analysis do not meet requirements – they are not delivered in line with the date	Reports and analysis partially meet requirements and they are not delivered in line	Meets expectations – Accurate and delivered to a publishable standard

			<p>relevant and of value.</p> <p>Deliverables are quality assured, clear, accurate and of a publishable standard.</p>	<p>agreed on the deliverables table. The quality of deliverables provided require significant investment of time/ effort by Authority staff to bring up to required standard. Or an error is identified that results in Government incurring financial damages or significant reputational harm.</p>	<p>with the date agreed on the deliverables table. The quality of deliverables provided require investment of time/ effort by Authority staff to bring up to required standard.</p>	
Social Value	9	Quarterly Social Value Report	<p>Quarterly reports delivered in the agreed format, on time and giving a qualitative description of the social value achieved to date.</p> <p>Reports should be clearly linked to the deliverables and the programme of work outlined in the Contract.</p>	<p>Are later than 2 (two) weeks in delivery and or include significant errors</p>	<p>Are less than 2 (two) weeks in delivery and or include minor inaccuracies</p>	Meets Expectations

26.0 TRAVEL AND SUBSISTENCE

All Travel and Subsistence should be in line with Defra's Travel and Subsistence Policy. Claims should always be supported by valid receipts for audit purposes and must not exceed any of the stated rates below. Should the stated rate be exceeded, Defra reserve the right to reimburse only up to the stated rate.

Rail Travel

All Journeys – Standard class rail unless a clear business case demonstrating value for money can be presented. This includes international rail journeys by Eurostar and other international and overseas rail operators.

Mileage Allowance

Mileage Allowance	First 10,000 business miles in the tax year	Each business mile over 10,000 in the tax year
Private cars and vans – no public transport rate*	45p	25p
Private cars and vans – public transport rate	25p	25p
Private motor cycles	24p	24p
Passenger supplement	5p	5p
Equipment supplement**	3p	3p
Bicycle	20p	20p

*NB the 'no public transport rate' for car and van travel can only be claimed where the use of a private vehicle for the journey is essential e.g. on grounds of disability or where there is no practical public transport alternative. If the use of the vehicle is not essential the 'public transport rate' should be claimed.

** Under HMRC rules this expense is taxable.

UK Subsistence

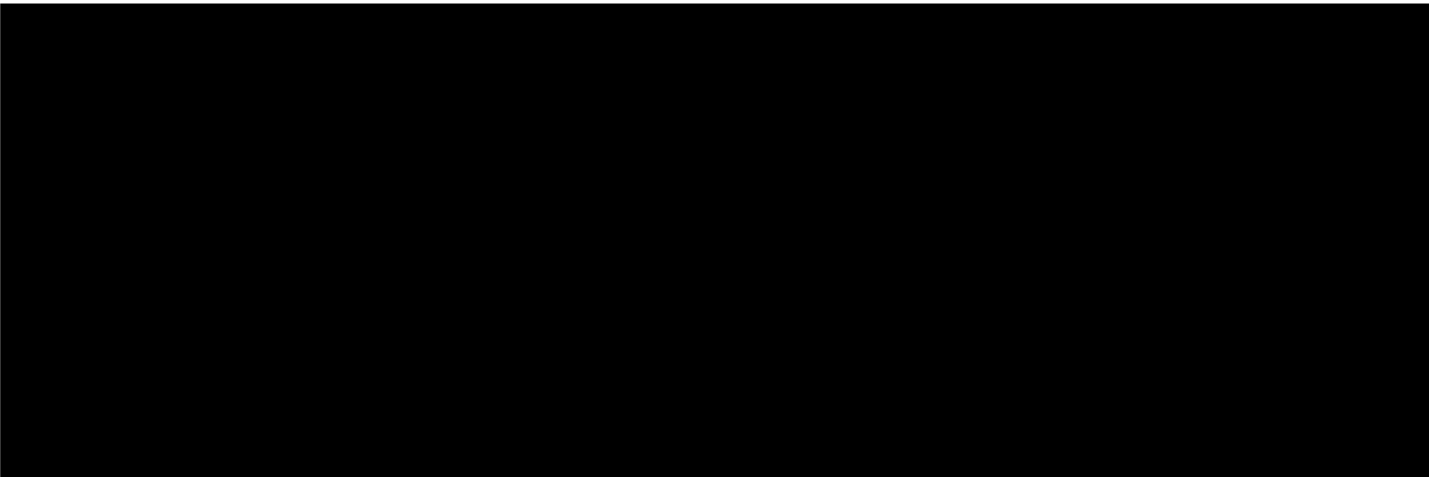
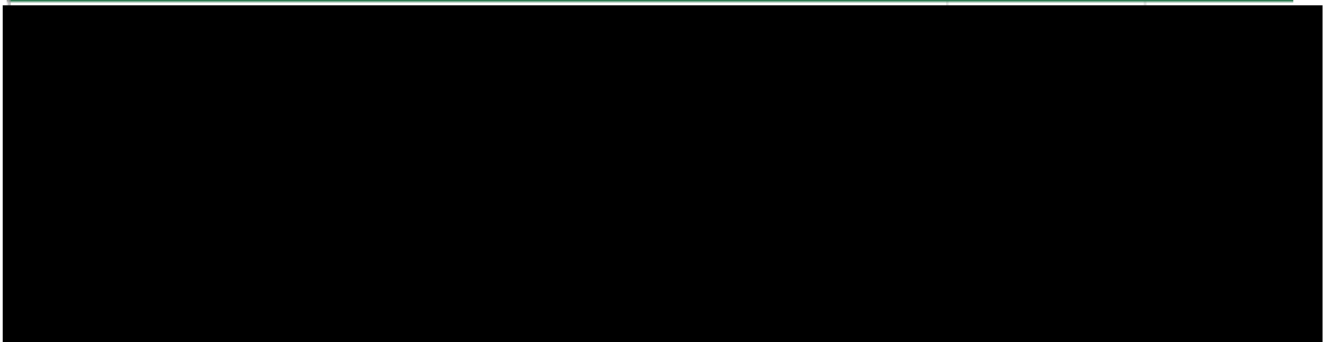
Location	Rate (Upper Limit)
London (Bed and Breakfast)	£130
UK Other (Bed and Breakfast)	£75
Rates for specific cities (bed and breakfast)	Bristol £100 per night Weybridge £100 per night Warrington £90 per night Reading £85 per night

SCHEDULE 2 - PRICING

The total fixed Price of Lot 1 will not exceed £440,570 excluding VAT and the total fixed Price of Lot 2 will not exceed £424,862.67 excluding VAT. The total fixed Price for this Contract will therefore not exceed £865432.67 excluding VAT. The Price will be as quoted in the Contractor's email of [REDACTED] for Lot 1 and email of [REDACTED] for Lot 2 (see below).

The Authority will finalise the exact format and timings of the deliverables in collaboration with the Contractor at the inception meeting.

Payment will be made monthly. Invoices will be authorised for payment based on evidence of satisfactory completion of work to date.



[REDACTED]

[REDACTED]

[REDACTED]

SCHEDULE 3 - CHANGE CONTROL

Contract Change Note ("CCN")

CCN Number	
Contract Reference Number & Title	
Variation Title	
Number of Pages	

WHEREAS the Contractor and the Authority entered into a Contract for the supply of [project name] dated [dd/mm/yyyy] (the "Original Contract") and now wish to amend the Original Contract

IT IS AGREED as follows

1. The Original Contract shall be amended as set out in this Change Control Notice:

Change Requestor / Originator		
Summary of Change		
Reason for Change		
Revised Contract Price	Original Contract Value	£
	Previous Contract Changes	£
	Contract Change Note [x]	£
	New Contract Value	£
Revised Payment Schedule		
Revised Specification (See Annexe [x] for Details)		
Revised Contract Period		
Change in Contract Manager(s)		
Other Changes		

2. Save as amended all other terms of the Original Contract shall remain effective.
3. This CCN takes effect from the date on which both Parties communicate acceptance of its terms via Bravo.

SCHEDULE 4 - COMMERCIALLY SENSITIVE INFORMATION

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

- 1.1 Without prejudice to the Authority's general obligation of confidentiality, the Parties acknowledge that the Authority may have to disclose Information in or relating to the Contract following a Request for Information pursuant to clause E5 (Freedom of Information).
- 1.2 In this Schedule the Parties have sought to identify the Contractor's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be contrary to the public interest.
- 1.3 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.
- 1.4 Without prejudice to the Authority's obligation to disclose Information in accordance with the FOIA and the EIR, the Authority will, acting reasonably but in its sole discretion, seek to apply the commercial interests exemption set out in s.43 of the FOIA to the Information listed below.

CONTRACTOR'S COMMERCIALLY SENSITIVE INFORMATION	DATE	DURATION OF CONFIDENTIALITY

SCHEDULE 5 - PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. This Schedule shall be completed by the Authority, who may take account of the view of the Contractor, however the final decision as to the content of this Schedule shall be with the Authority at its absolute discretion.
2. The contact details of the Authority Data Protection Officer are:
data.protection@defra.gov.uk
3. The contact details of the Contractor Data Protection Officer are:
4. The Contractor shall comply with any further written instructions with respect to processing by the Authority.
5. Any such further instructions shall be incorporated into this Schedule.

Data Processing descriptor	Narrative
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor in accordance with Clause E2.1
Subject matter of the processing	The processing of data is required to ensure the successful delivery of the aims of the Contract to the Authority's satisfaction; the evaluation of the Domestic Solid Fuels Regulations and the monitoring of burning practices and attitudes in the UK.
Duration of the processing	Data processing will take place between April 2022 and March 2024.
Nature and purposes of the processing	The nature of the processing includes the following operations: collection, recording, organisation, storage, analytical, use and dissemination or otherwise making available (in an anonymised format). The purpose of this processing is to carry out key research in both the Authority's and public's interest and due to legal obligation.

Type of Personal Data	<p>The following types of personal data may be collected during the term of this Contract:</p> <ol style="list-style-type: none"> 1. Name 2. Post code 3. Date of birth 4. Gender 5. Age 6. Email 7. Telephone /mobile number 8. Race 9. Ethnicity
Categories of Data Subject	<p>The following categories of data may be collected during the term of this Contract:</p> <ol style="list-style-type: none"> 1. Members of the public 2. Local Authorities 3. Businesses (solid fuel retailers/suppliers/manufacturers/hospitality settings) 4. Website data
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>Anonymised data will be returned to the Authority by the Contractor.</p>

SCHEDULE 6 - NON-DISCLOSURE AGREEMENT

THIS NON DISCLOSURE AGREEMENT is made the [insert day] day of [insert date] (the "Commencement Date")

BETWEEN:

[Insert full name of contractor] of [insert full address but if registered company please insert the following - (registered in England and Wales under number [insert company number]) whose registered office is situated at [] (the "Contractor");

and

[Insert name and address of the Staff member, professional advisor or consultant of the Contractor] (the "Disclosee").

(each a "Party" and together the "Parties").

WHEREAS:

- (a) The Contractor has contracted with the Secretary of State for Environment, Food and Rural Affairs (the "Authority") to provide goods and/or services to the Authority in an agreement dated [insert date] (the "Contract").
- (b) The Contract places an obligation of confidentiality on the Contractor. The Disclosee is an [insert employee, professional advisor or consultant] of the Contractor engaged in the provision of certain goods and/or services to the Authority in support of or in connection with the goods and/or services to be provided by the Contractor under the Contract.
- (c) The Disclosee may therefore, have communicated to it, certain Confidential Information belonging to the Authority which is proprietary and must be held in confidence. Accordingly, the Contract requires the Contractor to ensure that the Disclosee enters into a non-disclosure agreement with the Contractor on the terms set out herein.
- (d) Any Confidential Information disclosed by the Authority or the Contractor to the Disclosee, whether contained in original or copy documents, will at all times remain the property of the Authority together with all notes, memoranda and drawings that have been made as a result of access to such Confidential Information.

NOW IT IS AGREED as follows:

Definition and Interpretation

1. In this Agreement:
 - a) “Confidential Information” means: any information which has been designated as confidential by the Authority in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) whether commercial, financial, technical or otherwise including (without limitation) information belonging to or in respect of the Authority which relates to research, development, trade secrets, formulae, processes, designs, specifications, the Authority data, internal management, information technology and infrastructure and requirements, price lists and lists of, and information about, customers and employees, all materials and information belonging to third parties in respect of which the Disclosee owes obligations of confidence; information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, intellectual property rights or know-how of the Authority and all personal data within the meaning of the General Data Protection Regulation (Regulation (EU) 2016/679); whether or not that information is marked or designated as confidential or proprietary; whether arising prior to, on or after the Commencement Date;
 - b) “Law” means any applicable Act of Parliament, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, regulatory policy, guidance or industry code, judgment of a relevant court of law, or directives or requirements of any regulatory body of which the Contractor is bound to comply.
2. In construing this Agreement the general words introduced or followed by the word include(s) or including or in particular shall not be given a restrictive meaning because they are followed or preceded (as the case may be) by particular examples intended to fall within the meaning of the general words.
3. Unless the context requires otherwise, the singular shall include the plural and vice versa, and the masculine shall include the feminine and vice versa.
4. Reference to any legislative and statutory requirement or similar instrument shall be deemed to include reference to any subsequent amendment to them.
5. References to any person shall, as the context may require, be construed as a reference to any individual, firm, company, corporation, government department, agency, or any association or partnership (whether or not having a separate legal personality).

CONFIDENTIALITY

6. The Disclosee undertakes to: keep confidential all Confidential Information and safeguard it accordingly; and that any Confidential Information supplied will not be used by it for any purpose other than in connection with the Contractor's delivery of the goods and/or services under the Contract without the prior written permission of the Authority.
7. The Disclosee will take all necessary precautions to ensure that the Confidential Information is held in confidence and will provide proper and secure storage for all information and any papers, drawings or other materials which relate to or are compiled from such information.
8. The Disclosee shall, with respect to any Confidential Information it receives directly from or on behalf of the Authority or from the Contractor, comply, with all instructions and/or guidelines produced and supplied by or on behalf of the Authority from time to time for the handling and storage of Confidential Information, generally or for specific items.
9. The Disclosee will not disclose any Confidential Information or any part thereof to any third party.
10. Where the Disclosee is an employee, breach of the obligations set out herein in this Agreement shall be a cause of disciplinary proceedings, and the Contractor shall institute and enforce such disciplinary proceedings as against the Disclosee in relation to such breach.
11. Where the Disclosee is a professional advisor or consultant, breach of the obligation set out herein shall entitle the Contractor to terminate the contract of engagement with the Disclosee immediately, and the Contractor shall enforce such right of termination as against the Disclosee in relation to such breach.
12. All Confidential Information in tangible form received hereunder together with all copies thereof shall be destroyed or returned immediately to the Contractor or where so required by the Authority and notified to the Disclosee, to the Authority, upon request or upon completion of the task for the purposes of which such Confidential Information was released.
13. The Confidential Information will not be used by the Disclosee for any purpose or in any way other than under this Agreement.
14. The following circumstances shall not constitute a breach of the obligations of confidentiality contained in this Agreement:

- 14.1 Disclosure of Confidential Information by the Disclosee when required to do so by Law or pursuant to the rules or any order having the force of Law of any court, of competent jurisdiction;
- 14.2 Disclosure of Confidential Information by the Disclosee where and to the extent that the Confidential Information has, except as a result of breach of confidentiality, become publicly available or generally known to the public at the time of such disclosure;
- 14.3 Disclosure of Confidential Information by the Disclosee where and to the extent that the Confidential Information is already lawfully in the possession of a recipient or lawfully known to it prior to such disclosure;
- 14.4 Possession of Confidential Information by the Disclosee where it has been acquired from a third party who is not in breach of any obligation of confidence in providing that Confidential Information;

provided that, in no event shall information relating to the affairs of any identifiable person be disclosed or released from the obligations herein without the prior written consent of the Authority.

- 15. The Disclosee shall: notify the Contractor and the Authority promptly of the date and circumstances of the loss or unauthorised disclosure, if any, of the Confidential Information or any part of the Confidential Information and in addition, the action being taken to rectify that loss or unauthorised disclosure.
- 16. The obligations contained in this Agreement shall continue until notified in writing by the Authority or the Confidential Information becomes public knowledge (other than by breach of the terms of this Agreement).
- 17. No licence of any intellectual property rights (including but not limited to patent rights, copyrights, trademarks and rights in proprietary information and/or know-how and whether registrable or unregistrable) is granted hereby, beyond that necessary to enable use of the Confidential Information for the purpose for which the Confidential Information was released.
- 18. Nothing in this Agreement shall be construed as compelling any of the Parties to disclose any Confidential Information or to enter into any further contractual relationship with any other party.
- 19. No representation or warranties are given regarding the accuracy, completeness or freedom from defects of the Confidential Information or with respect to infringement of any rights including intellectual property rights of others.

20. Without affecting any other rights or remedies that the other Parties may have, the Disclosee acknowledges and agrees that damages alone would not be an adequate remedy for any breach of any of the provisions of this Agreement.

GENERAL

21. No failure or delay by any Party to this Agreement in exercising any of its rights hereunder shall operate as a waiver of such rights, nor shall any single or partial exercise preclude any further exercise of such rights. Any waiver by a Party of any breach or non-compliance with any term of this Agreement shall not constitute a waiver of any subsequent breach of non-compliance with the same or any other term of this Agreement.
22. No Party may assign this Agreement or any of its rights and obligations hereunder without the prior written consent of the Authority.
23. Any notice under this Agreement shall be in writing and shall be delivered by post, fax or e-mail to the address of the Party in question set out at the beginning of this Agreement or such other address (or e-mail address or fax number) as the Parties may notify one another from time to time.
24. No term of this Agreement shall be enforceable, by virtue of the Contracts (Rights of Third Parties) Act 1999, by any person who is not a party to this Agreement other than the Authority. The Parties shall only with the prior written consent of the Authority be entitled to vary any of the provisions of this Agreement without notifying or seeking the consent of any third party and the rights conferred by section 2 of the Contracts (Rights of Third Parties) Act 1999 are excluded.
25. This Agreement shall be governed by and shall be interpreted in accordance with the laws of England.
26. The courts of England have exclusive jurisdiction to settle any disputes which may arise out of or in connection with this Agreement and accordingly that any proceedings, suit or action arising out of or in connection therewith shall be brought in such courts.

This Agreement has been entered into on the date first written above.

SIGNED by the authorised signatory for and on behalf of the Contractor:

SIGNED by the Disclosee:

SCHEDULE 7 - CONTRACTOR AND THIRD PARTY SOFTWARE

CONTRACTOR SOFTWARE

For the purposes of this Schedule 7, “**Contractor Software**” means software which is proprietary to the Contractor, including software which is or will be used by the Contractor for the purposes of providing the Goods and/or Services.

Contractor Software comprises:

Software	Supplier (if Affiliate of the Contractor)	Purpose	No. of Licences	Restrictions	No. of copies	Other	To be deposited in escrow?

THIRD PARTY SOFTWARE

For the purposes of this Schedule 7, “**Third Party Software**” means software which is proprietary to any third party which is or will be used by the Contractor for the purposes of providing the Goods and/or Services including the software specified in this Schedule 7.

Third Party Software comprises:

Third Party Software	Supplier	Purpose	No. of Licences	Restrictions	No. of copies	Other	To be deposited in escrow?

SCHEDULE 8 - SECURITY REQUIREMENTS, POLICY AND PLAN

INTERPRETATION AND DEFINITION

For the purposes of this Schedule 8, unless the context otherwise requires the following provisions shall have the meanings given to them below:

“Breach of Security” means the occurrence of unauthorised access to or use of the Premises, the Premises, the Services, the Contractor System, or any ICT or data (including Authority Data) used by the Authority or the Contractor in connection with the Contract.

“Contractor Equipment” means the hardware, computer and telecoms devices and equipment supplied by the Contractor or its Sub-Contractor (but not hired, leased or loaned from the Authority) for the provision of the Services;

“Contractor Software” means software which is proprietary to the Contractor, including software which is or will be used by the Contractor for the purposes of providing the Goods and/or Services and which is specified as such in Schedule 7.

“ICT” means Information Communications Technology and includes a diverse set of technological tools and resources used to communicate, and to create, disseminate, store and manage information, including computers, the Internet, broadcasting technologies (radio and television), and telephony.

“Protectively Marked” shall have the meaning as set out in the Security Policy Framework.

“Security Plan” means the Contractor’s security plan prepared pursuant to paragraph 3 an outline of which is set out in an Appendix to this Schedule 8.

“Software” means Specially Written Software, Contractor Software and Third Party Software.

“Specially Written Software” means any software created by the Contractor (or by a third party on behalf of the Contractor) specifically for the purposes of this Contract.

“Third Party Software” means software which is proprietary to any third party which is or will be used by the Contractor for the purposes of providing the Goods and/or Services including the software and which is specified as such in Schedule 7.

1. INTRODUCTION

This Schedule 8 covers:

- 1.1 principles of security for the Contractor System, derived from the Security Policy Framework, including without limitation principles of physical and information security;
- 1.2 wider aspects of security relating to the Services;
- 1.3 the creation of the Security Plan;
- 1.4 audit and testing of the Security Plan; and
- 1.5 breaches of security.

2. PRINCIPLES OF SECURITY

- 2.1 The Contractor acknowledges that the Authority places great emphasis on confidentiality, integrity and availability of information and consequently on the security of the Premises and the security for the Contractor System. The Contractor also acknowledges the confidentiality of Authority Data.
- 2.2 The Contractor shall be responsible for the security of the Contractor System and shall at all times provide a level of security which:
 - 2.2.1 is in accordance with Good Industry Practice and Law;
 - 2.2.2 complies with Security Policy Framework; and
 - 2.2.3 meets any specific security threats to the Contractor System.
- 2.3 Without limiting paragraph 2.2, the Contractor shall at all times ensure that the level of security employed in the provision of the Services is appropriate to maintain the following at acceptable risk levels (to be defined by the Authority):
 - 2.3.1 loss of integrity of Authority Data;
 - 2.3.2 loss of confidentiality of Authority Data;
 - 2.3.3 unauthorised access to, use of, or interference with Authority Data by any person or organisation;
 - 2.3.4 unauthorised access to network elements, buildings, the Premises, and tools used by the Contractor in the provision of the Services;

- 2.3.5 use of the Contractor System or Services by any third party in order to gain unauthorised access to any computer resource or Authority Data; and
- 2.3.6 loss of availability of Authority Data due to any failure or compromise of the Services.

3. SECURITY PLAN

- 3.1 The Contractor shall develop, implement and maintain a Security Plan to apply during the Contract Period (and after the end of the term as applicable) which will be approved by the Authority, tested, periodically updated and audited in accordance with this Schedule 8.
- 3.2 A draft Security Plan provided by the Contractor as part of its bid is set out herein.
- 3.3 Prior to the Commencement Date the Contractor will deliver to the Authority for approval the final Security Plan which will be based on the draft Security Plan set out herein.
- 3.4 If the Security Plan is approved by the Authority it will be adopted immediately. If the Security Plan is not approved by the Authority the Contractor shall amend it within 10 Working Days of a notice of non-approval from the Authority and re-submit to the Authority for approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than 15 Working Days (or such other period as the Parties may agree in writing) from the date of its first submission to the Authority. If the Authority does not approve the Security Plan following its resubmission, the matter will be resolved in accordance with clause I2 (Dispute Resolution). No approval to be given by the Authority pursuant to this paragraph 3.4 may be unreasonably withheld or delayed. However any failure to approve the Security Plan on the grounds that it does not comply with the requirements set out in paragraphs 3.1 to 3.4 shall be deemed to be reasonable.
- 3.5 The Security Plan will set out the security measures to be implemented and maintained by the Contractor in relation to all aspects of the Services and all processes associated with the delivery of the Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Services comply with:
 - 3.5.1 the provisions of this Schedule 8;
 - 3.5.2 the provisions of Schedule 1 relating to security;
 - 3.5.3 the Information Assurance Standards;
 - 3.5.4 the data protection compliance guidance produced by the Authority;

- 3.5.5 the minimum set of security measures and standards required where the system will be handling Protectively Marked or sensitive information, as determined by the Security Policy Framework;
- 3.5.6 any other extant national information security requirements and guidance, as provided by the Authority's IT security officers; and
- 3.5.7 appropriate ICT standards for technical countermeasures which are included in the Contractor System.
- 3.6 The references to Quality Standards, guidance and policies set out in this Schedule shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such Quality Standards, guidance and policies, from time to time.
- 3.7 If there is any inconsistency in the provisions of the above standards, guidance and policies, the Contractor should notify the Authorised Representative of such inconsistency immediately upon becoming aware of the same, and the Authorised Representative shall, as soon as practicable, advise the Contractor which provision the Contractor shall be required to comply with.
- 3.8 The Security Plan will be structured in accordance with ISO/IEC27002 and ISO/IEC27001 or other equivalent policy or procedure, cross-referencing if necessary to other schedules of the Contract which cover specific areas included within that standard.
- 3.9 The Security Plan shall not reference any other documents which are not either in the possession of the Authority or otherwise specified in this Schedule 8.

4. AMENDMENT AND REVISION

- 4.1 The Security Plan will be fully reviewed and updated by the Contractor annually or from time to time to reflect:
 - 4.1.1 emerging changes in Good Industry Practice;
 - 4.1.2 any change or proposed change to the Contractor System, the Services and/or associated processes;
 - 4.1.3 any new perceived or changed threats to the Contractor System;
 - 4.1.4 changes to security policies introduced Government-wide or by the Authority; and/or
 - 4.1.5 a reasonable request by the Authority.

- 4.2 The Contractor will provide the Authority with the results of such reviews as soon as reasonably practicable after their completion and amend the Security Plan at no additional cost to the Authority.
- 4.3 Any change or amendment which the Contractor proposes to make to the Security Plan (as a result of an Authority request or change to Schedule 1 or otherwise) shall be subject to a CCN and shall not be implemented until Approved.

5. AUDIT AND TESTING

- 5.1 The Contractor shall conduct tests of the processes and countermeasures contained in the Security Plan ("Security Tests") on an annual basis or as otherwise agreed by the Parties. The date, timing, content and conduct of such Security Tests shall be agreed in advance with the Authority.
- 5.2 The Authority shall be entitled to send a representative to witness the conduct of the Security Tests. The Contractor shall provide the Authority with the results of such tests (in an Approved form) as soon as practicable after completion of each Security Test.
- 5.3 Without prejudice to any other right of audit or access granted to the Authority pursuant to the Contract, the Authority shall be entitled at any time and without giving notice to the Contractor to carry out such tests (including penetration tests) as it may deem necessary in relation to the Security Plan and the Contractor's compliance with and implementation of the Security Plan. The Authority may notify the Contractor of the results of such tests after completion of each such test. Security Tests shall be designed and implemented so as to minimise the impact on the delivery of the Services.
- 5.4 Where any Security Test carried out pursuant to paragraphs 5.2 or 5.3 reveals any actual or potential security failure or weaknesses, the Contractor shall promptly notify the Authority of any changes to the Security Plan (and the implementation thereof) which the Contractor proposes to make in order to correct such failure or weakness. Subject to Approval in accordance with paragraph 4.3, the Contractor shall implement such changes to the Security Plan in accordance with the timetable agreed with the Authority or, otherwise, as soon as reasonably possible. For the avoidance of doubt, where the change to the Security Plan to address a non-compliance with the Security Policy Framework or security requirements, the change to the Security Plan shall be at no additional cost to the Authority. For the purposes of this paragraph, a weakness means a vulnerability in security and a potential security failure means a possible breach of the Security Plan or security requirements.

6. BREACH OF SECURITY

- 6.1 Either Party shall notify the other immediately upon becoming aware of any Breach of Security including, but not limited to an actual, potential or attempted breach, or threat to, the Security Plan.
- 6.2 Upon becoming aware of any of the circumstances referred to in paragraph 6.1, the Contractor shall immediately take all reasonable steps necessary to:
 - 6.2.1 remedy such breach or protect the Contractor System against any such potential or attempted breach or threat; and
 - 6.2.2 prevent an equivalent breach in the future.
- 6.3 Such steps shall include any action or changes reasonably required by the Authority. If such action is taken in response to a breach that is determined by the Authority acting reasonably not to be covered by the obligations of the Contractor under the Contract, then the Contractor shall be entitled to refer the matter to the CCN procedure set out in Schedule 3.
- 6.4 The Contractor shall as soon as reasonably practicable provide to the Authority full details (using such reporting mechanism as may be specified by the Authority from time to time) of such actual, potential or attempted breach and of the steps taken in respect thereof.

SCHEDULE 9- CO-FUNDING

1. PURPOSE OF THIS SCHEDULE

- 1.1 This Schedule 9 sets out additional terms to apply to the Contract where Co-funders are party to the Contract.

2. INTERPRETATION

- 2.1 Any reference to Co-funders shall be read in the singular where only one Co-funder is a party to the Contract.
- 2.2 Any reference to “either Party” in the Contract shall be interpreted to mean “any Party” and references to “neither Party” shall be interpreted to mean “no Party”; corresponding references to “the other Party” shall be read as “the other Parties” accordingly.

3. CONTRACT PROVISIONS APPLYING TO THE CO-FUNDERS

- 3.1 If the Co-funders fail to make any payment in accordance with Schedule 2 the Authority may issue a notice to the Contractor in accordance with clause A4.2 (Notices) identifying the default of the Co-funders and, without prejudice to any other rights or remedies, terminating the Contract with immediate effect.
- 3.2 Each Co-funder agrees to comply with the obligations expressed to apply to the Authority in clause C with respect to that part of the Price which is payable by the relevant Co-funder as set out in Schedule 2. Any reference to “the Authority” in clause C shall be interpreted as if it read “the Authority or the Co-funders, as the case may be”.
- 3.3 Clause E8.5 (Intellectual Property Rights) is deleted and replaced with the following:
- “E8.5 The Contractor shall not infringe any Intellectual Property Rights of any third party in supplying the Services and the Contractor shall, during and after the Contract Period, indemnify and keep indemnified the Authority and the Crown and the Co-funders from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Authority, the Crown or the Co-funders (as the case may be) may suffer or incur as a result of or in

connection with any breach of this clause E8.5, except to the extent that any such claim results directly from:

- (a) items or materials based upon designs supplied by the Authority; or
 - (b) the use of data supplied by the Authority which is not required to be verified by the Contractor under any provision of the Contract.”
- 3.4 The Contractor shall, in addition to informing the Authority of the matters referred to in clause F2.1 (Monitoring of Contract Performance), immediately inform the Co-funders of the same matter(s). The Authority shall pay due regard to any representations made by the Co-funders in exercising its rights under clauses F2.2 to F2.7 and the reference to “no extra charge to the Authority” in clause F2.7 shall be interpreted to mean “no extra charge to the Authority or the Co-funders”.
- 3.5 The indemnity from the Contractor to the Authority set out in clause G1.2 (Liabilities) is also given to the Co-funders, so that each reference to “the Authority” in that clause should be read as “the Authority and the Co-funders”. Accordingly, each reference to “the Authority” in clause G1.3 shall be read as “the Authority and the Co-funders”.
- 3.6 The Contractor shall not (and shall ensure that any other person engaged in relation to the Contract shall not) say or do anything that might lead any other person to believe that the Contractor is acting as the agent or employee of the Co-funders.

SCHEDULE 10 – EXIT PLAN – ADDITIONAL TERMS AND CONDITIONS

1 General

- 1.1 The Contractor is required to ensure the orderly transition of the Services from the Contractor to the Authority and/or a replacement contractor in the event of termination (including partial termination) or the expiry of this Contract. This Exit Plan sets out the principles of the exit and service transfer arrangements that are intended to achieve such orderly transition and which shall form the basis of the Exit Plan. For the avoidance of doubt, the Contractor shall be responsible for the overall management of the exit and service transfer arrangements.
- 1.2 The provision of this Exit Plan shall apply both to the termination or expiry of the Contract as a whole (however arising) and also to each and every partial termination (if any), save as expressly stated otherwise in this Exit Plan.

2 Contract Exit Plan

- 2.1 Each party will appoint an Exit Manager and provide written notification of such appointment to the other party within three (3) months of the Contract Start Date. The Contractor's Exit Manager will be responsible for ensuring that the Contractor, its Staff and any Sub-Contractors will comply with this Exit Plan. The Contractor will ensure that its Exit Manager has the requisite authority to arrange and procure any resources for the Contractor as are reasonably necessary to enable the Contractor to comply with the requirements set out in this Exit Plan. The parties' Exit Managers will liaise with one another in the relation to all issues relevant to the termination of this Contract and all matters connected with this Exit Plan and each party's compliance with it.
- 2.2 The Contractor will, no more than three (3) months after the Contract Start Date, deliver to the Authority a Contract Exit Plan which sets out the Contractor's proposed methodology for achieving an orderly transition of Services from the Contractor to the Authority and/or its Replacement Contractor on the expiry or termination of this Contract and which complies with the requirements set out in this Exit Plan. Within 30 days after the submission of the Contract Exit Plan, the parties will use their respective reasonable endeavours to agree the contents of the Contract Exit Plan. If the parties are unable to agree the contents of the Contract Exit Plan then such dispute shall be resolved in accordance with clause I2 (Dispute Resolution).
- 2.3 **The Contract Exit Plan will contain, as a minimum:**
 - 2.3.1 the management structure to be employed during both transfer and cessation of the Services; and

- 2.3.2 a detailed description of the transfer and cessation processes, including timetable, documentation, data transfer, systems migration, security and any other details of how the Contractor will ensure that the Service will be transferred effectively, efficiently and in an orderly manner that will enable the Authority and the Replacement Contractor to continue with the Service from the Transfer Date in a manner and form that is mutually agreed.
- 2.4 The Contractor will review and (if appropriate) update the Contract Exit Plan in the first month of each Contract Year (commencing with the Second Contract Year) to reflect any changes to the Services. Following such update the Contractor will submit the revised Contract Exit Plan to the Authority for review. Within thirty (30) days following the submission of the revised Contract Exit Plan, the parties shall meet and use reasonable endeavours to agree the contents of the revised Contract Exit Plan, based on the principles set out in this Exit Plan and the changes that have occurred in the Services since the Contract Exit Plan was last agreed. If the parties are unable to agree the contents of the revised Contract Exit Plan within that thirty (30) day period, such dispute shall be resolved in accordance with procedure set out at clause I2 (Dispute Resolution).
- 2.5 Within thirty (30) days after the service of a notice of termination by either party and no less than six (6) months prior to the Expiry Date, the Contractor shall submit for the Authority's approval the Contract Exit Plan in a final form that can be implemented immediately.
- 2.6 The parties will meet and use their respective reasonable endeavours to agree the contents of the final Contract Exit Plan. If the parties are unable to agree the contents of the Contract Exit Plan within thirty (30) days following its delivery to the Authority then such dispute shall be resolved in accordance with procedure set out at clause I2 (Dispute Resolution). Until the agreement of the final Contract Exit Plan, the Contractor shall continue to provide the Services in accordance with the Contract.

3 CO-OPERATION AND ASSISTANCE

- 3.1 Subject to clause 3.6 below, during the termination assistance period the Contractor shall provide the Authority and/or replacement contractor reasonable co-operation in connection with the transfer of responsibility for the Services and so as to assist the Authority to resume the operation of Services.
- 3.2 For the purpose of this paragraph 3, the meaning of the term 'reasonable co-operation' shall include:
- liaising with the Authority and/or a replacement contractor, and providing reasonable assistance and advice concerning the Services and the transfer of the responsibility for their performance to the Authority or to such replacement contractor;
 - If required the Contractor will afford access for any replacement contractor at reasonable times and on reasonable advance written notice to the premises

where any Services are performed or provided only to the extent relevant and necessary for the purposes of taking over the Services.

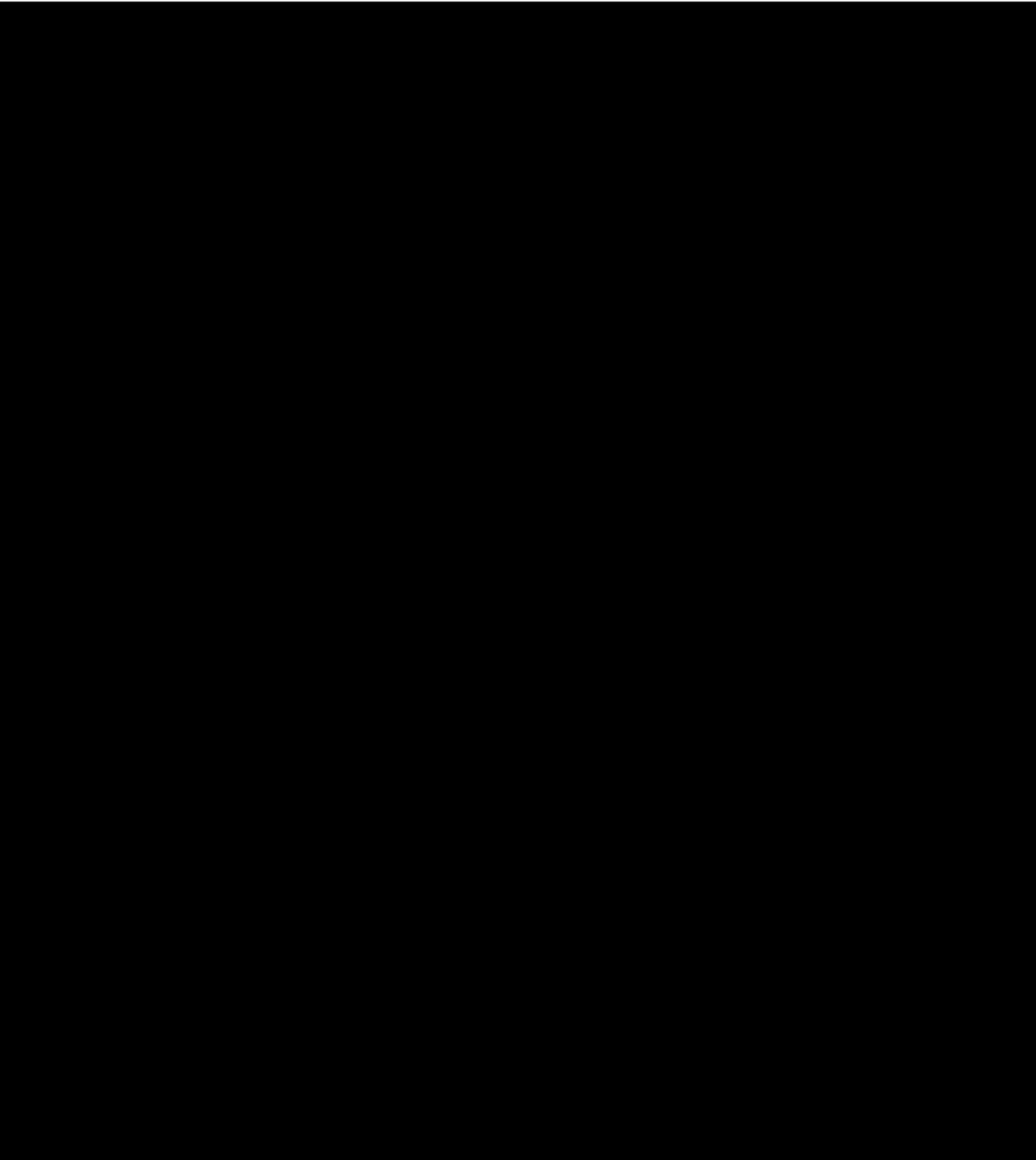
- 3.3 During the termination assistance period the Contractor shall provide to the Authority or, if requested by the Authority, any replacement contractor:
- a. in accordance with clause E of the Contract, all information the Contractor has in its possession or control or is able to produce relating to the Services that is reasonably necessary to enable the Authority or a replacement contractor to take over the provision of the Services. Such information shall include details of all licences for software used in the provision of Services including the software licence agreements;
 - b. up-to-date copies of all Authority Data;
 - c. any reasonable assistance, expertise and advice requested by the Authority in connection with any proposed or envisaged transfer of Services or to facilitate the transfer of Services to the Authority or a replacement contractor; and
 - d. all reasonable assistance in connection with its preparation of any request for proposal or other similar to some or all of the Services,
- 3.4 The Contractor shall be entitled to charge for the additional services provided under paragraph 3.3 (c) and (d) on a time and materials basis by prior written variation of the Contract Price agreed with the Authority. However, the Contractor shall comply with paragraph 3.3 (a) and (b) at no additional charge to the Authority.
- 3.5 For avoidance of doubt the Contractor will, unless otherwise agreed in writing between the parties, continue to provide the Service under this Contract throughout the termination assistance period at no detriment to the service levels.
- 3.6 Without prejudice to the Contractor's obligations under paragraph 3.1, in consideration of the continued payment by the Authority of the charges in accordance with the relevant provisions of the Contract, the Contractor shall continue to provide such Services as the Authority shall request from time to time following termination of this Contract, for as long as it is reasonably requested to do so by the Authority and for period not exceeding the termination assistance period (unless otherwise agreed by the parties).
- 3.7 The Contractor shall not be held liable or responsible for any damage, loss or defect arising as a direct result of any act or omission by the Authority or any replacement contractor appointed by the Authority in the provision of this Service.
- 3.8 The Contractor shall be under no obligation to retain those staff engaged to provide the Services beyond the termination assistance period save where the Authority has requested such assistance pursuant to paragraph 3.5.

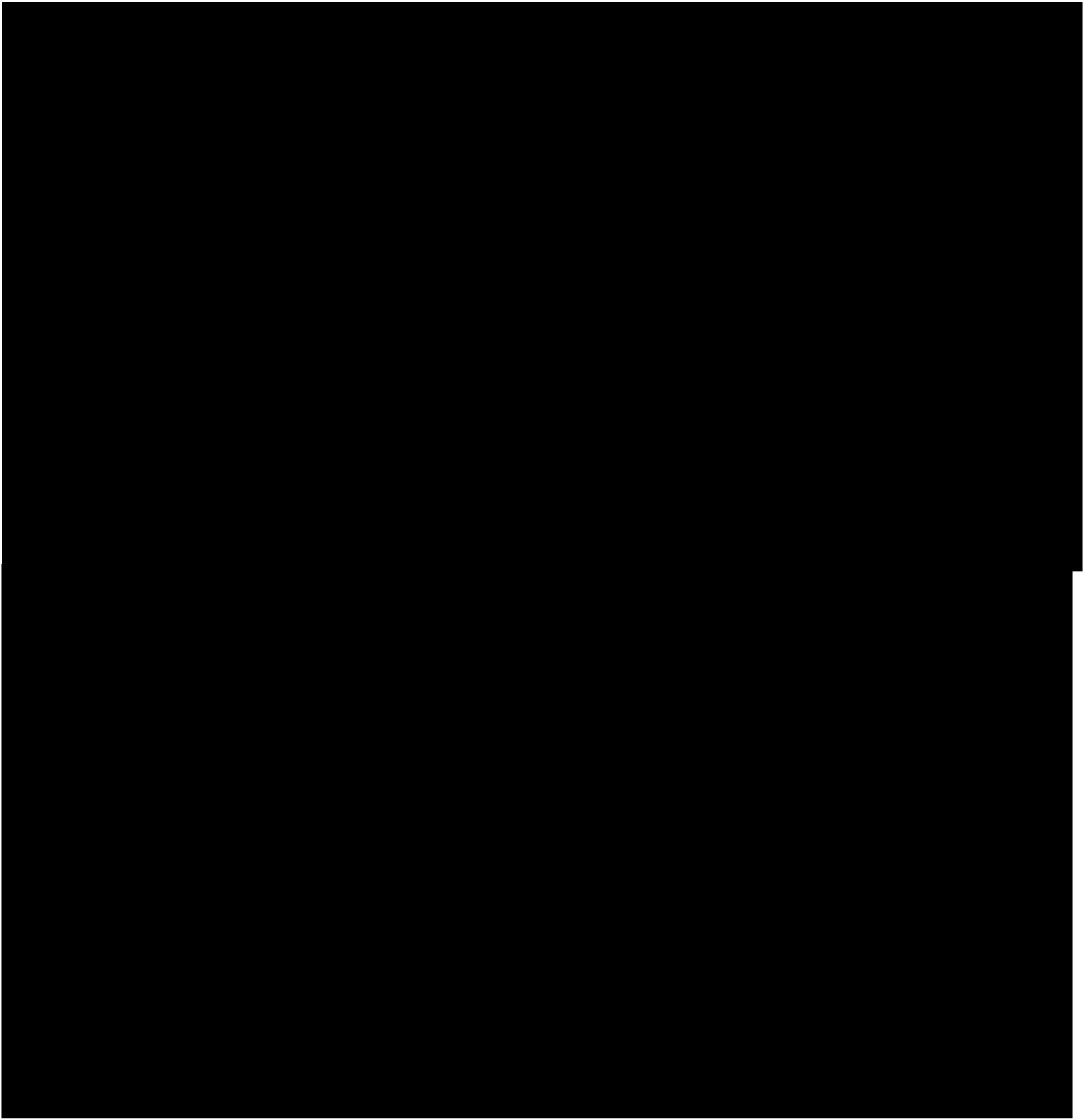
4 TERMINATION OBLIGATIONS

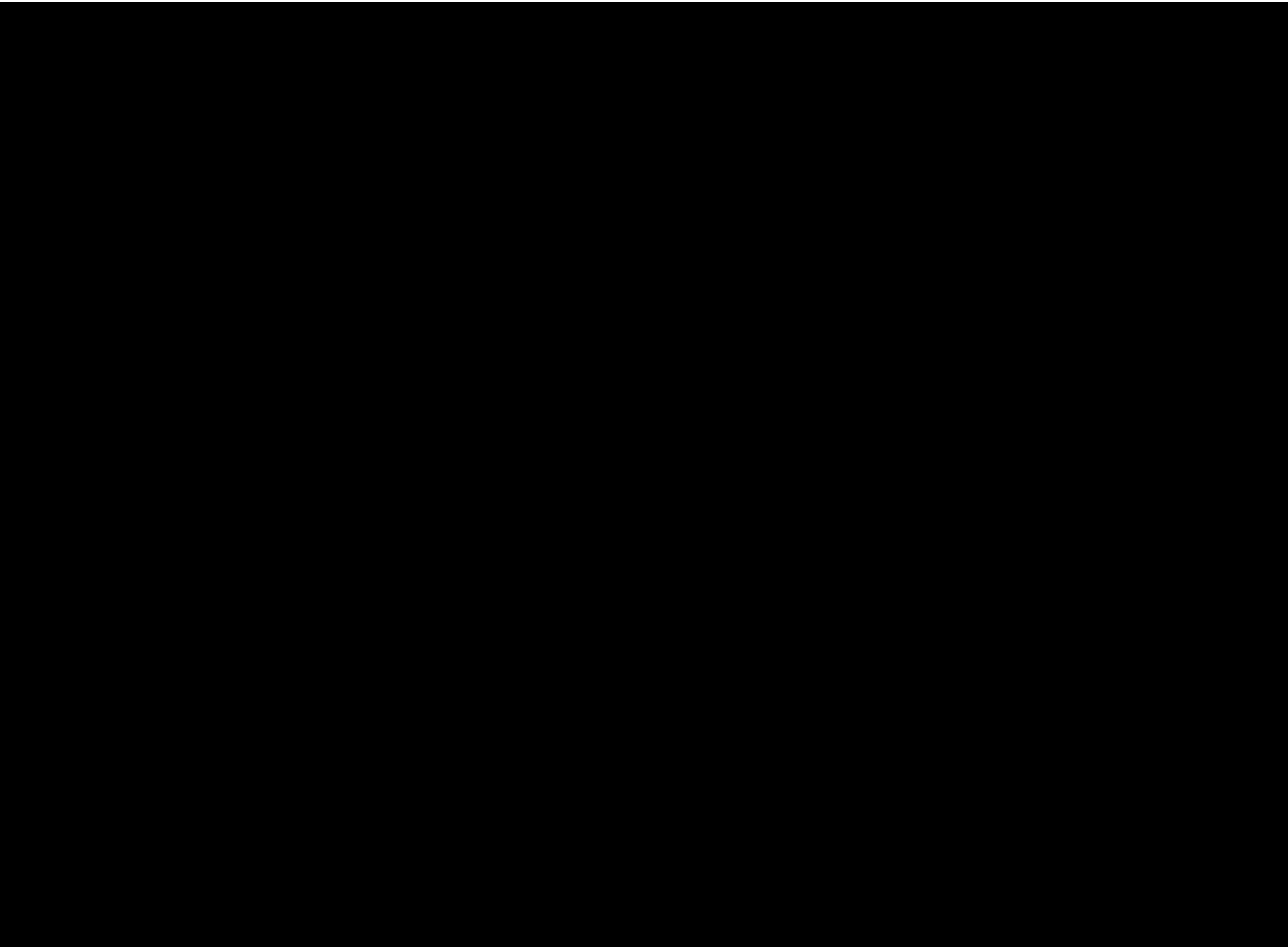
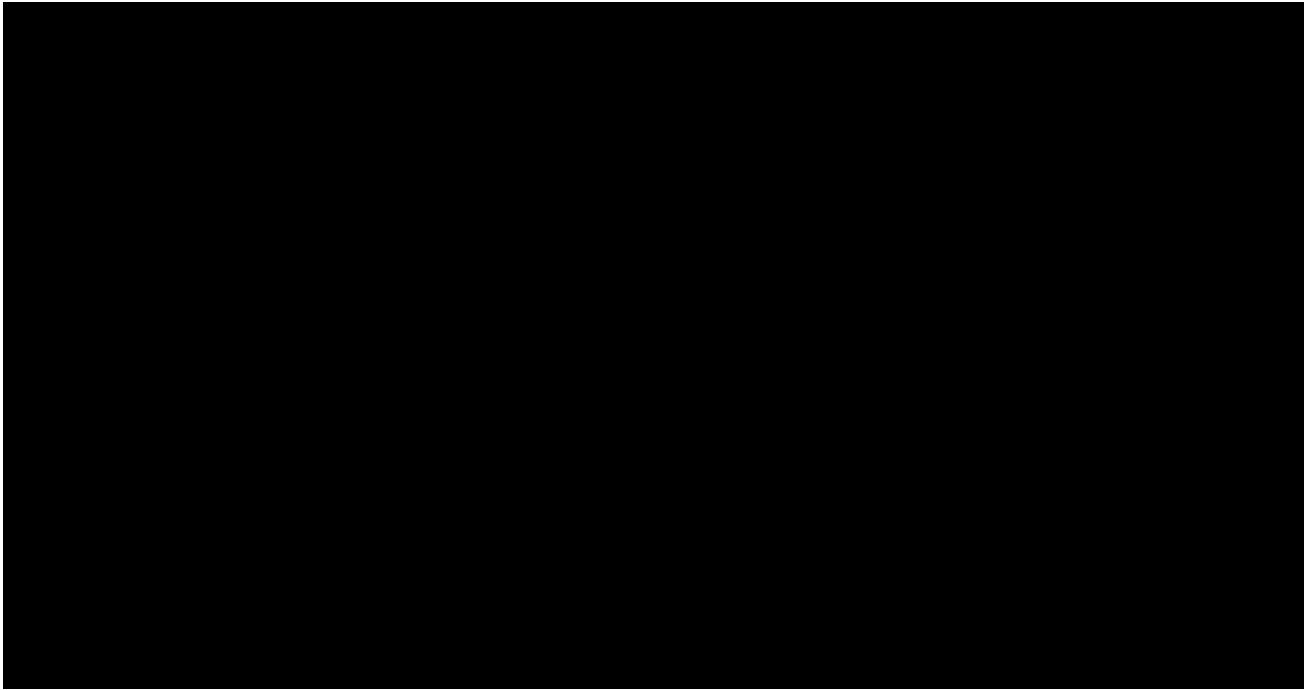
- 4.1 The Contractor shall comply with all of its obligations contained within the Contract Exit Plan.
- 4.2 The Contractor will use all reasonable endeavours to ensure that the transfer of Authority Data will not disrupt or inconvenience the Authority.
- 4.3 Upon the Contract End Date or the Termination Date (or earlier if this does not adversely affect the Contractor's performance of the Services and its compliance with the other provisions of this Exit Plan);
 - a. the Contractor will erase from any computers, storage devices and storage media (including removal from any hard disk) all Authority Data not required to be retained by the Contractor for statutory compliance purposes, and confirm in writing that such destruction has taken place;
 - b. the Contractor will deliver to the Authority all materials created by the Contractor under this Contract including the Intellectual Property Rights in which are owned by the Authority;
 - c. after having carried out the procedure set out in paragraph 4.3(b) above, the Contractor will erase from any computers, storage devices and storage media (including removal from any hard disk) that are to be retained by the Contractor after termination or expiry, any software containing the Intellectual Property Rights owned by the Authority;
 - d. each party will return to the other party all Confidential Information of the other party and will certify that it does not retain the other party's Confidential Information save to the extent (and for a limited period) that such information needs to be retained by the party in question for the purposes of providing or receiving any Services.

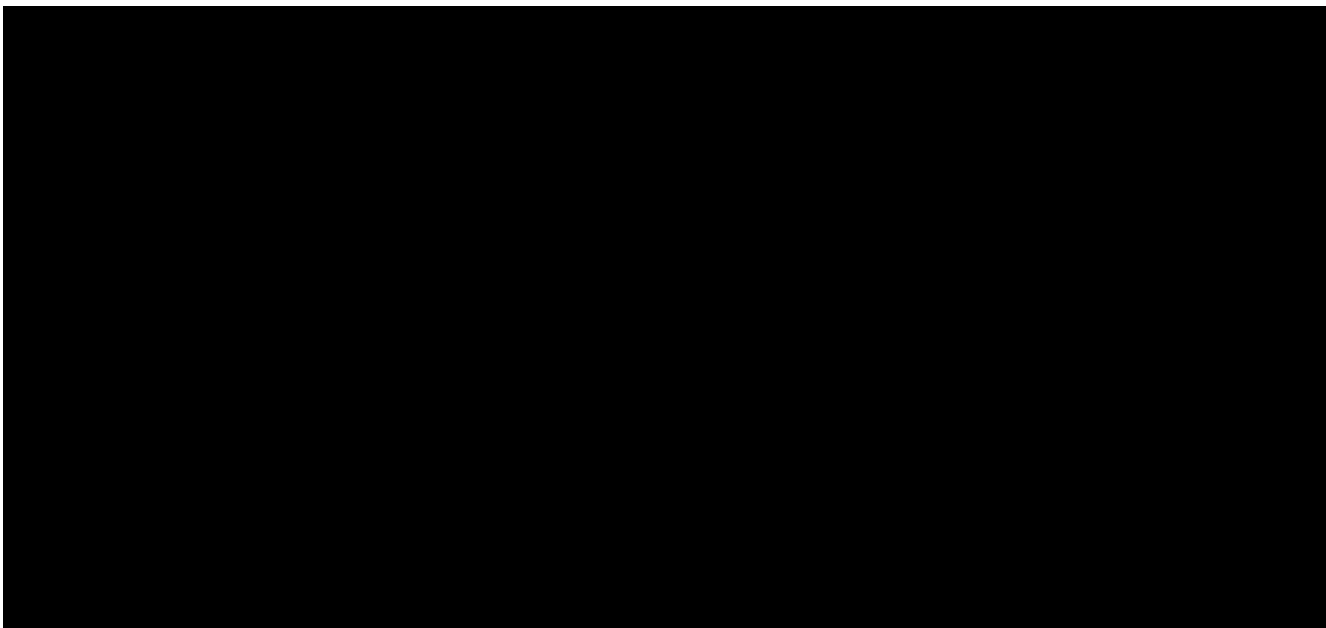
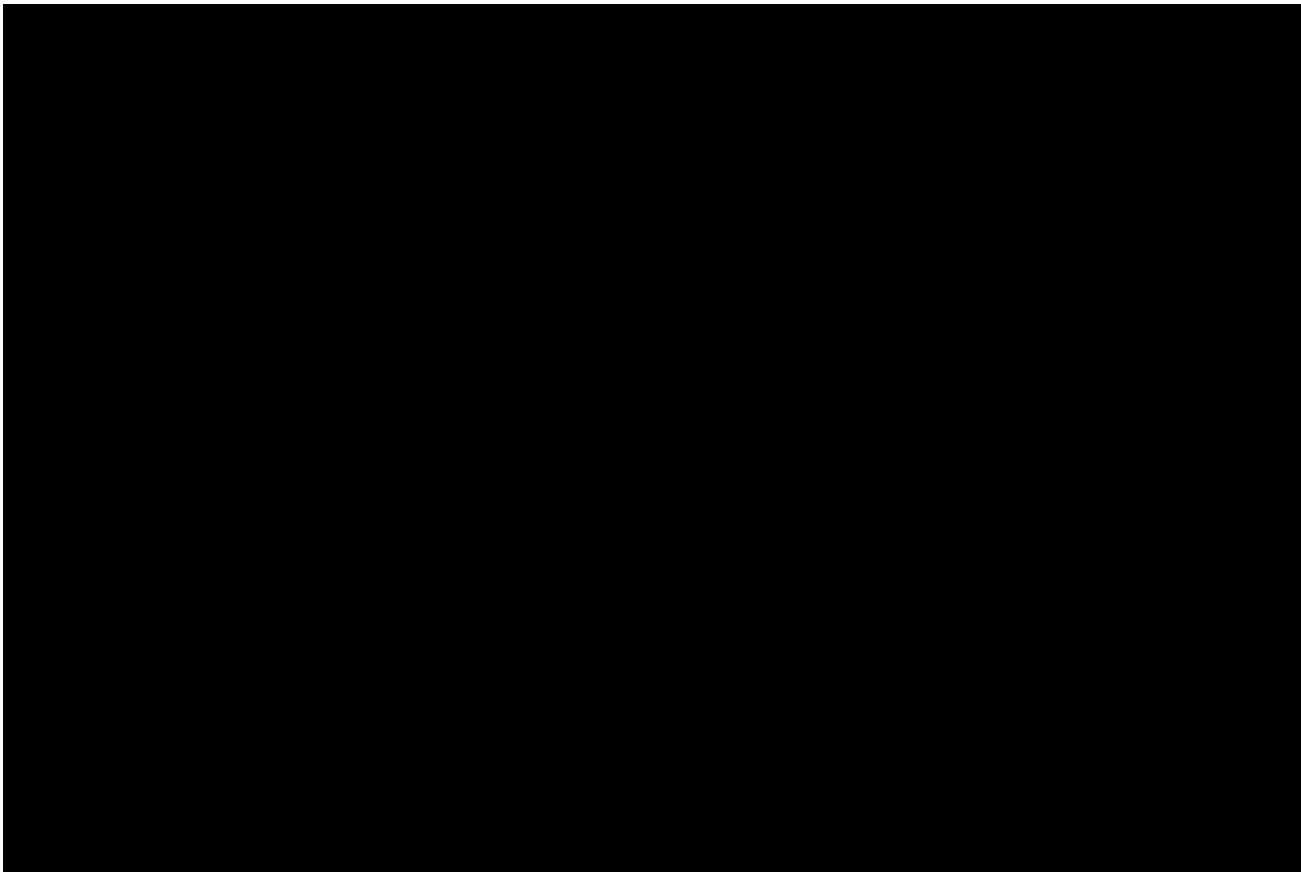
SCHEDULE 11 – CONTRACTOR’S PROPOSAL

LOT 1





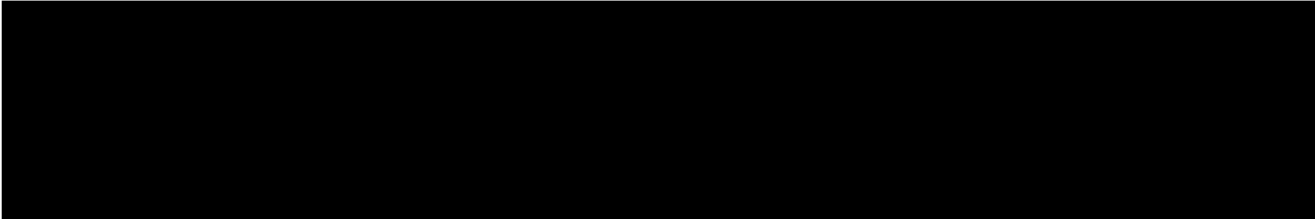
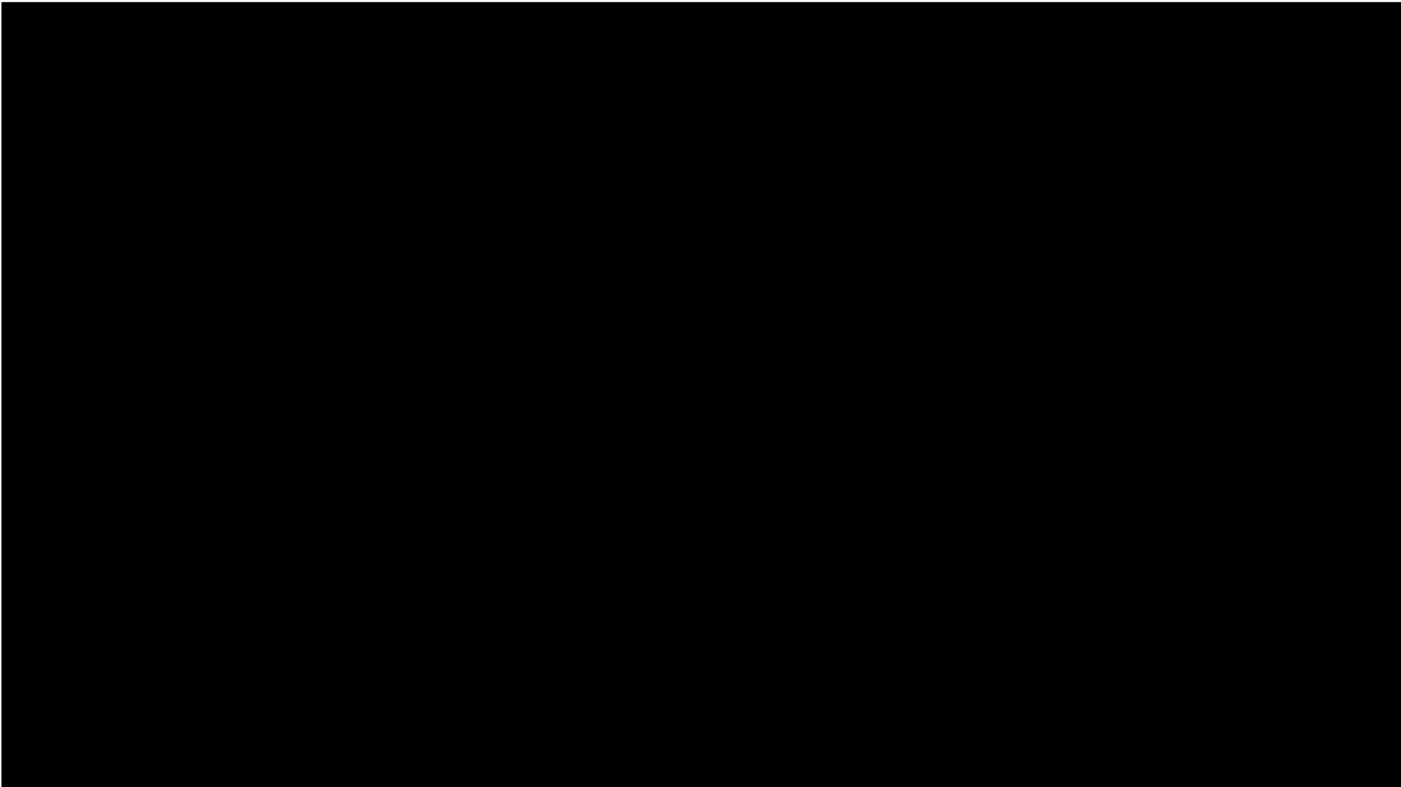
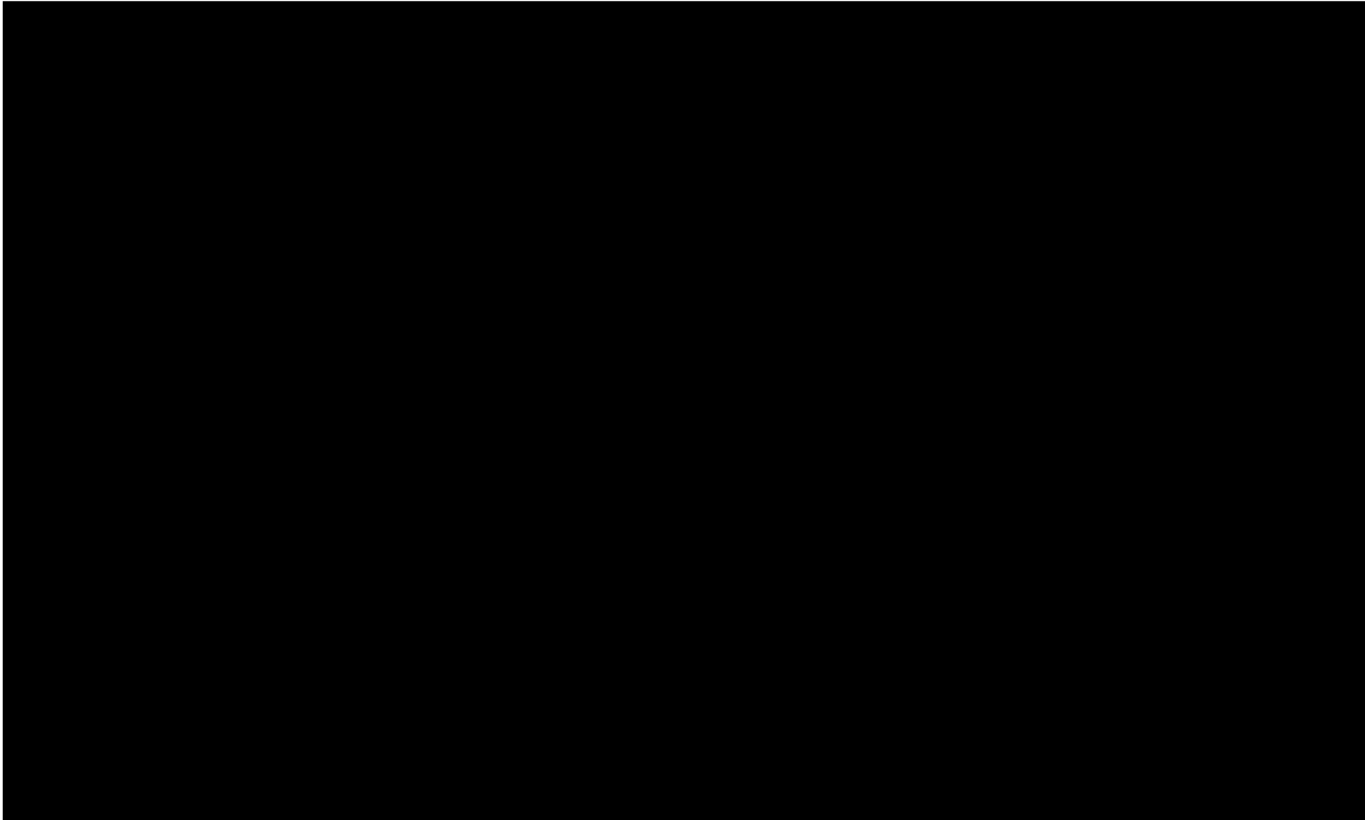




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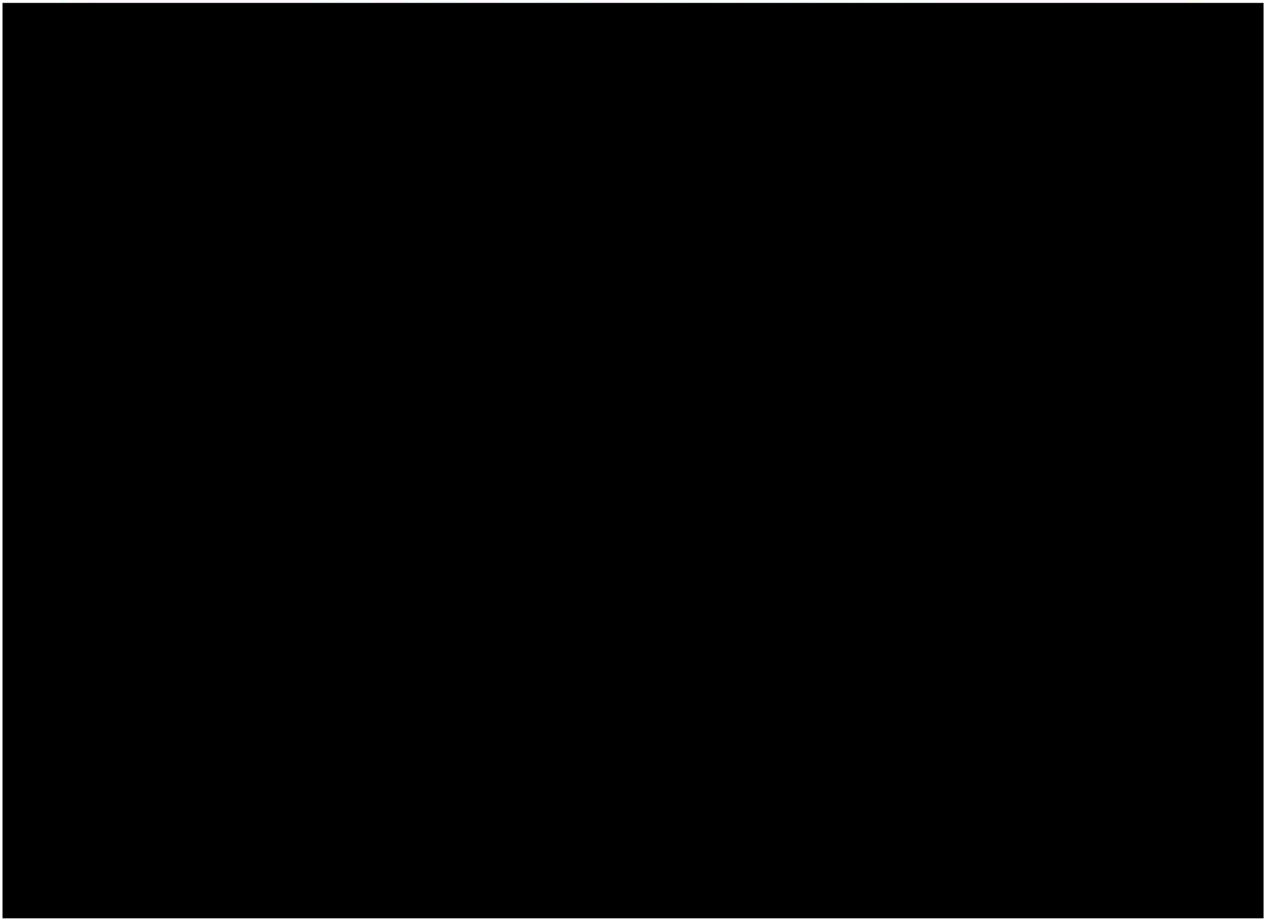
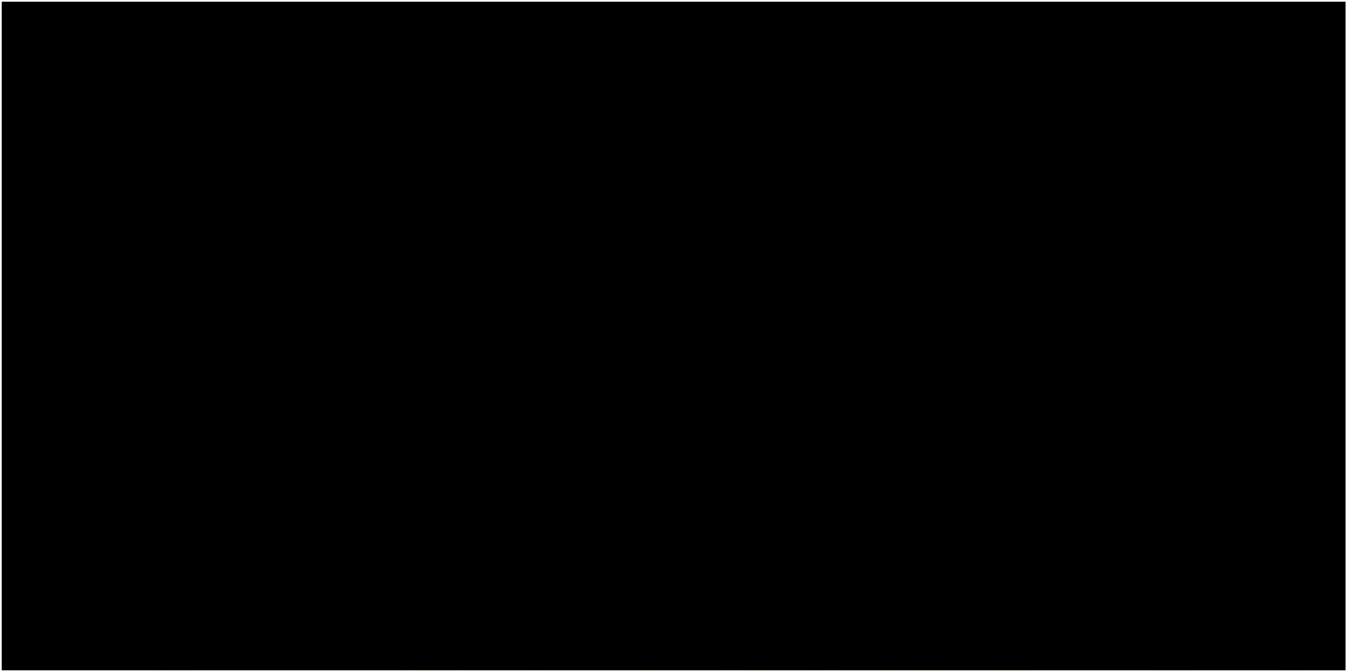
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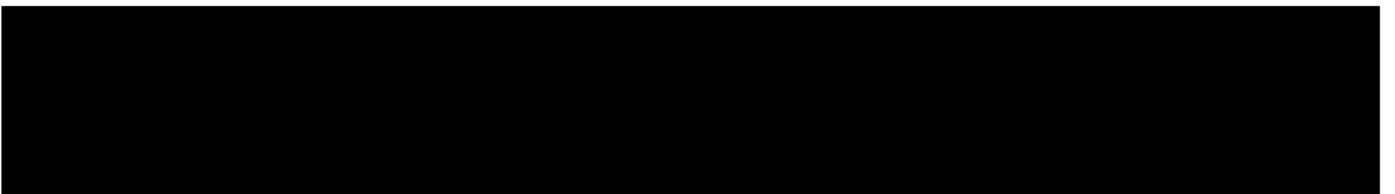
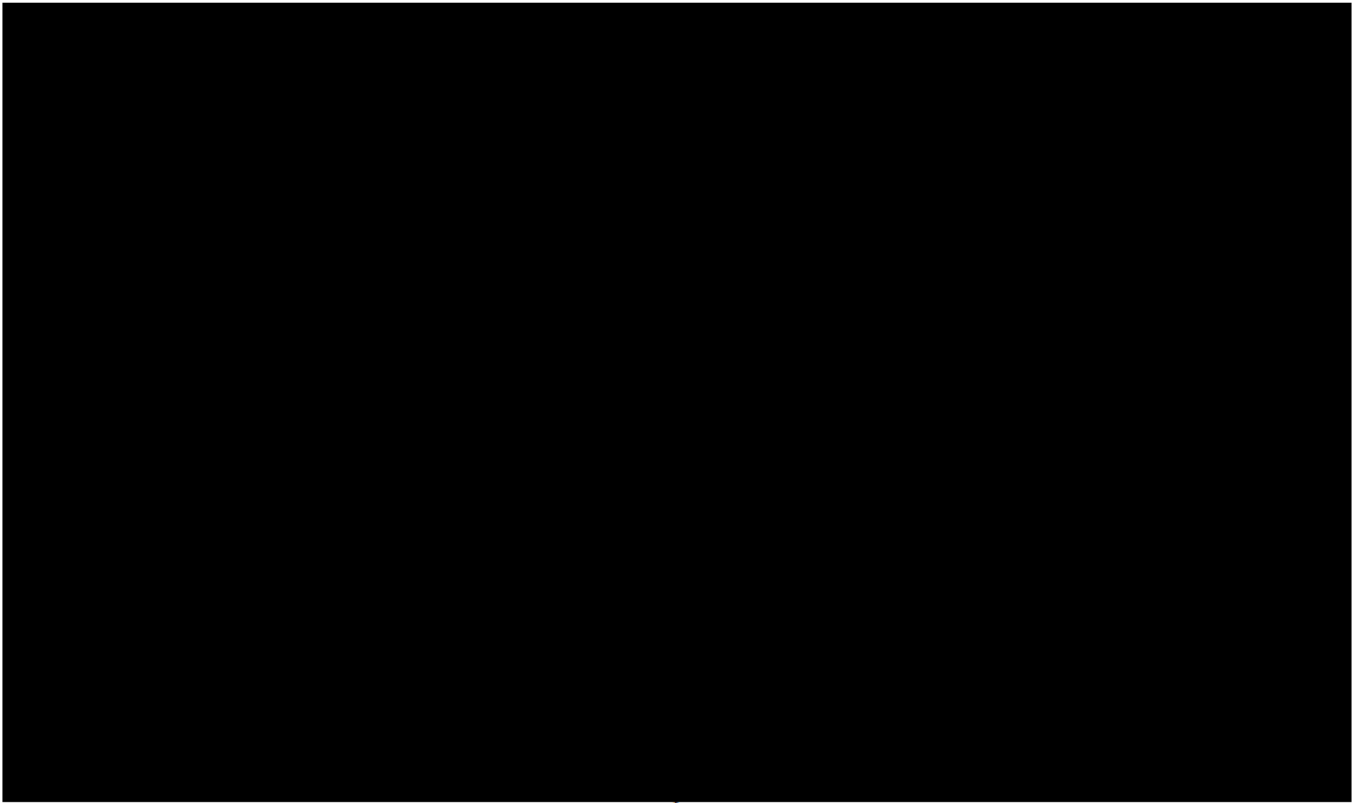
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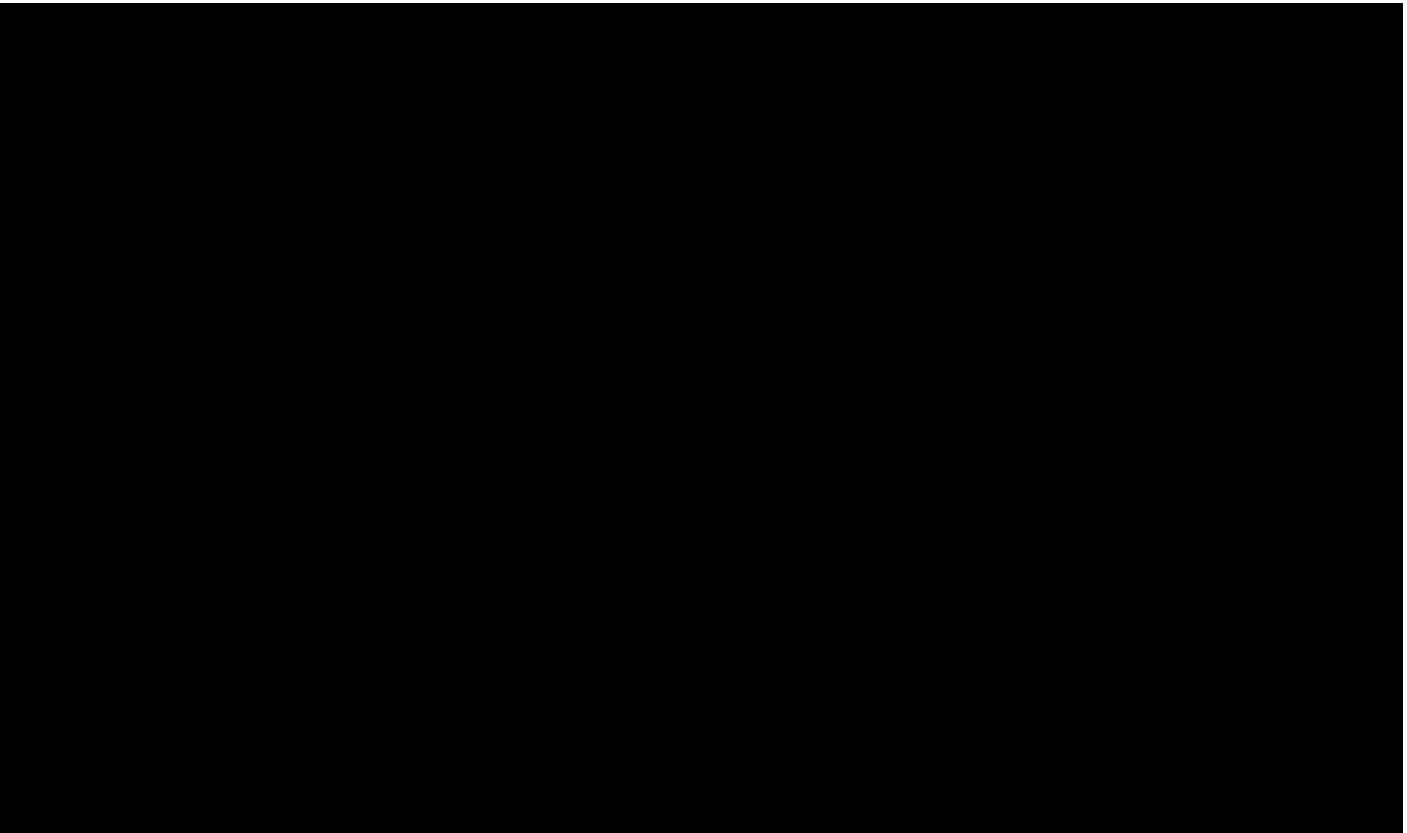
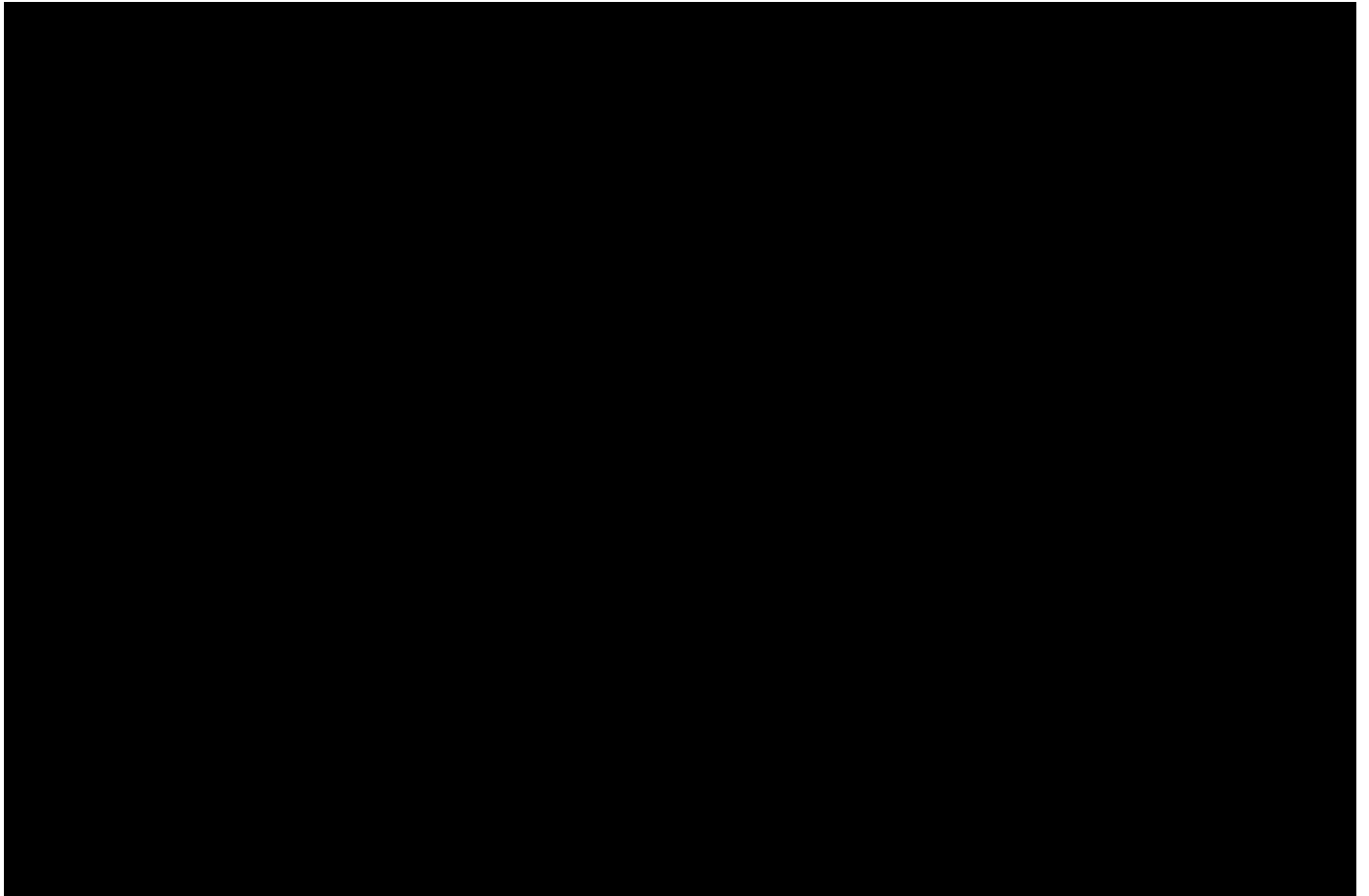
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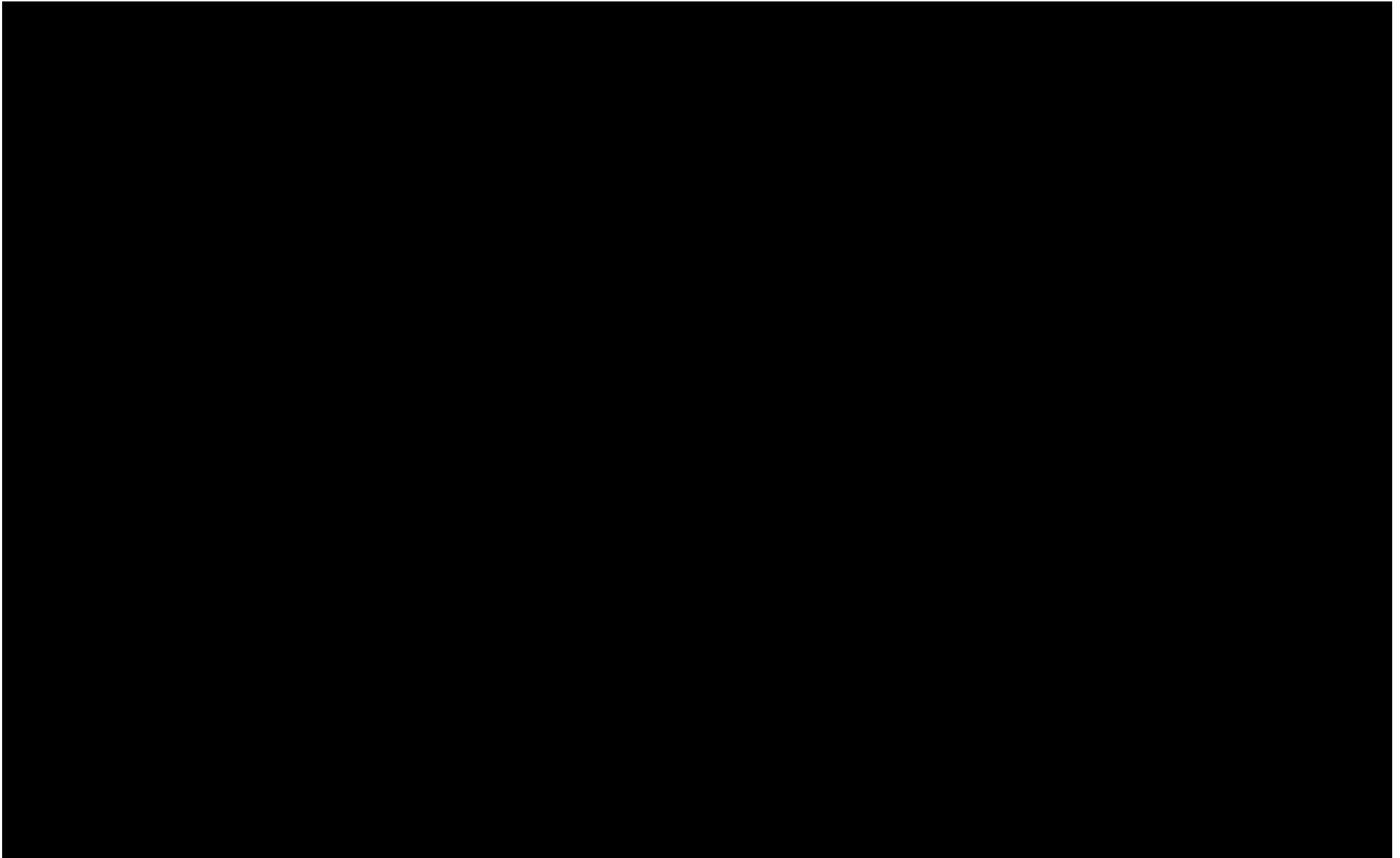
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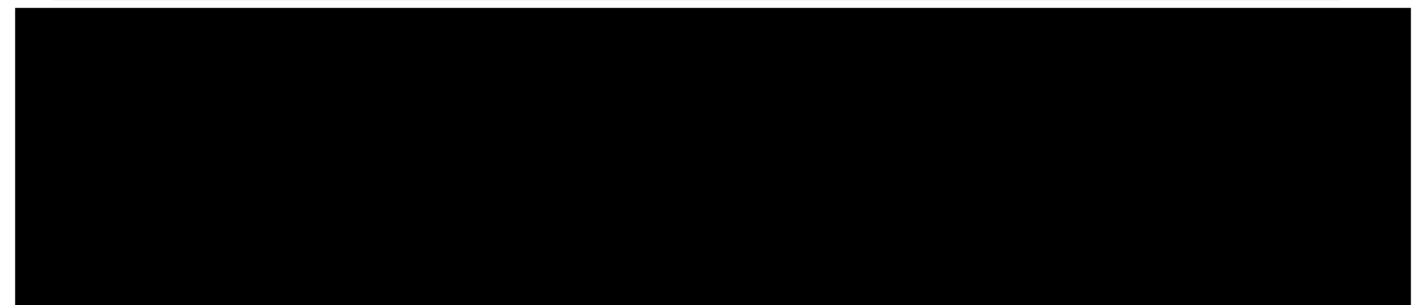
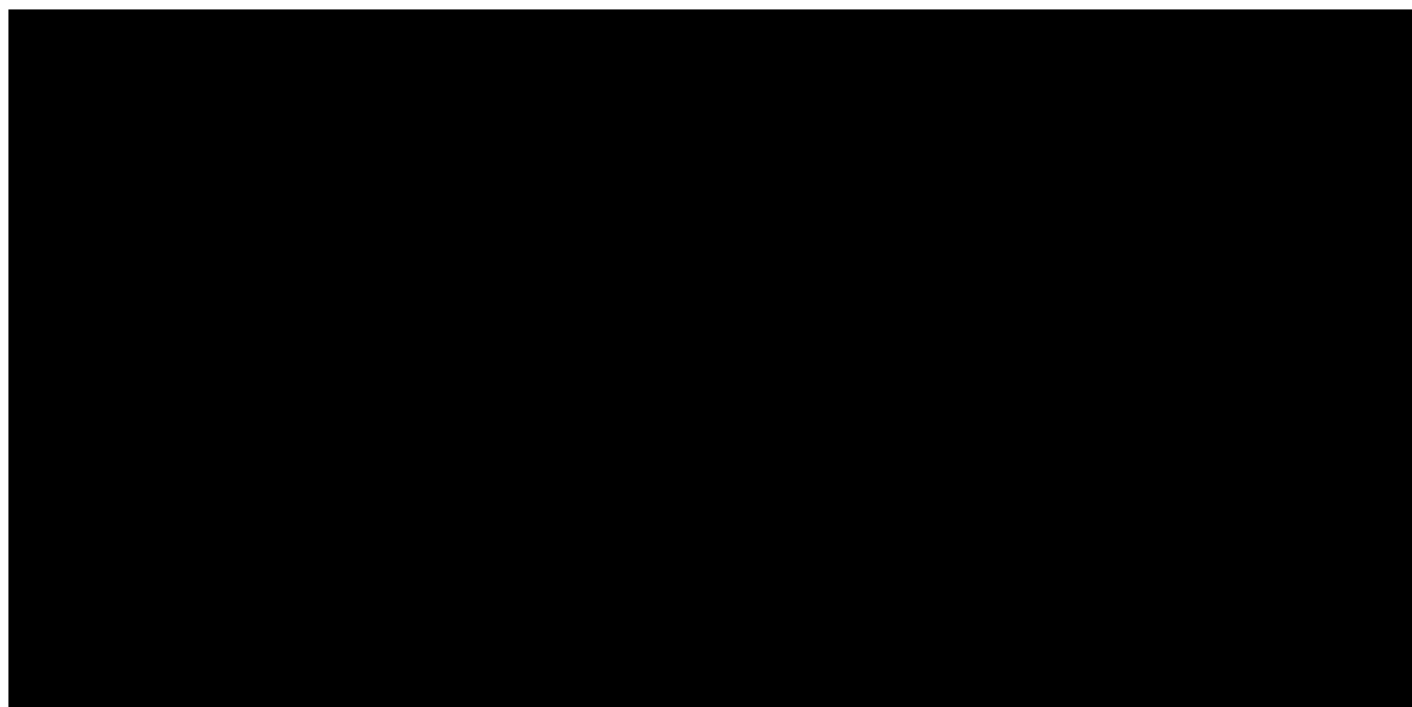
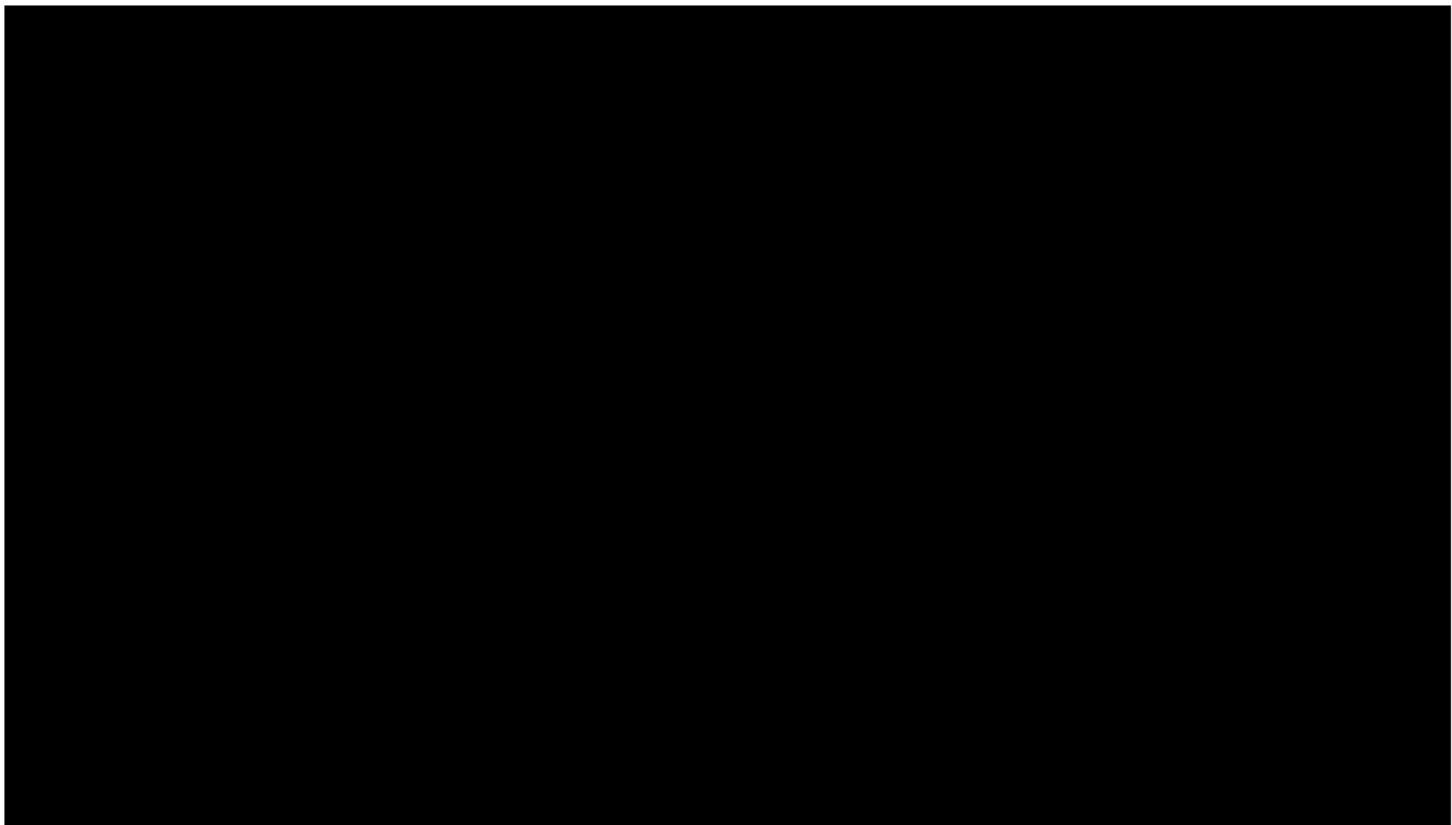


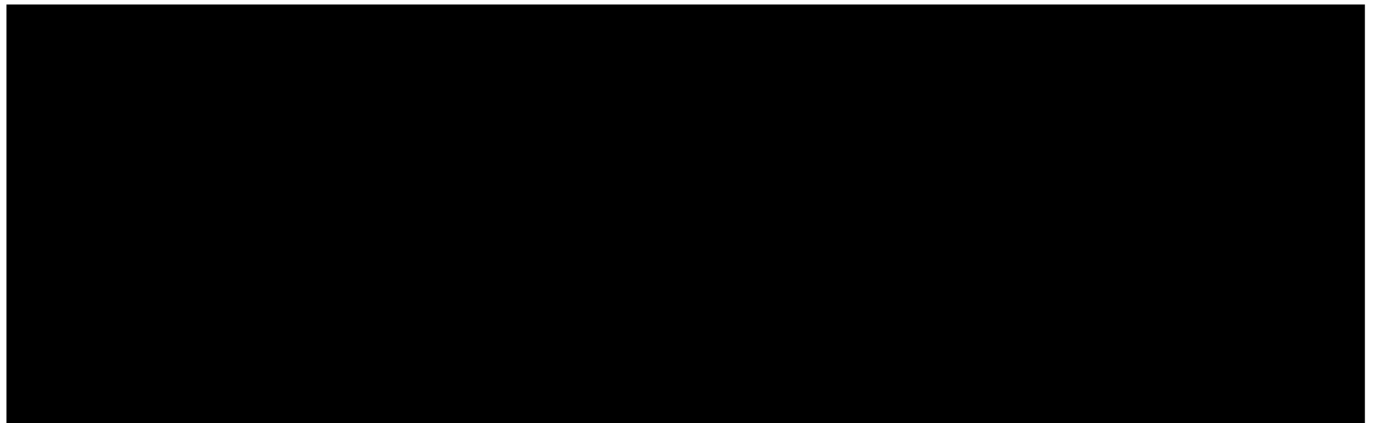
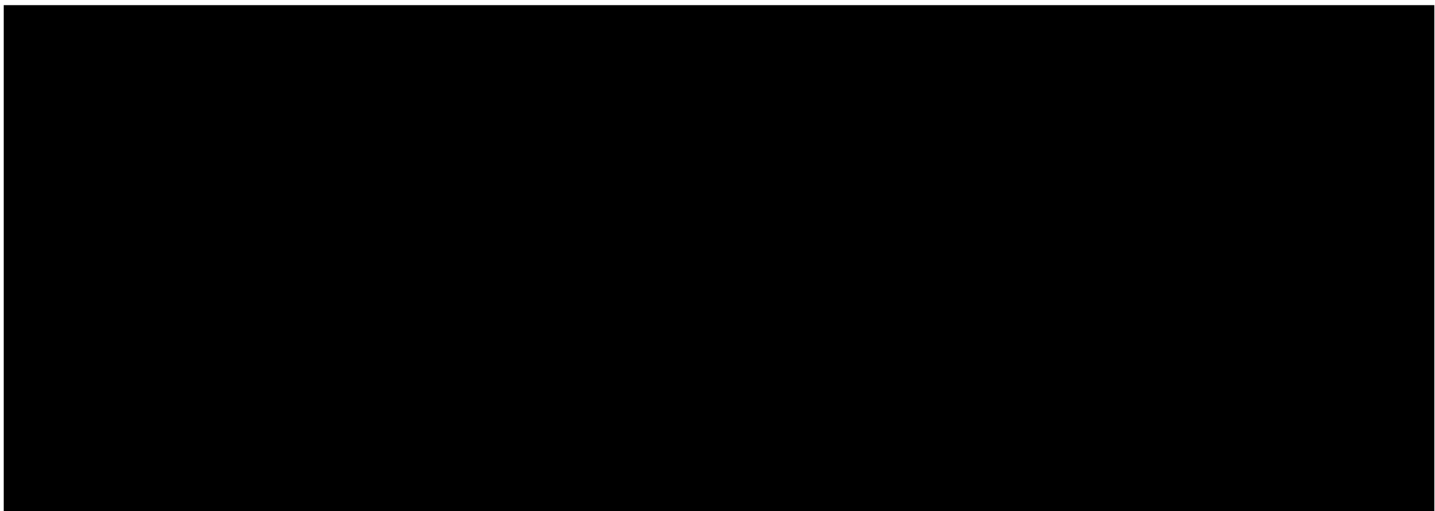
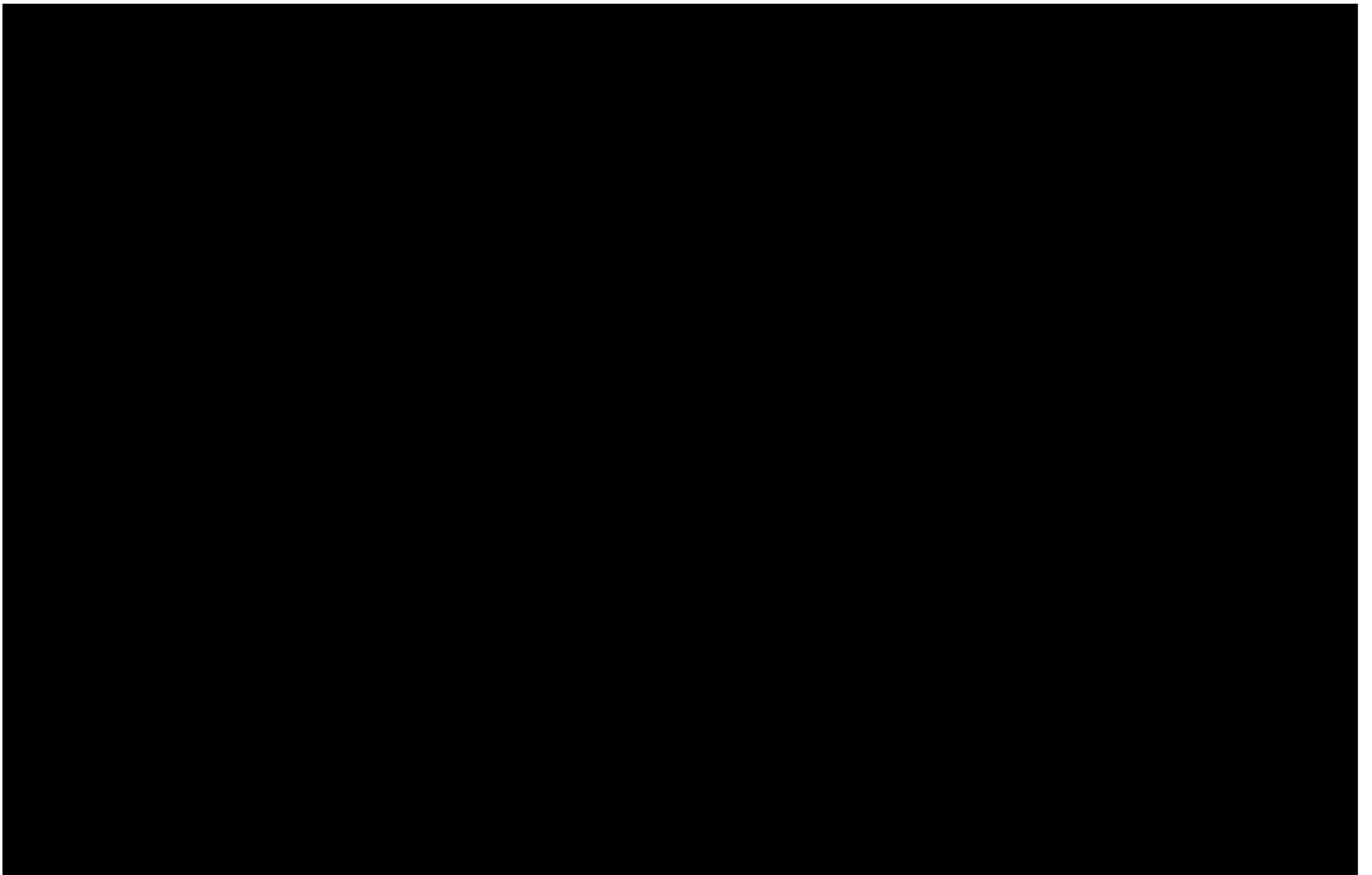








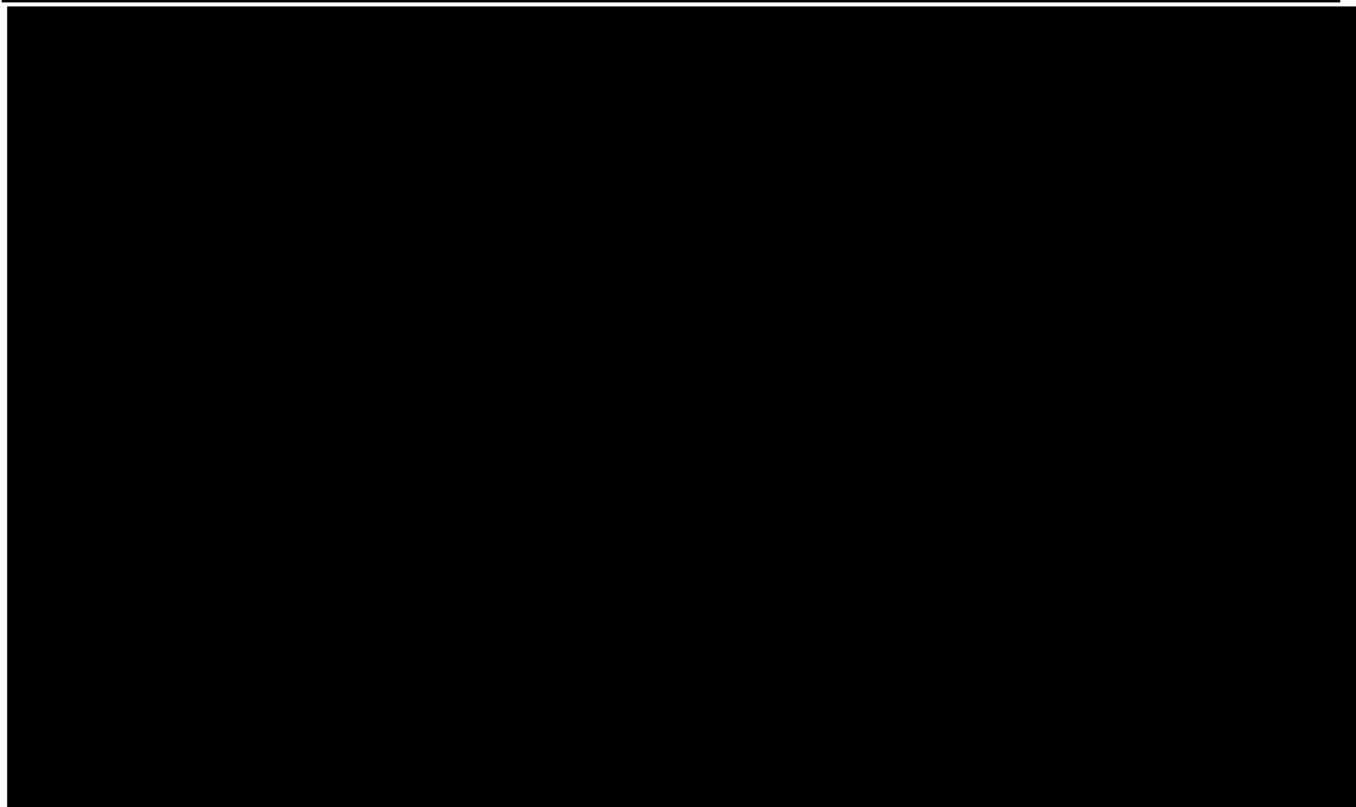
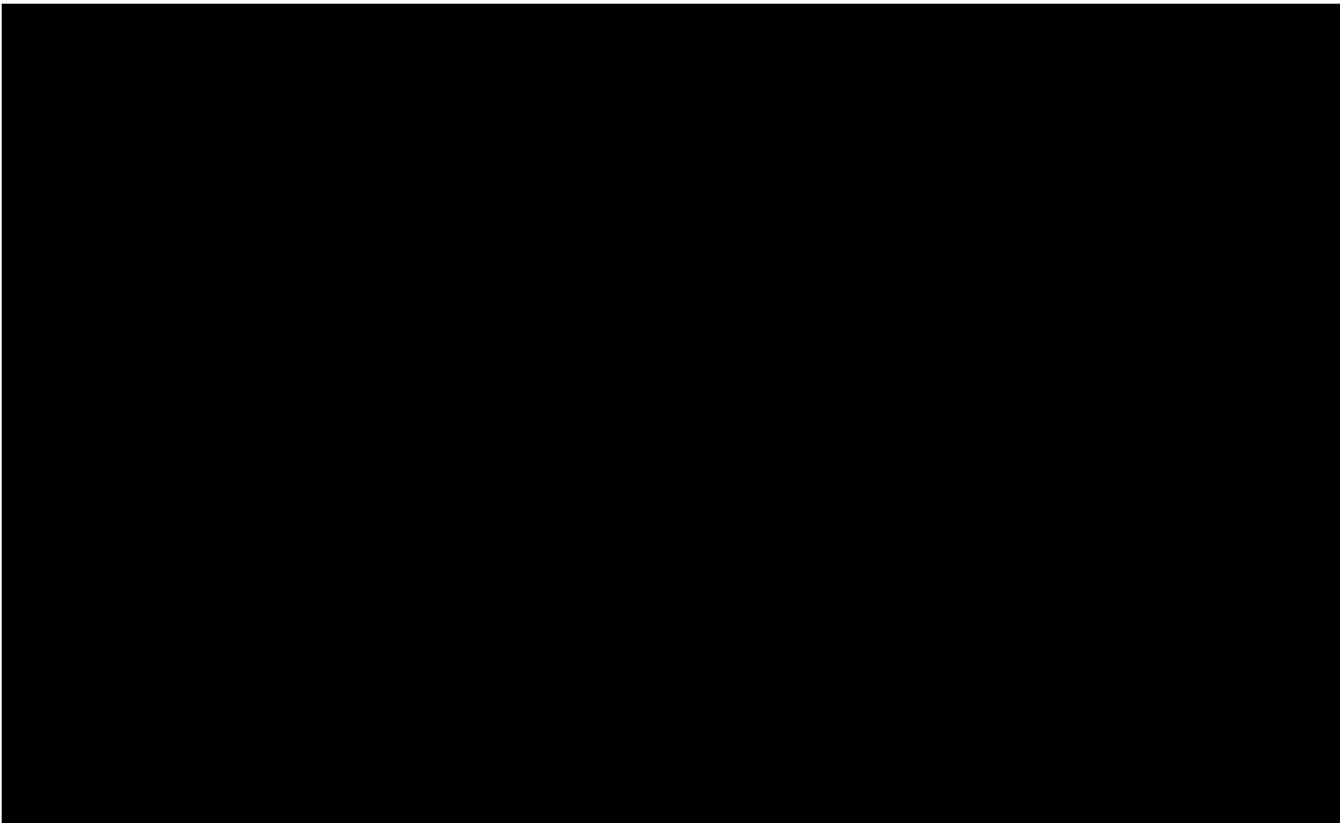




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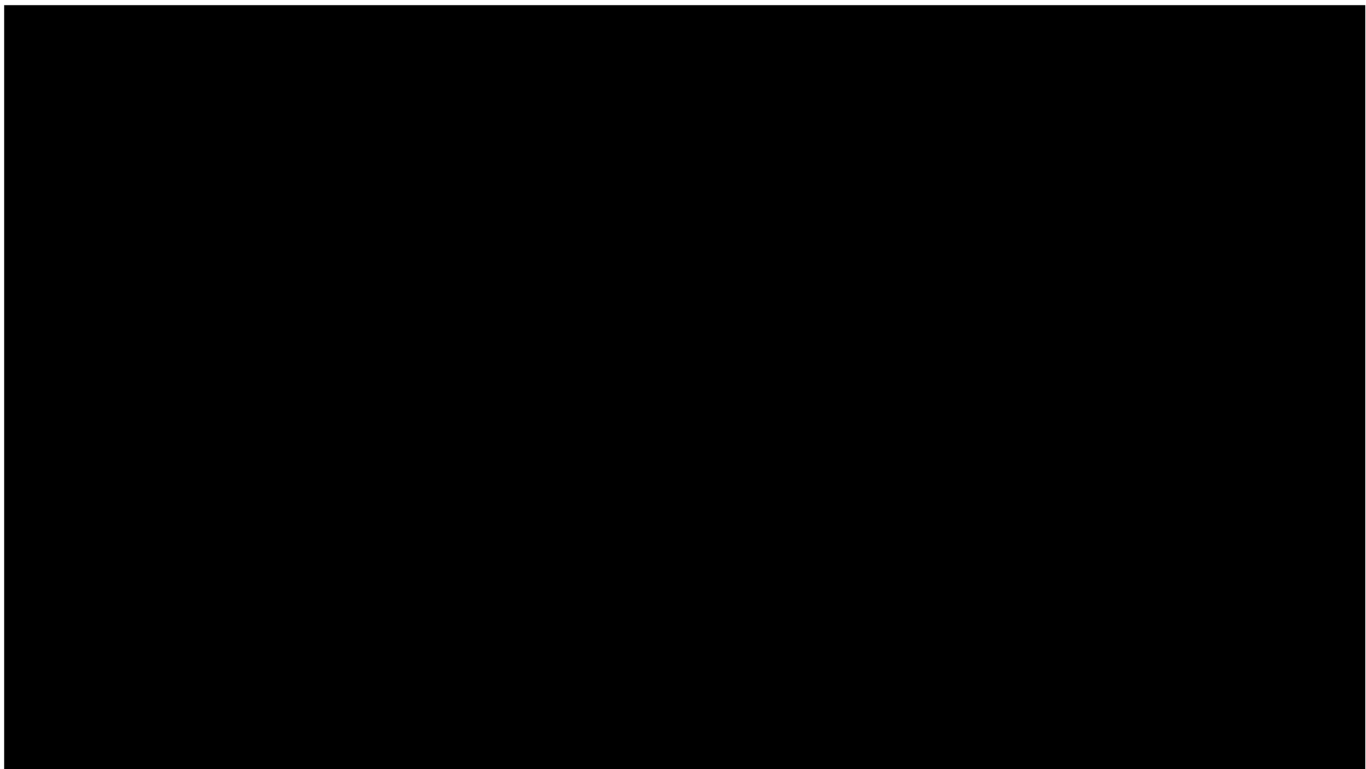
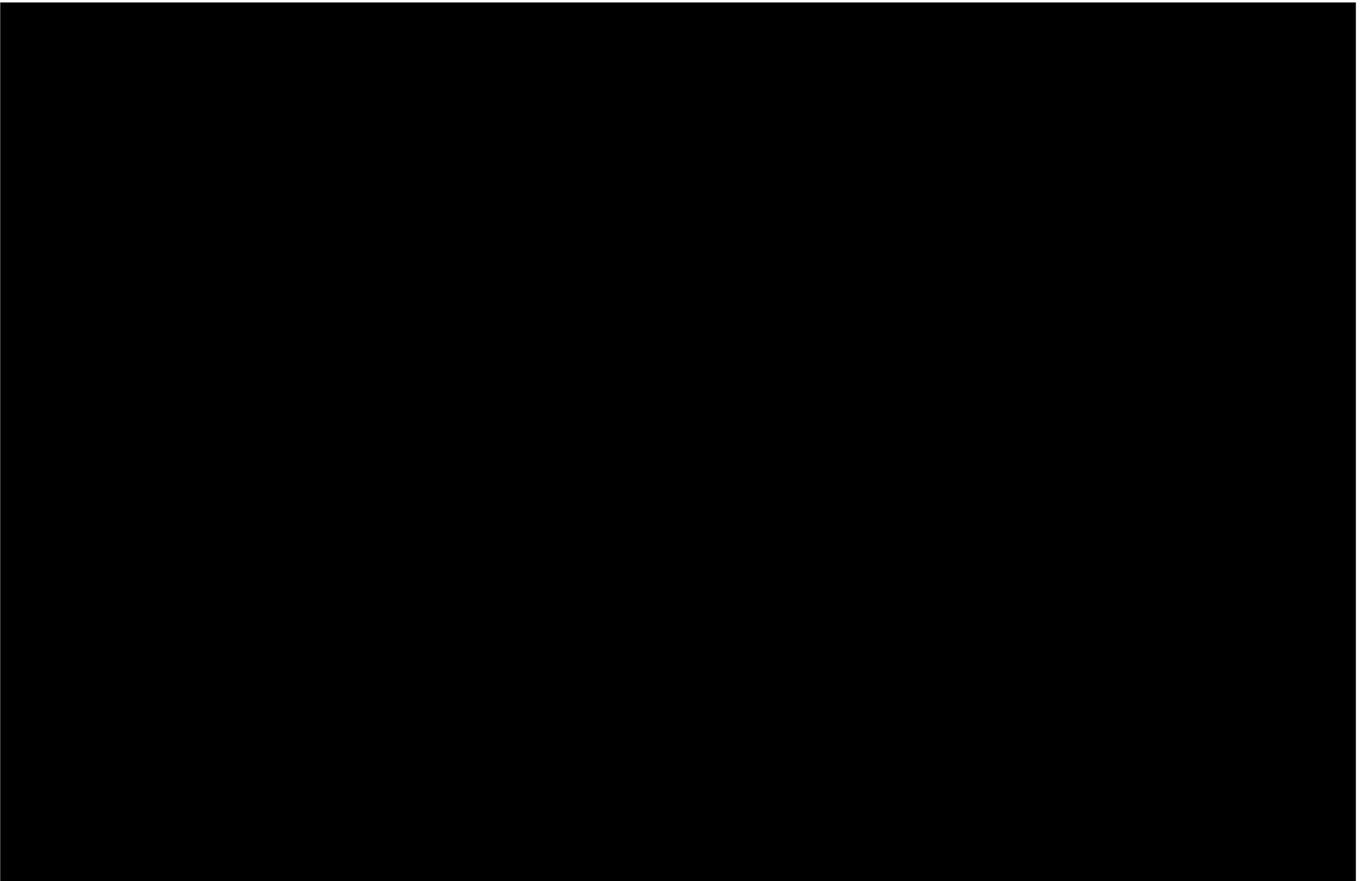
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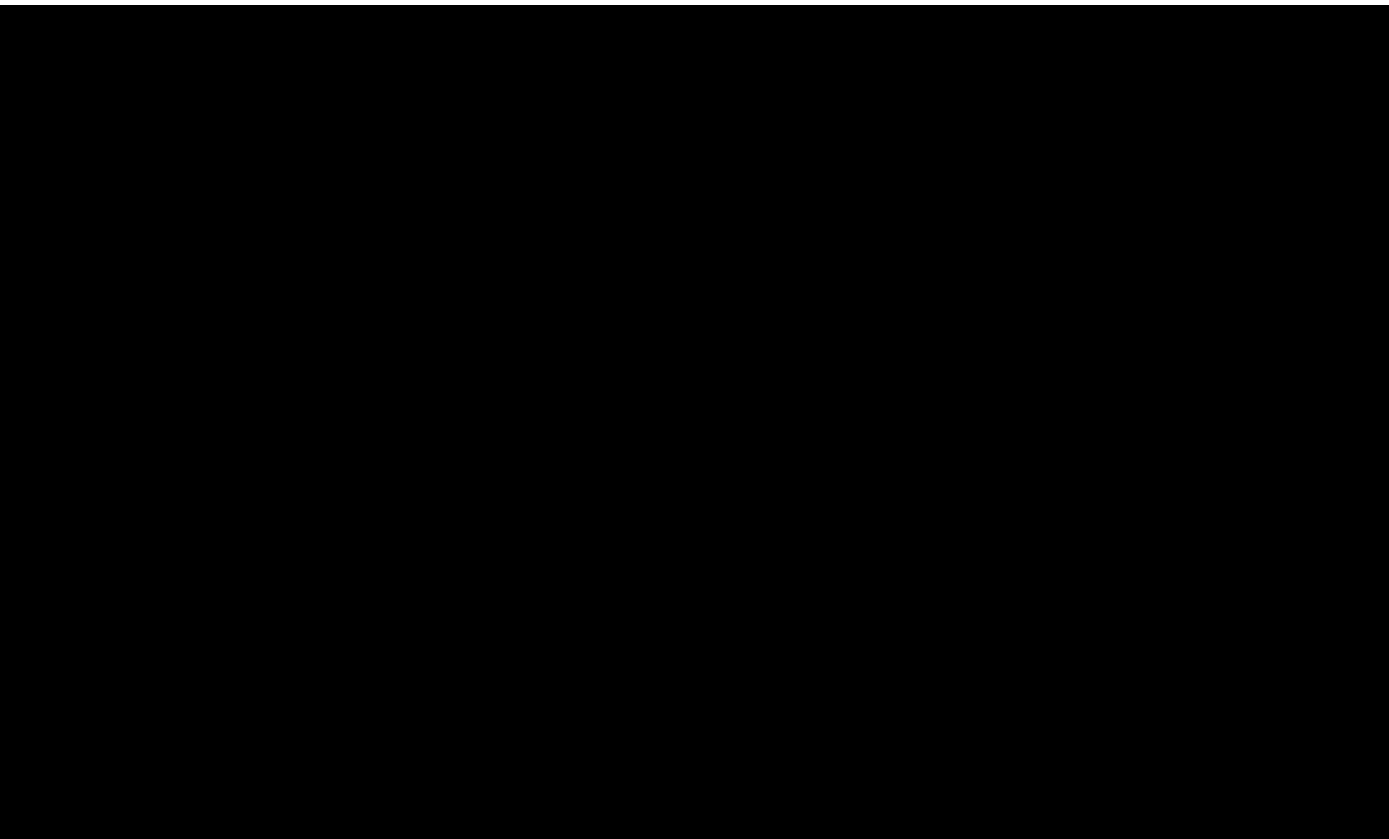
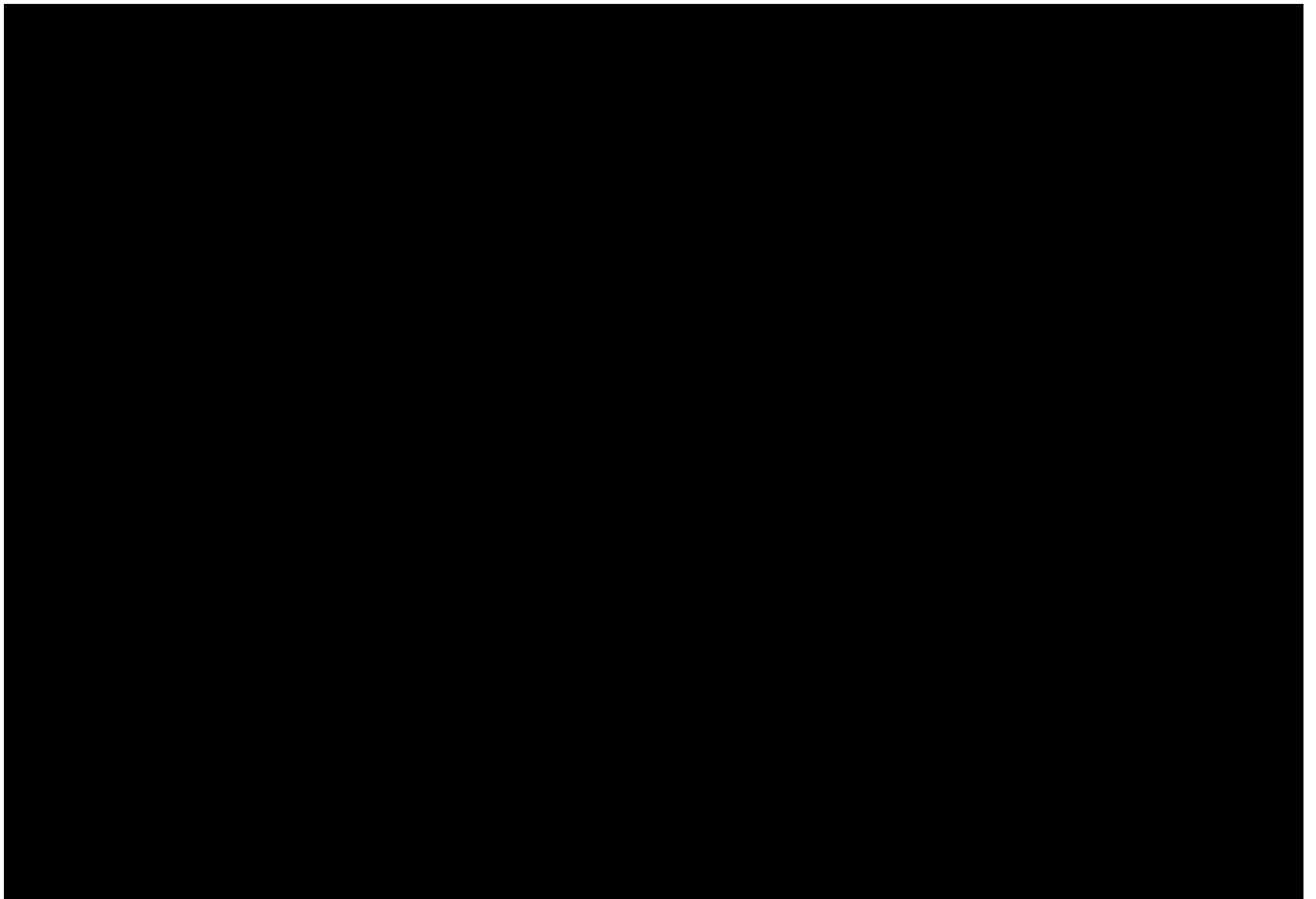


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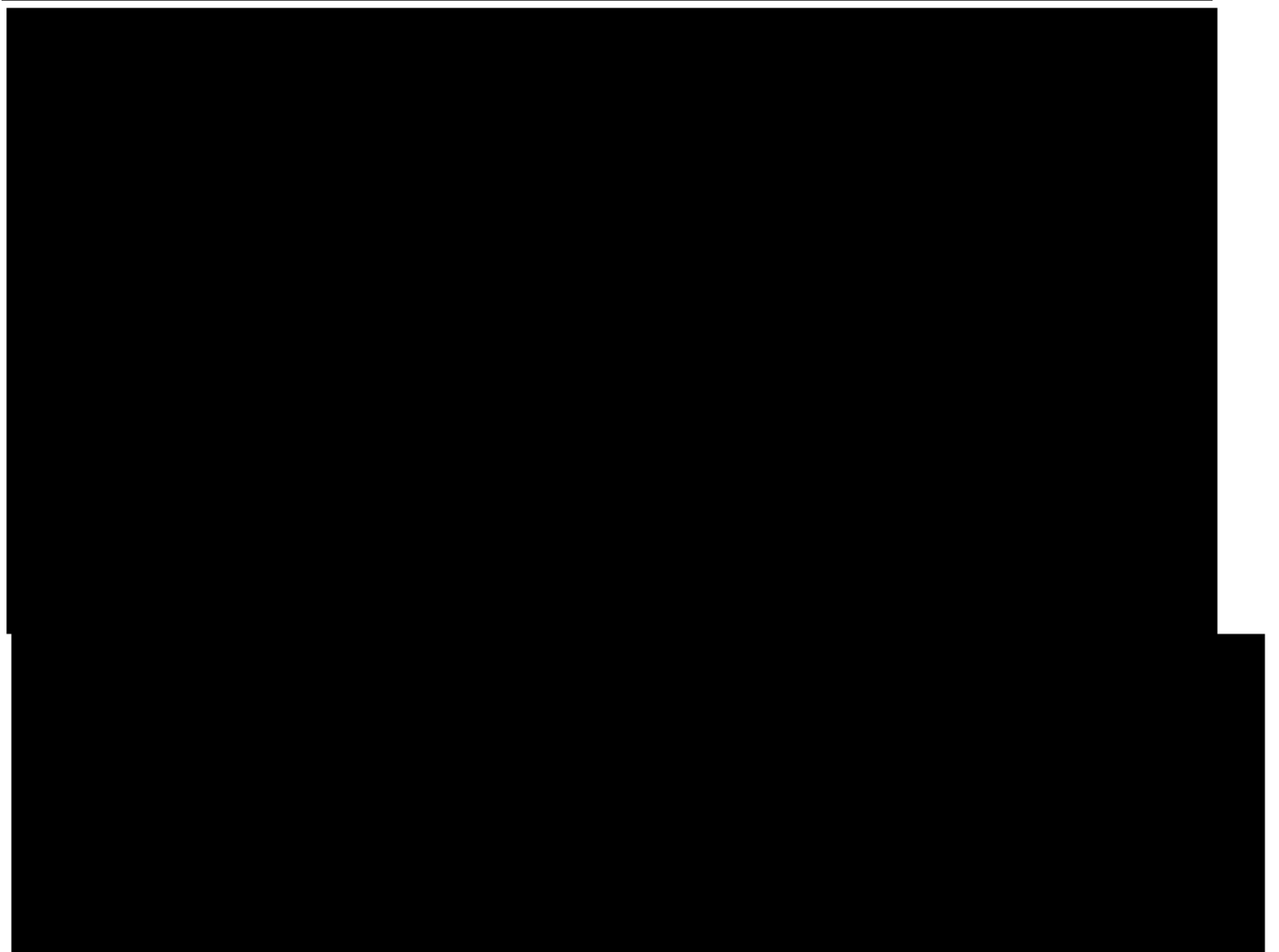
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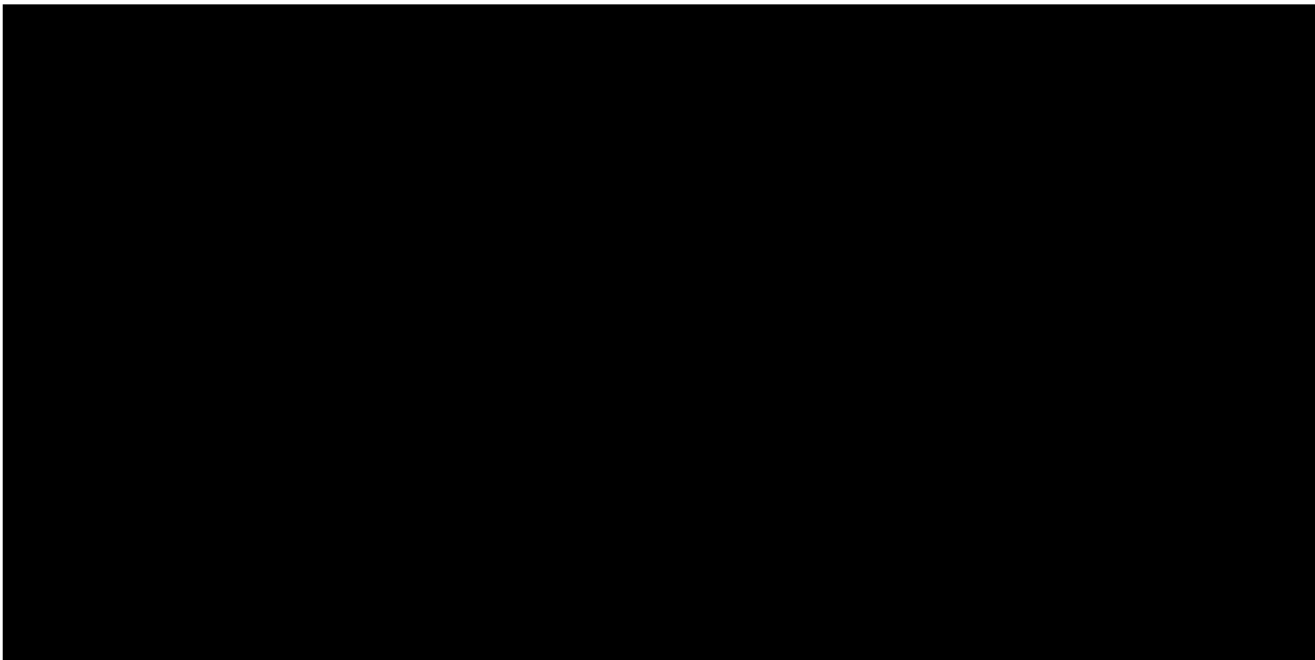
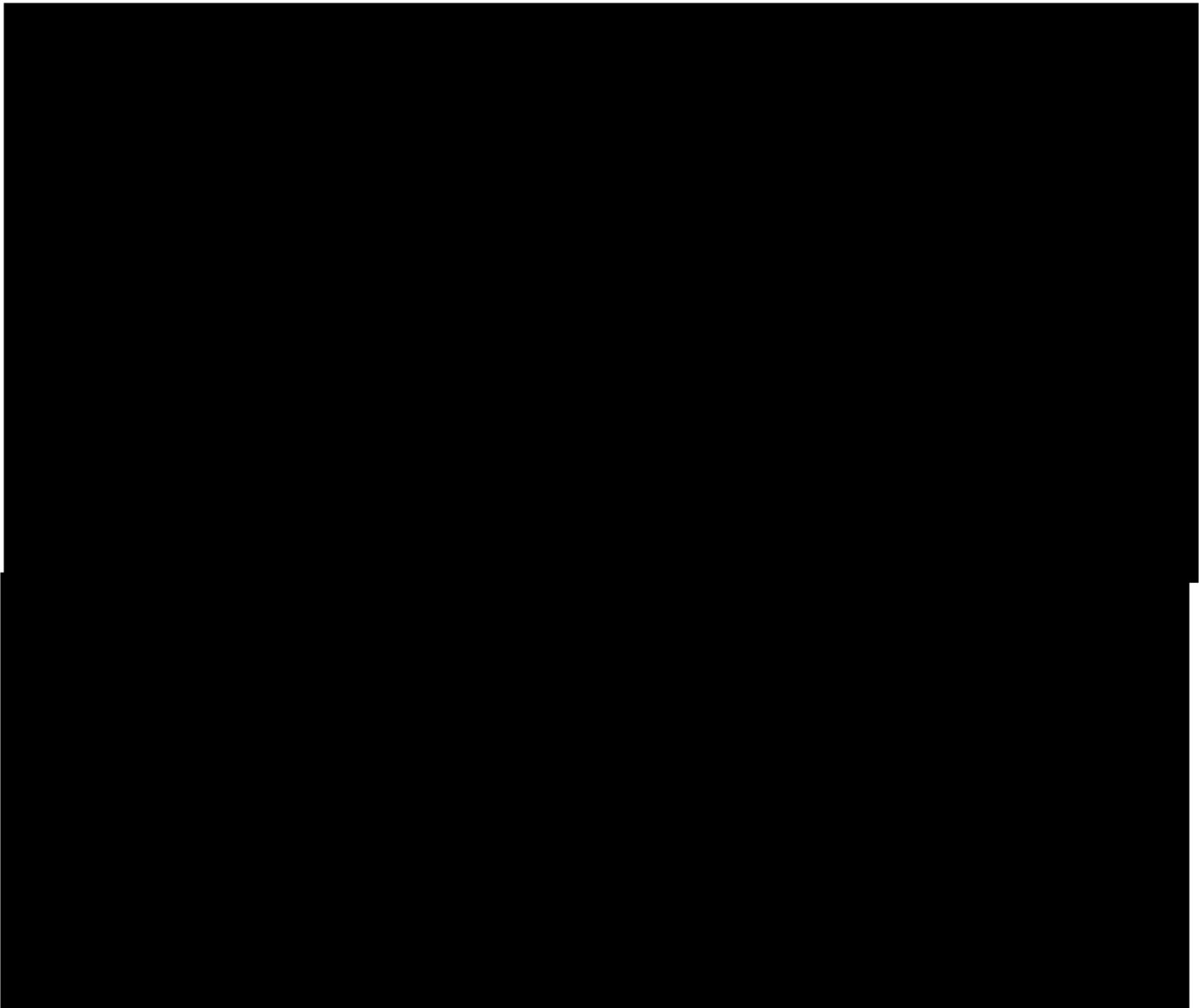
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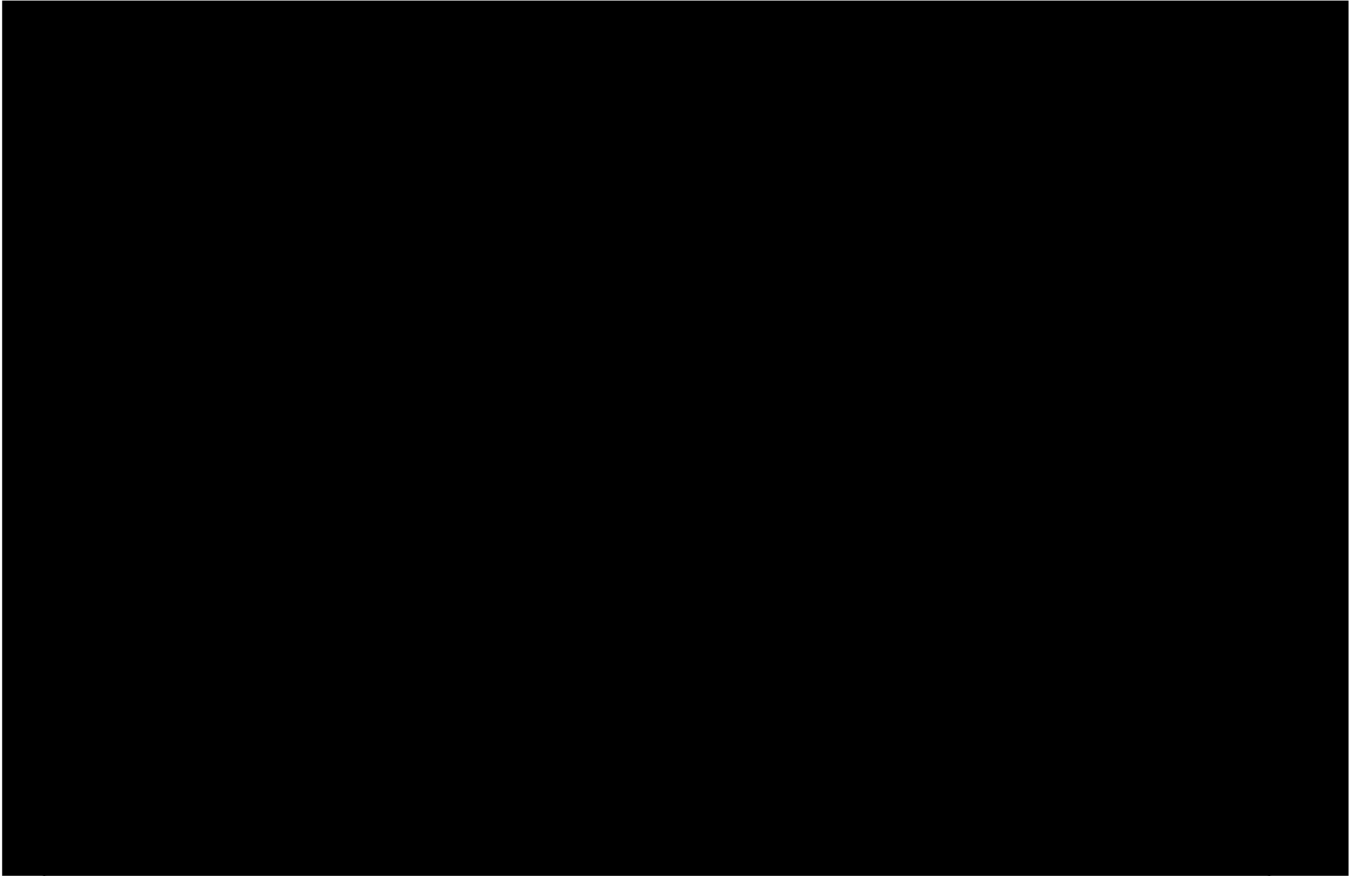












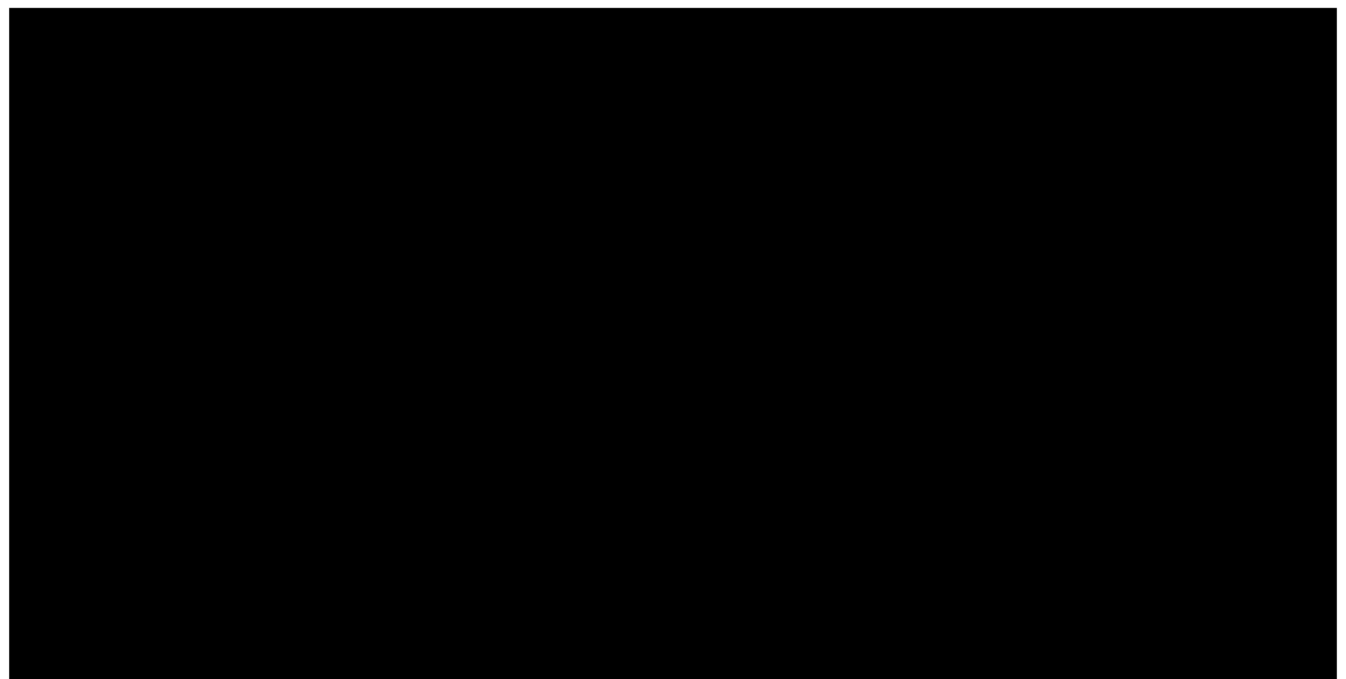


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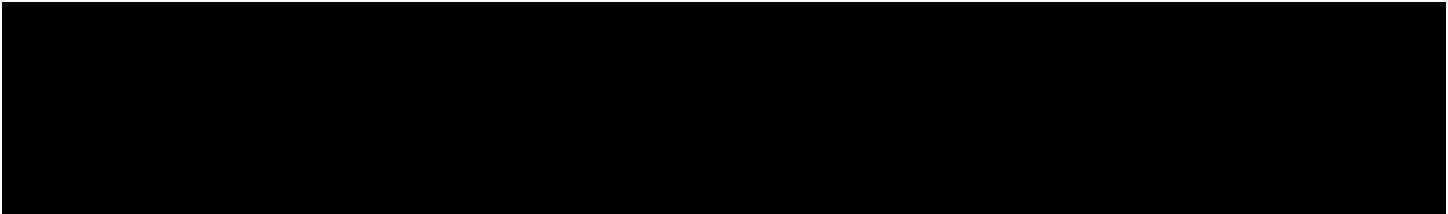
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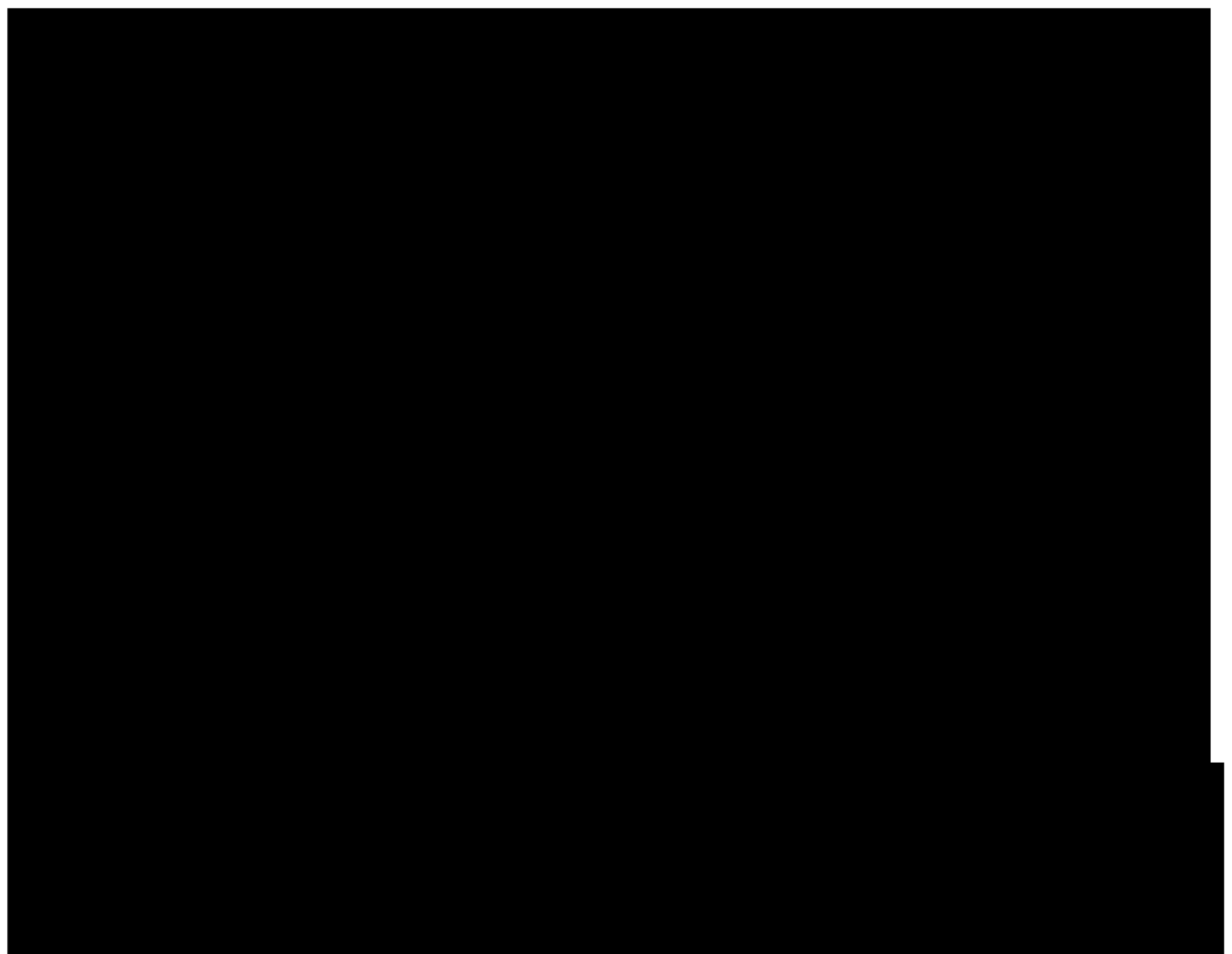
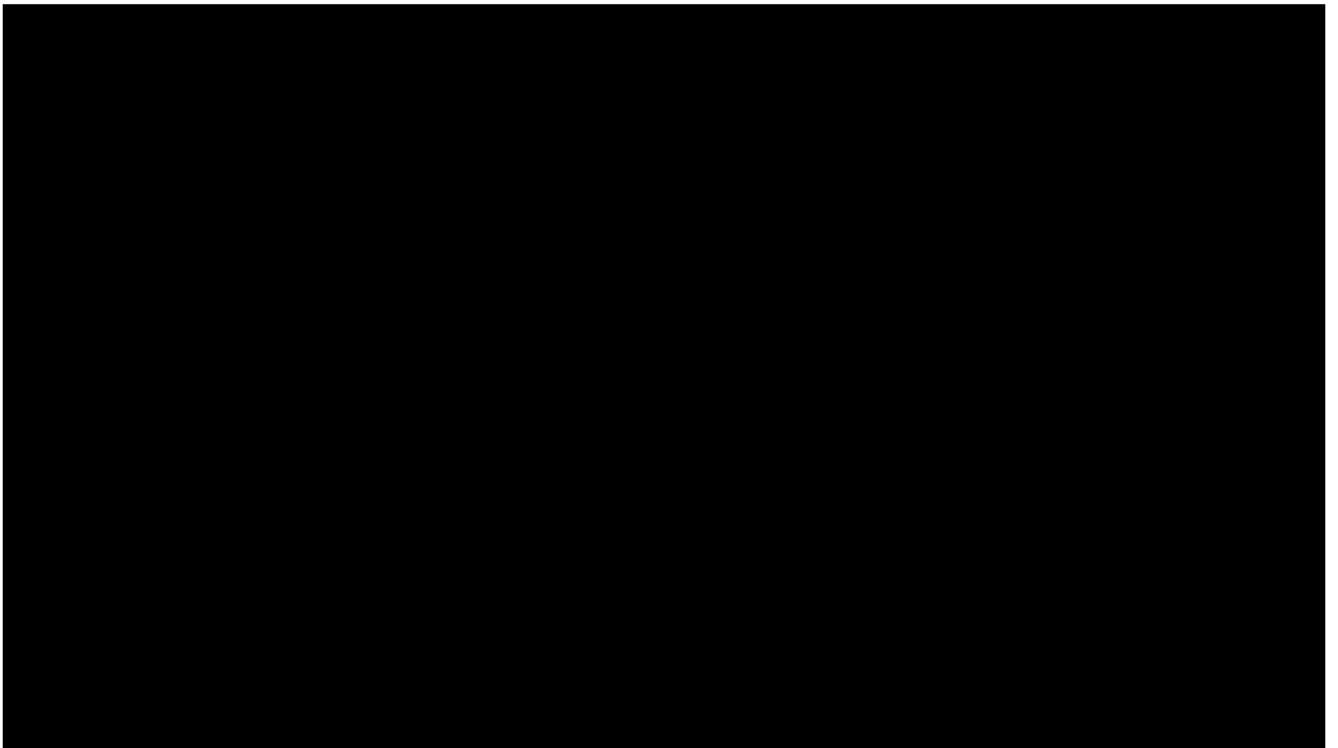
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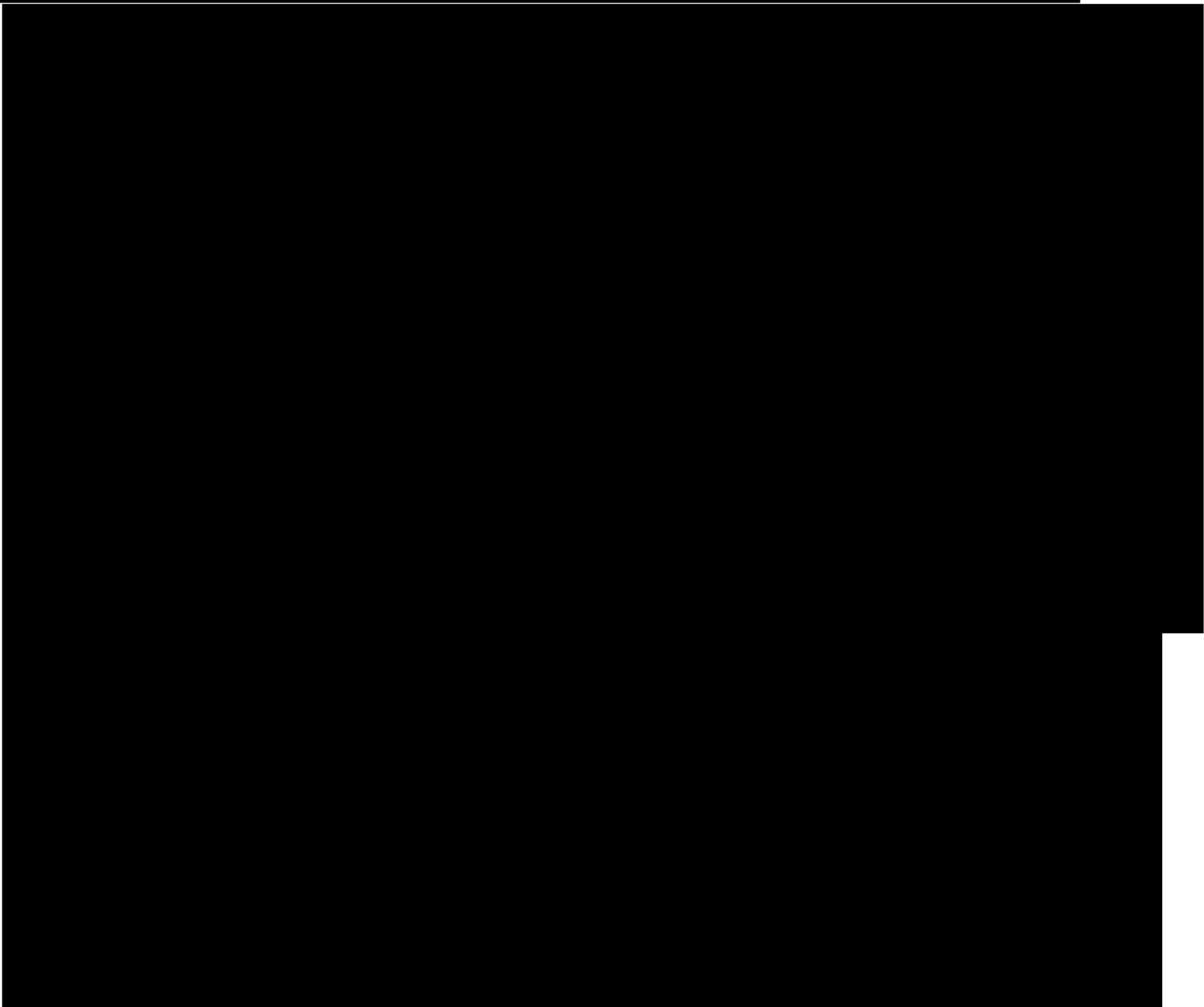
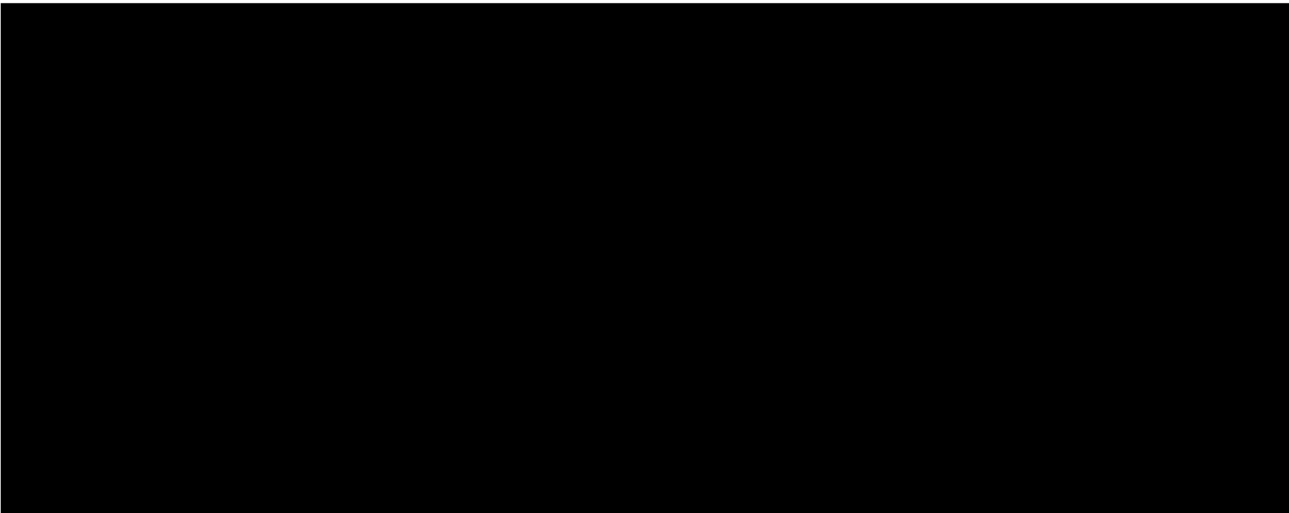
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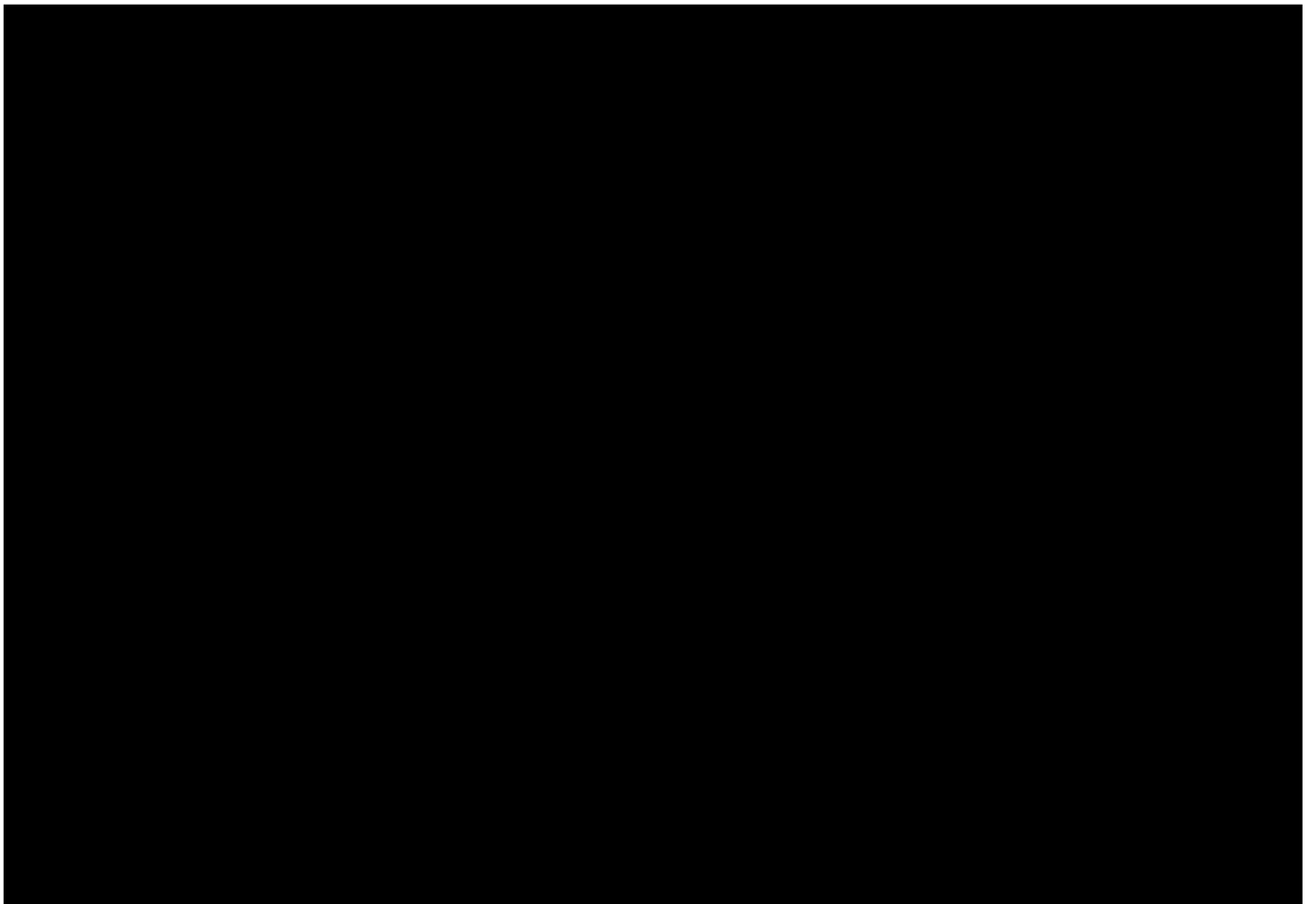
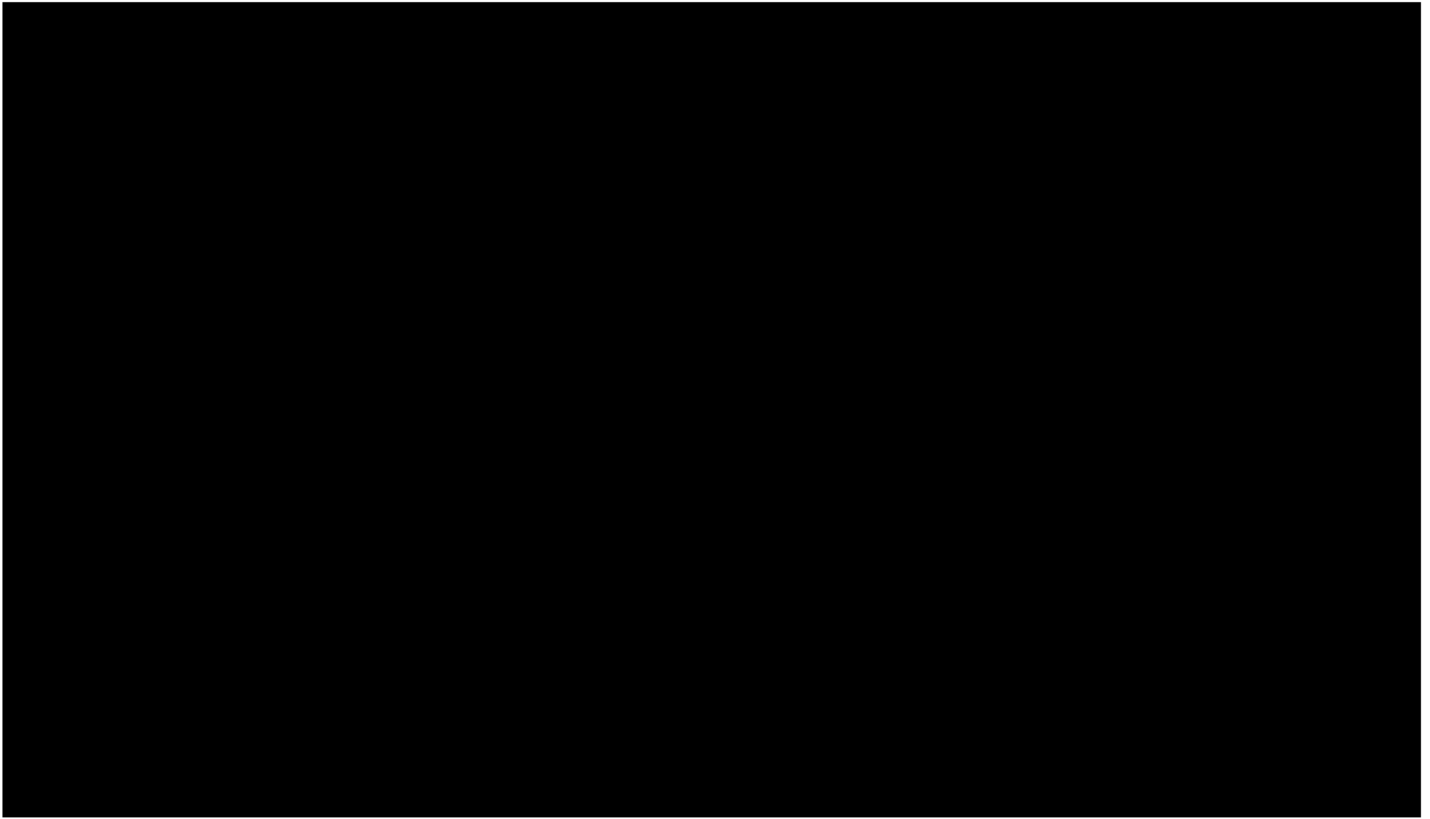


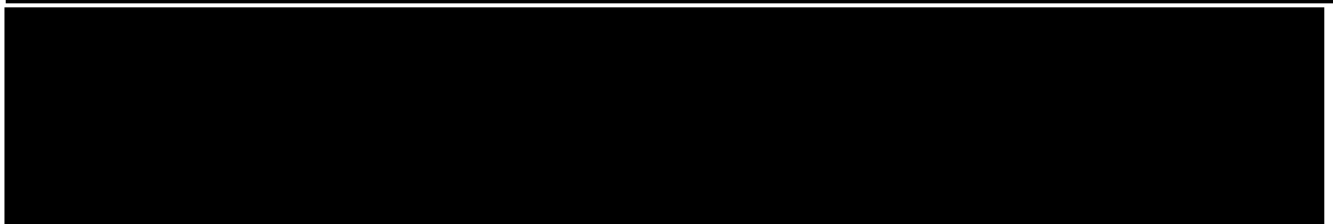
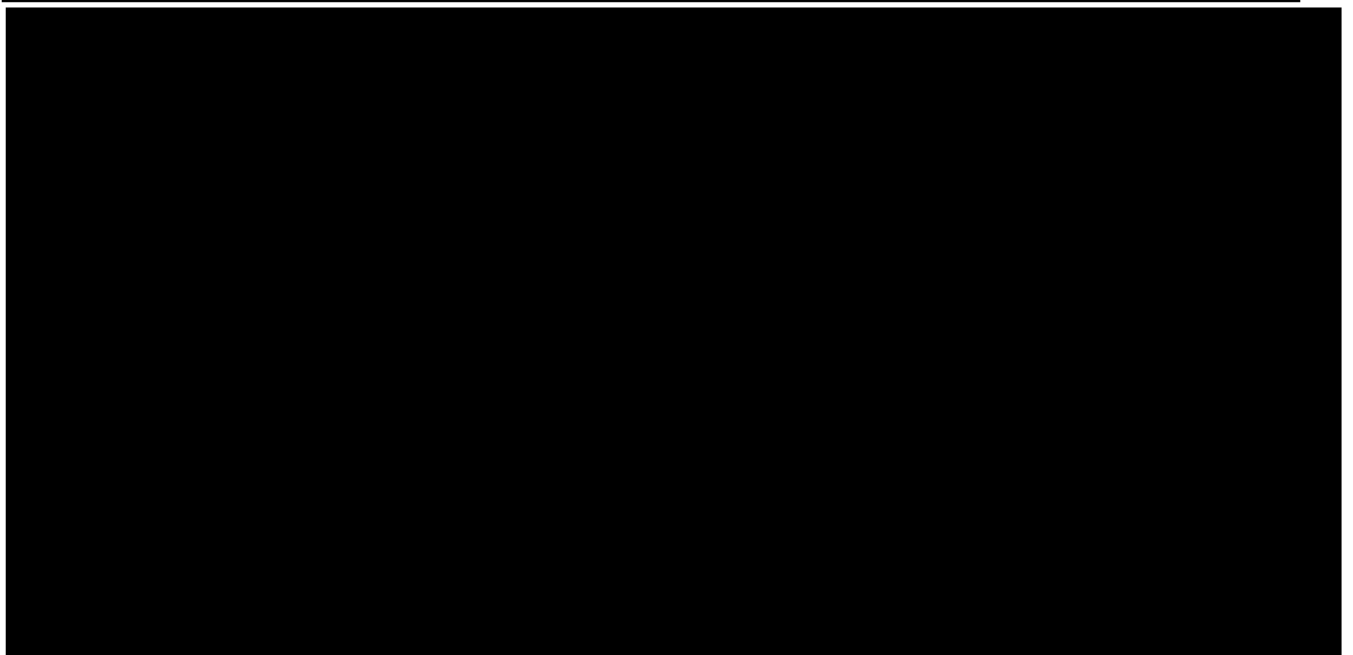
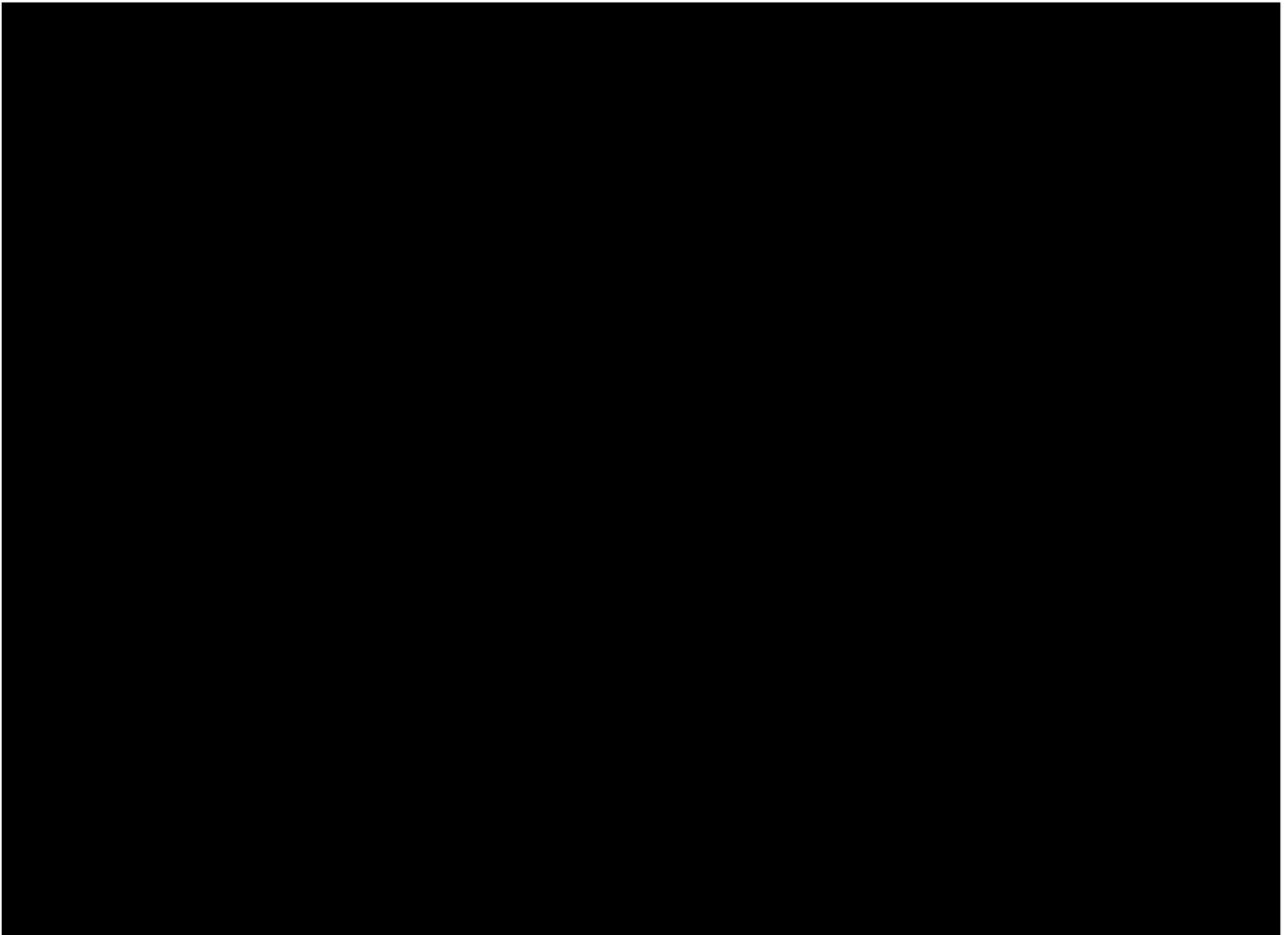
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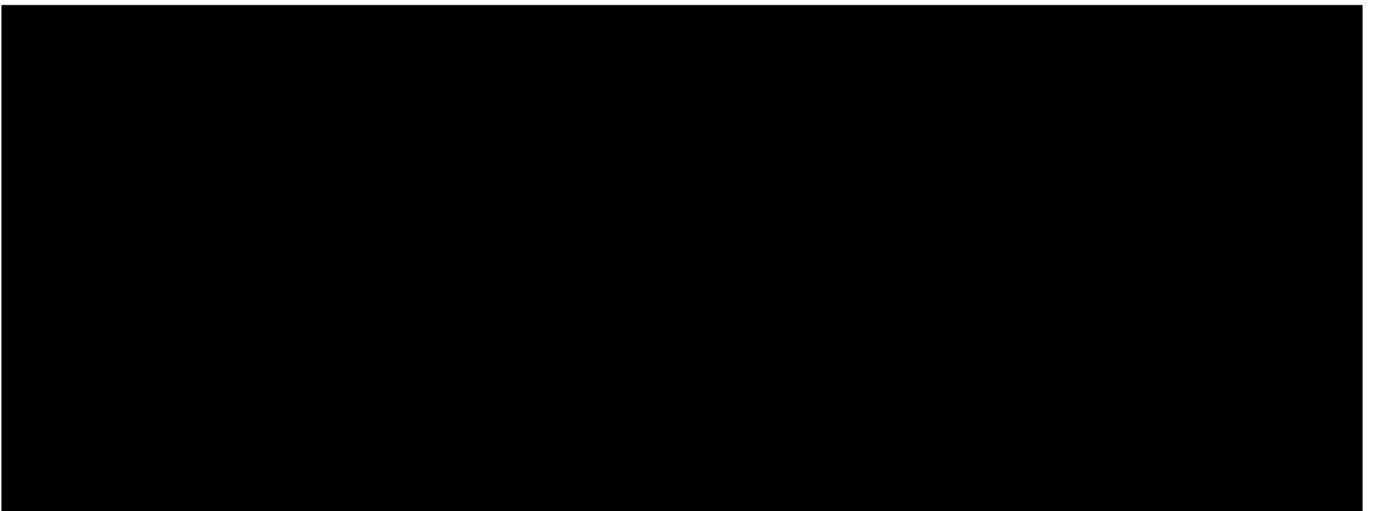
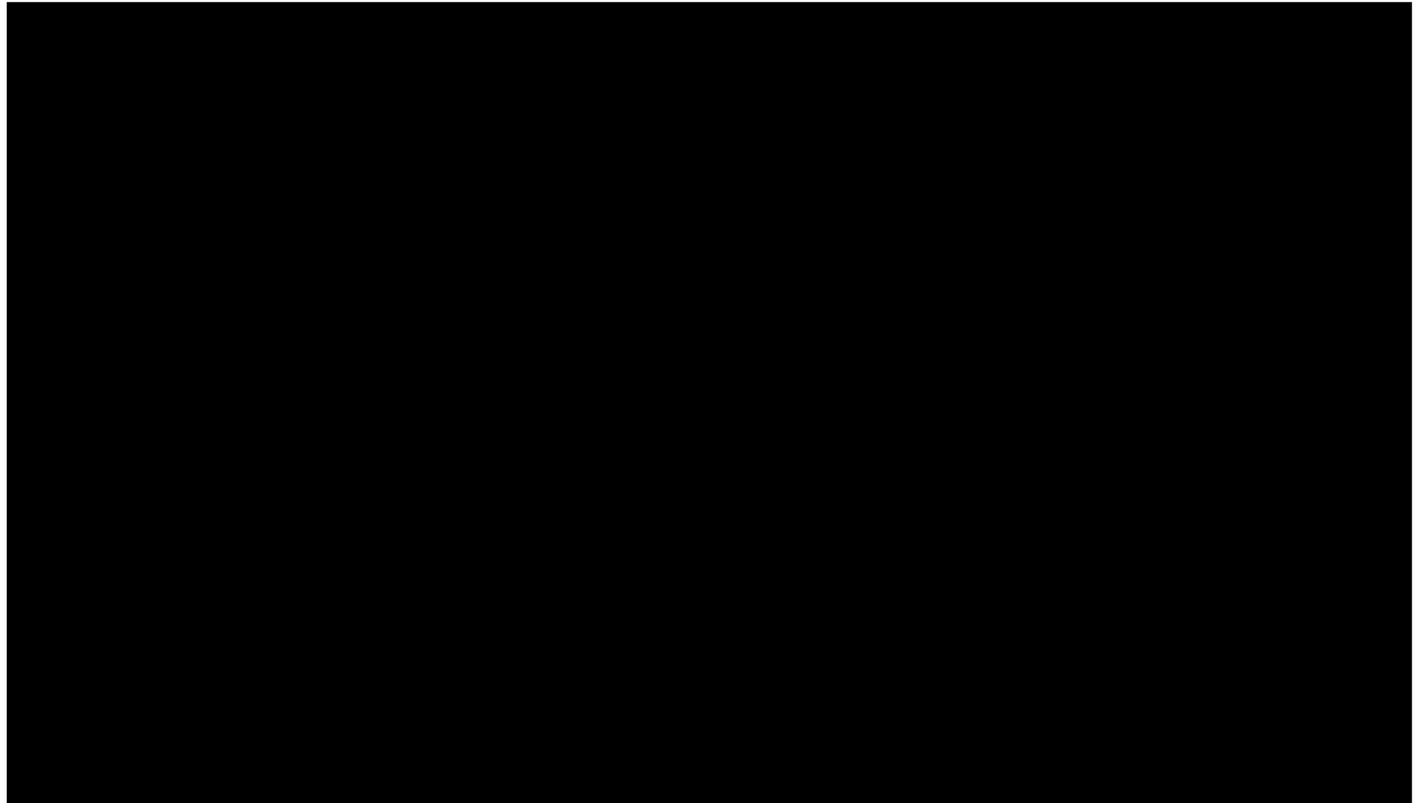


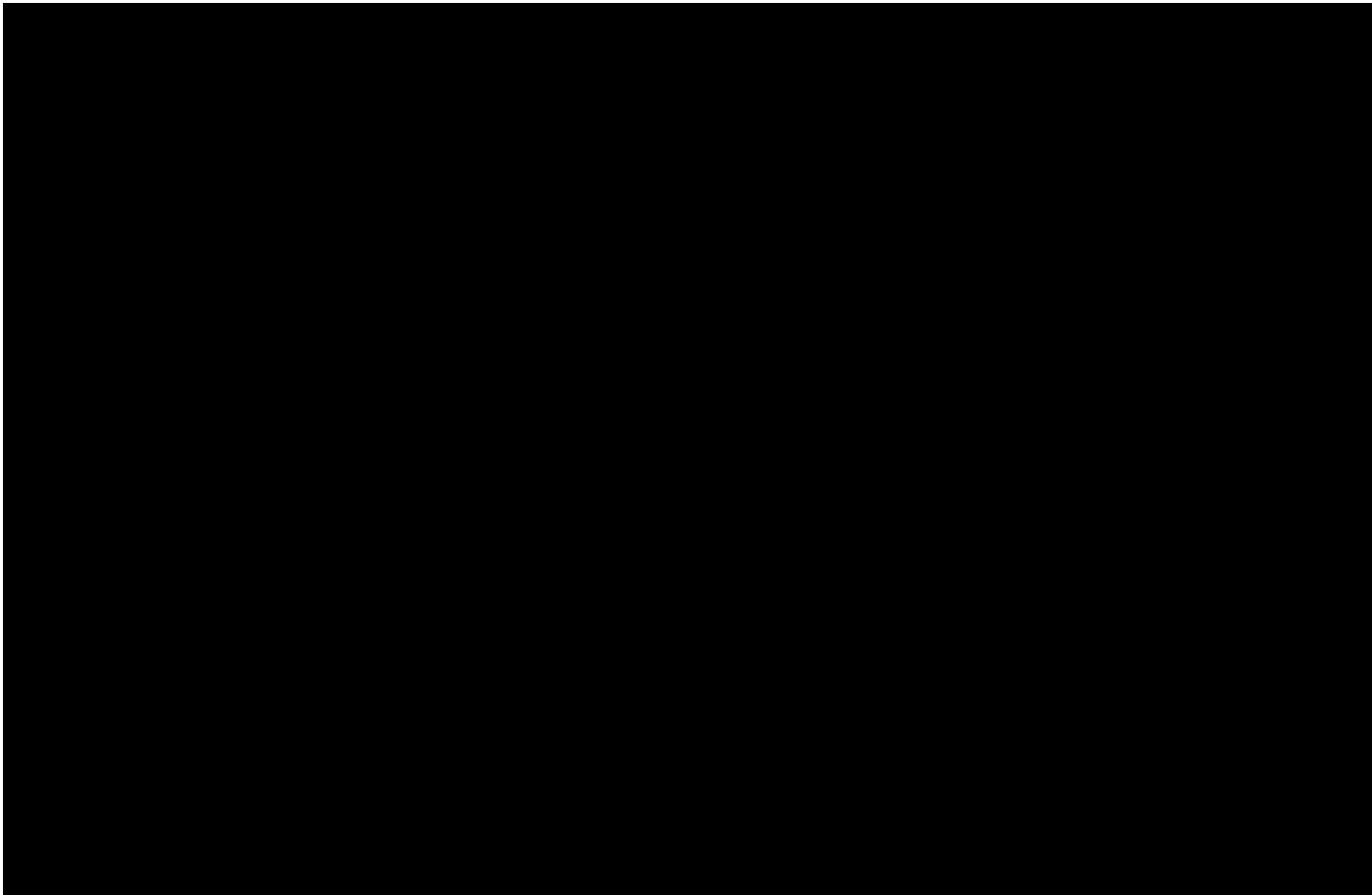
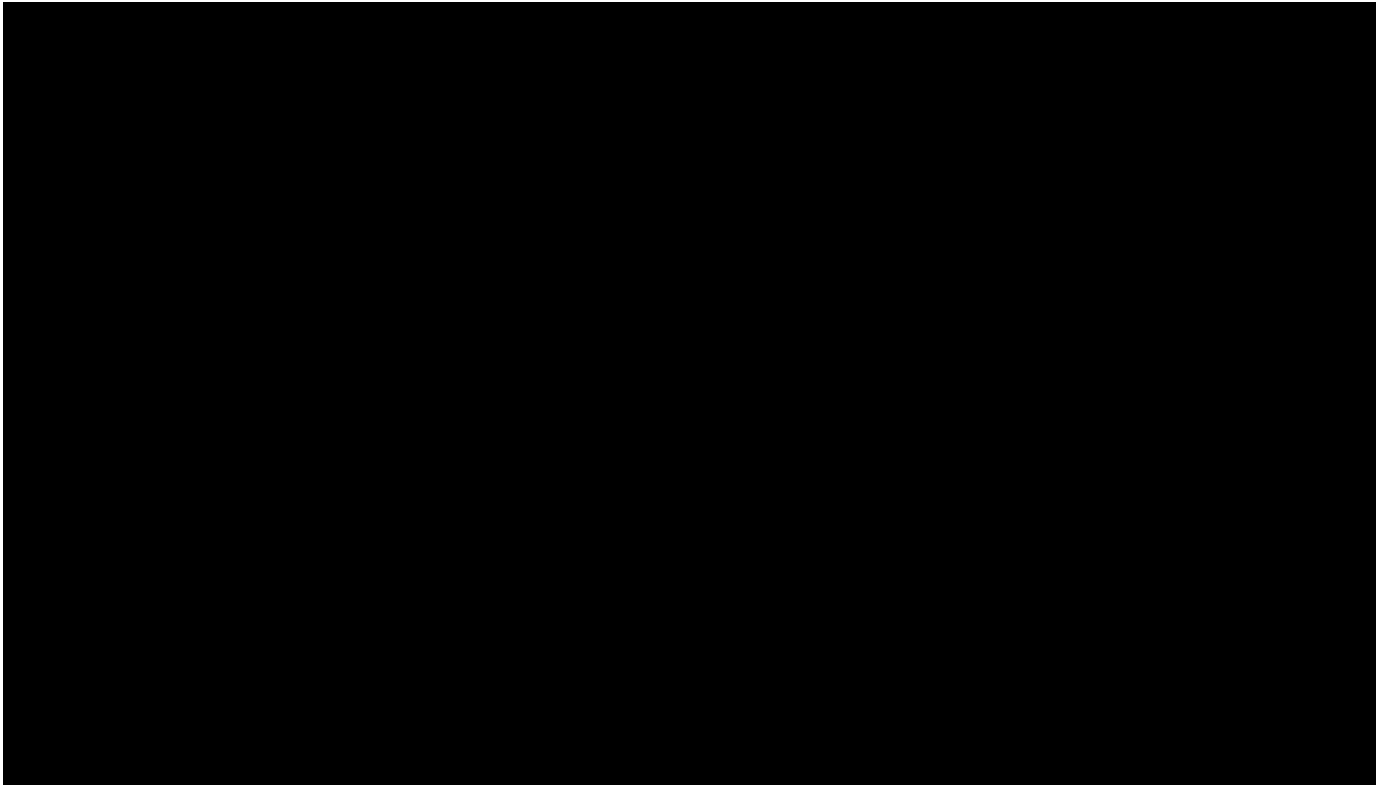


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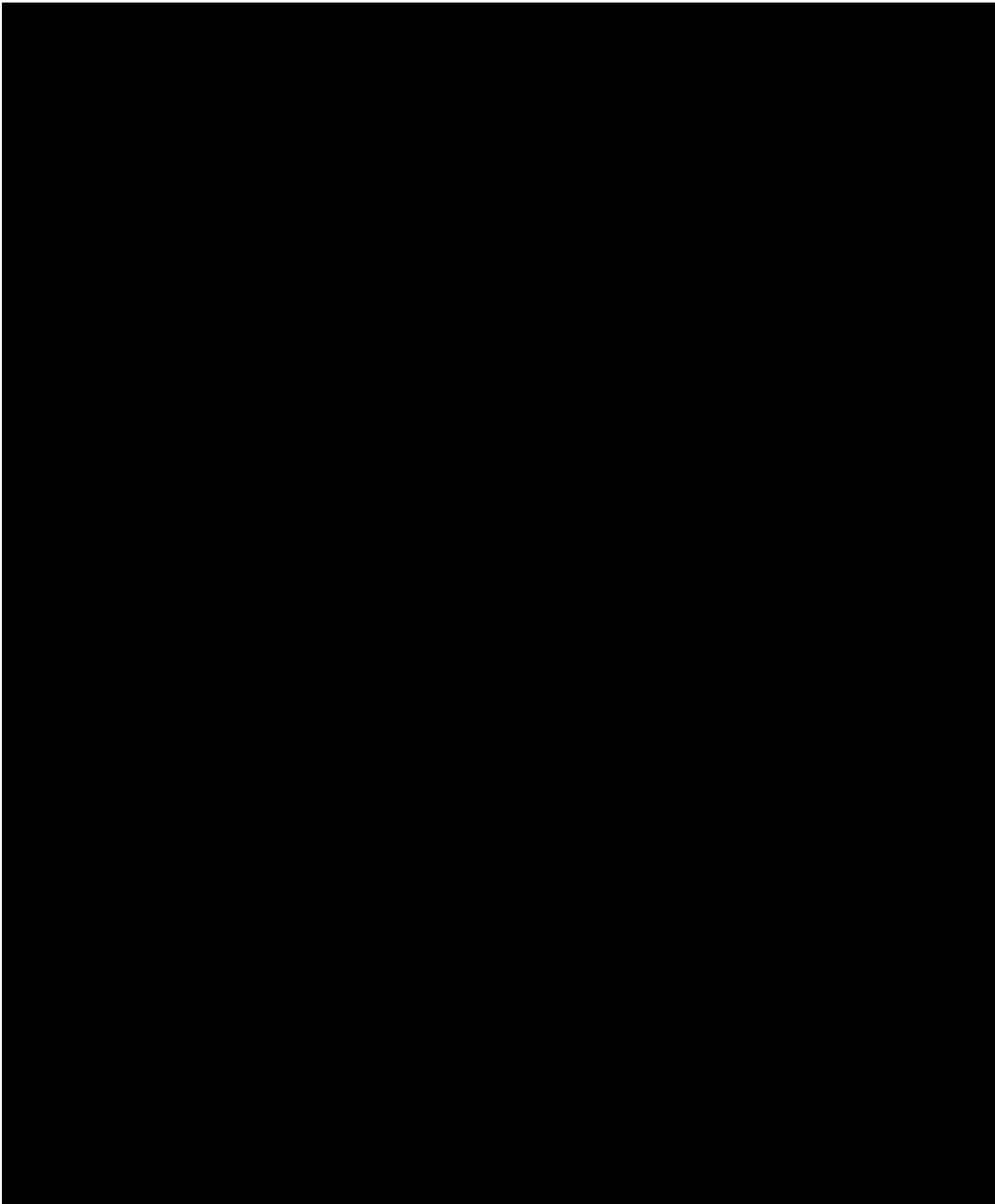


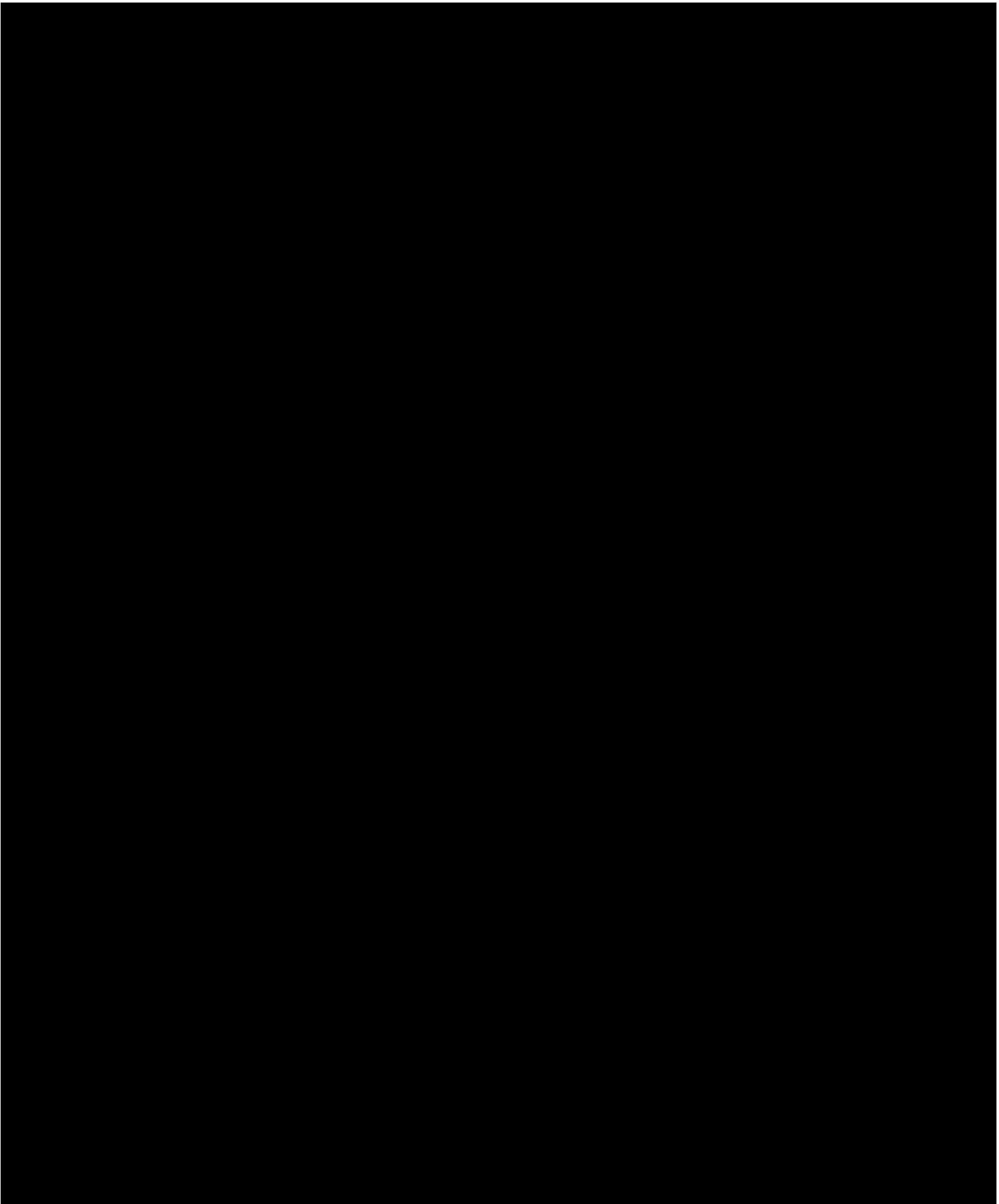


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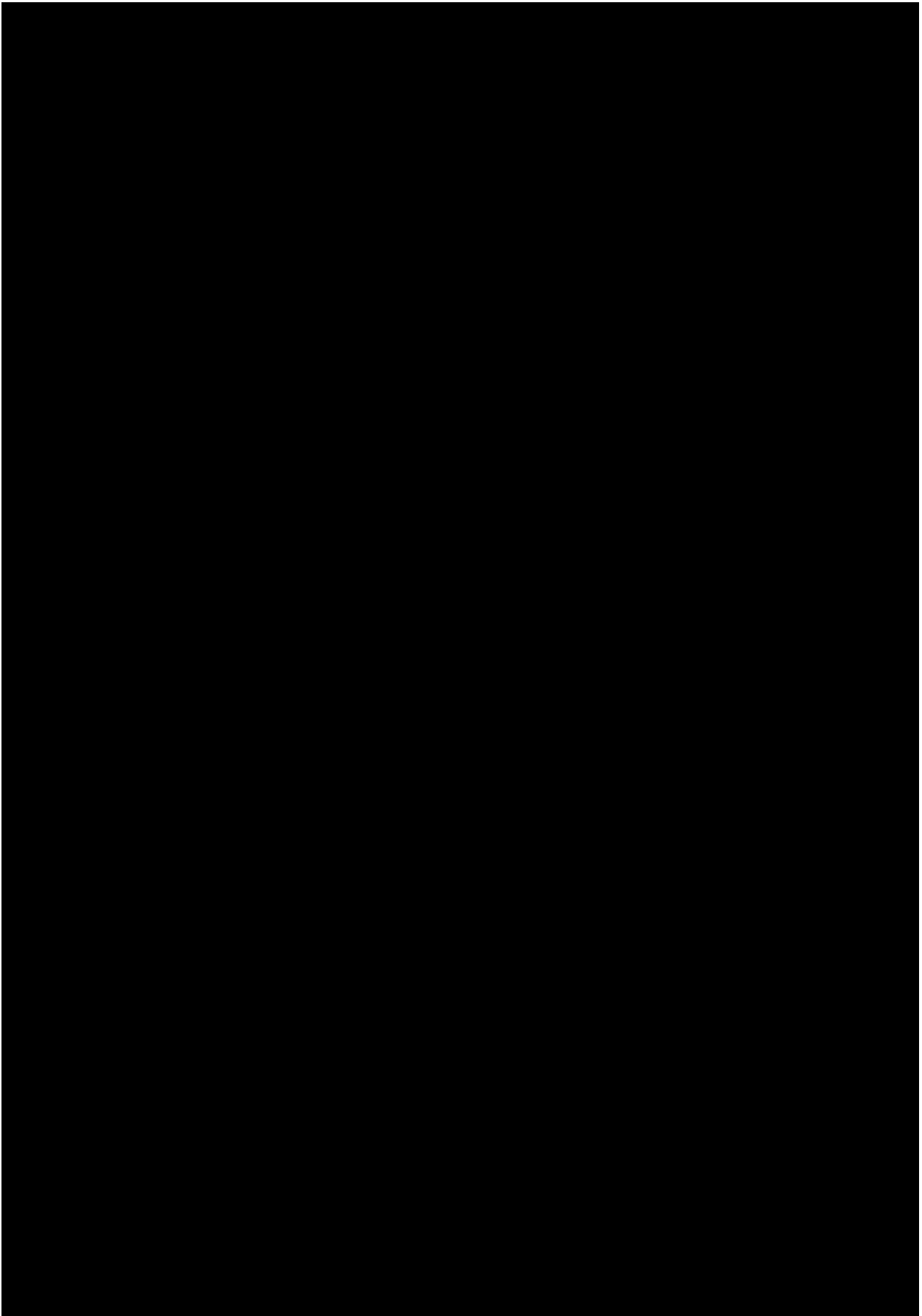
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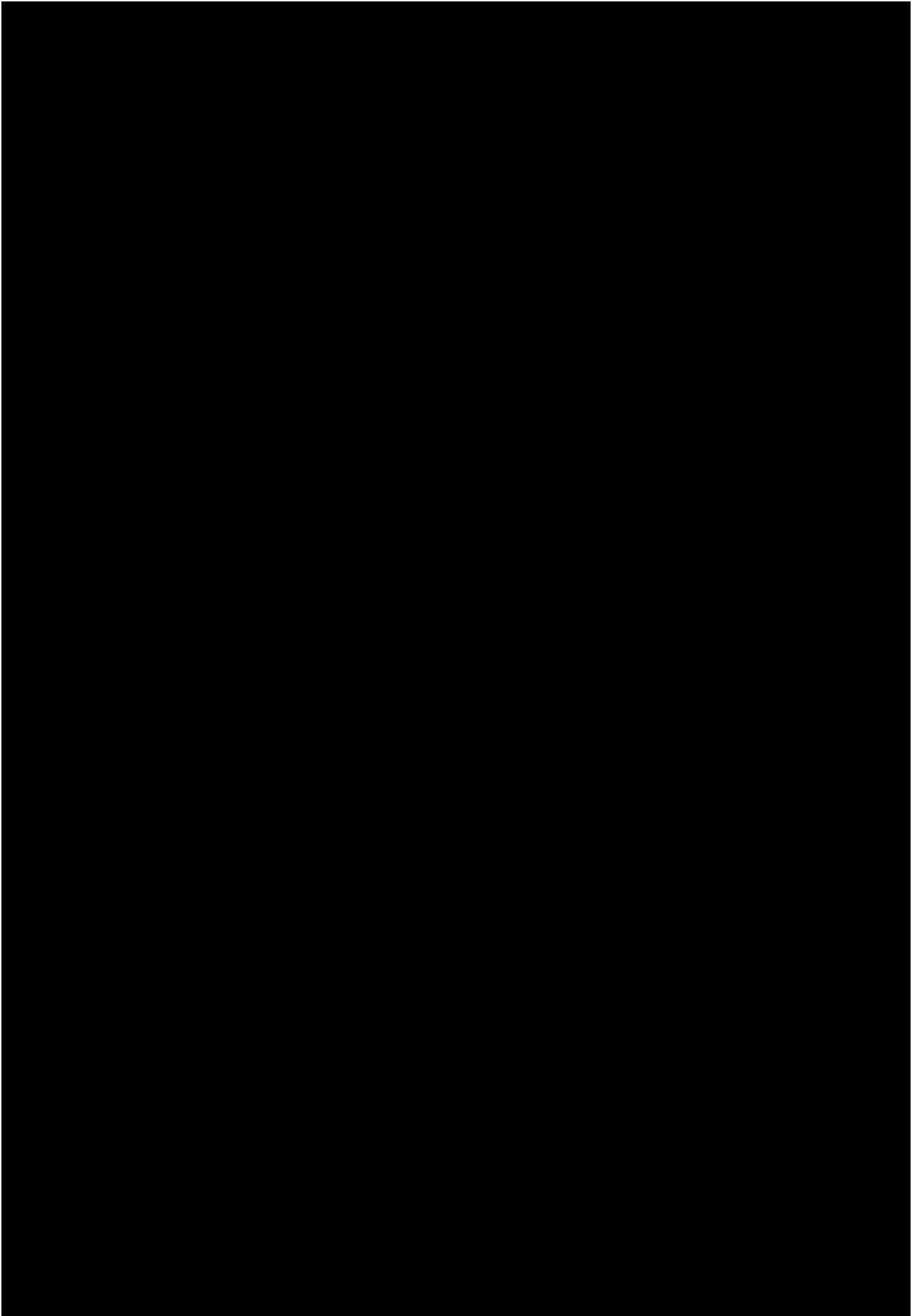
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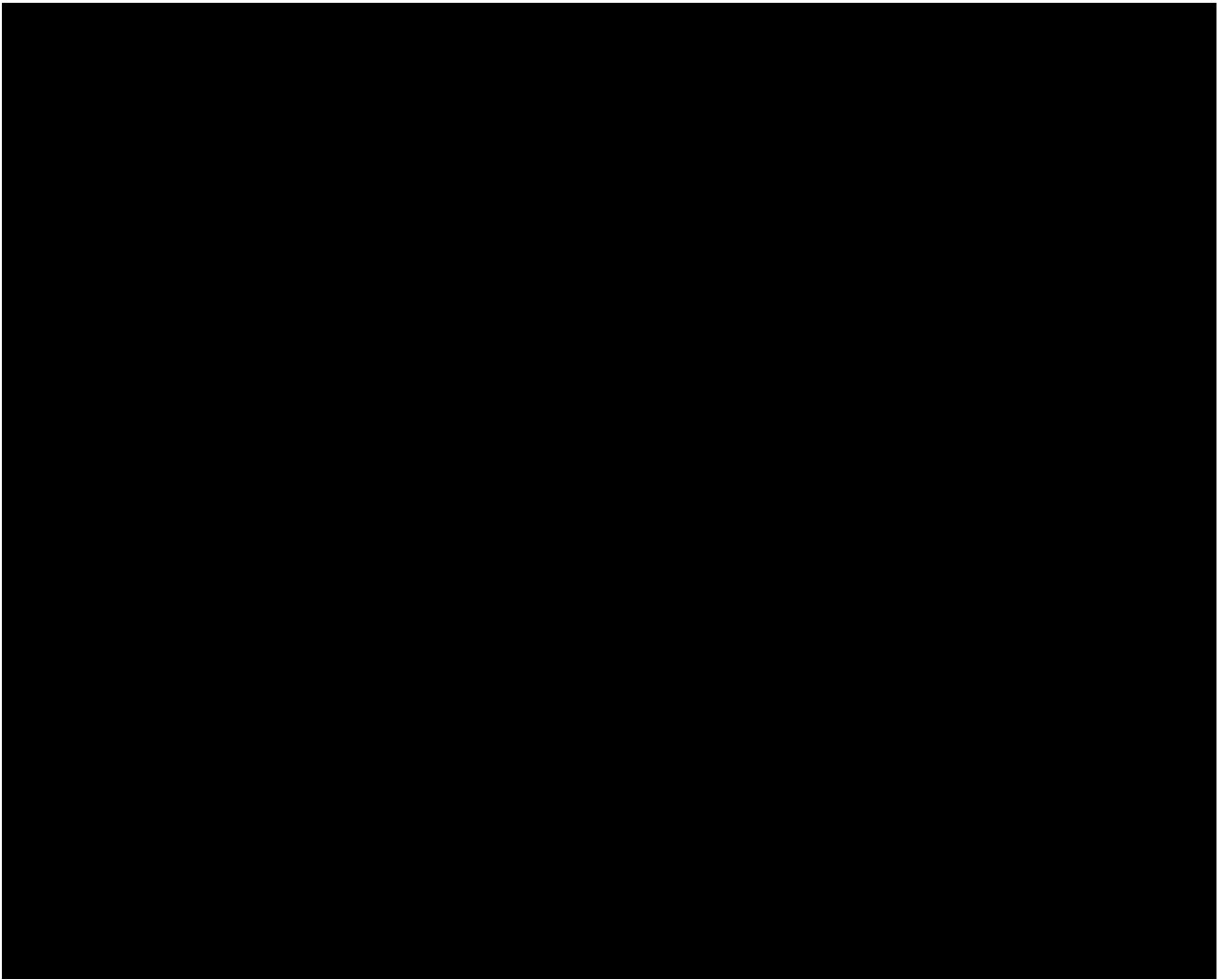
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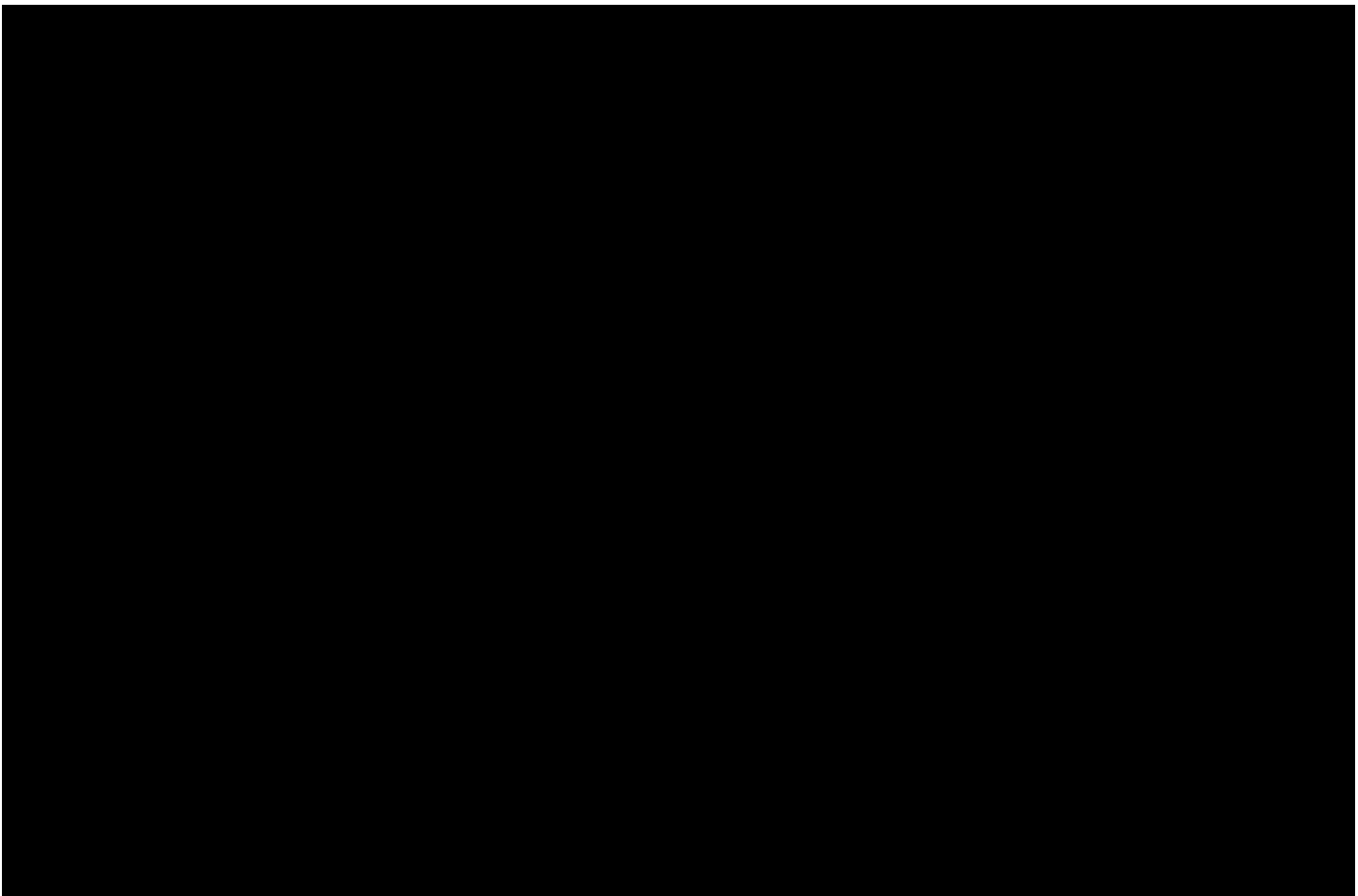
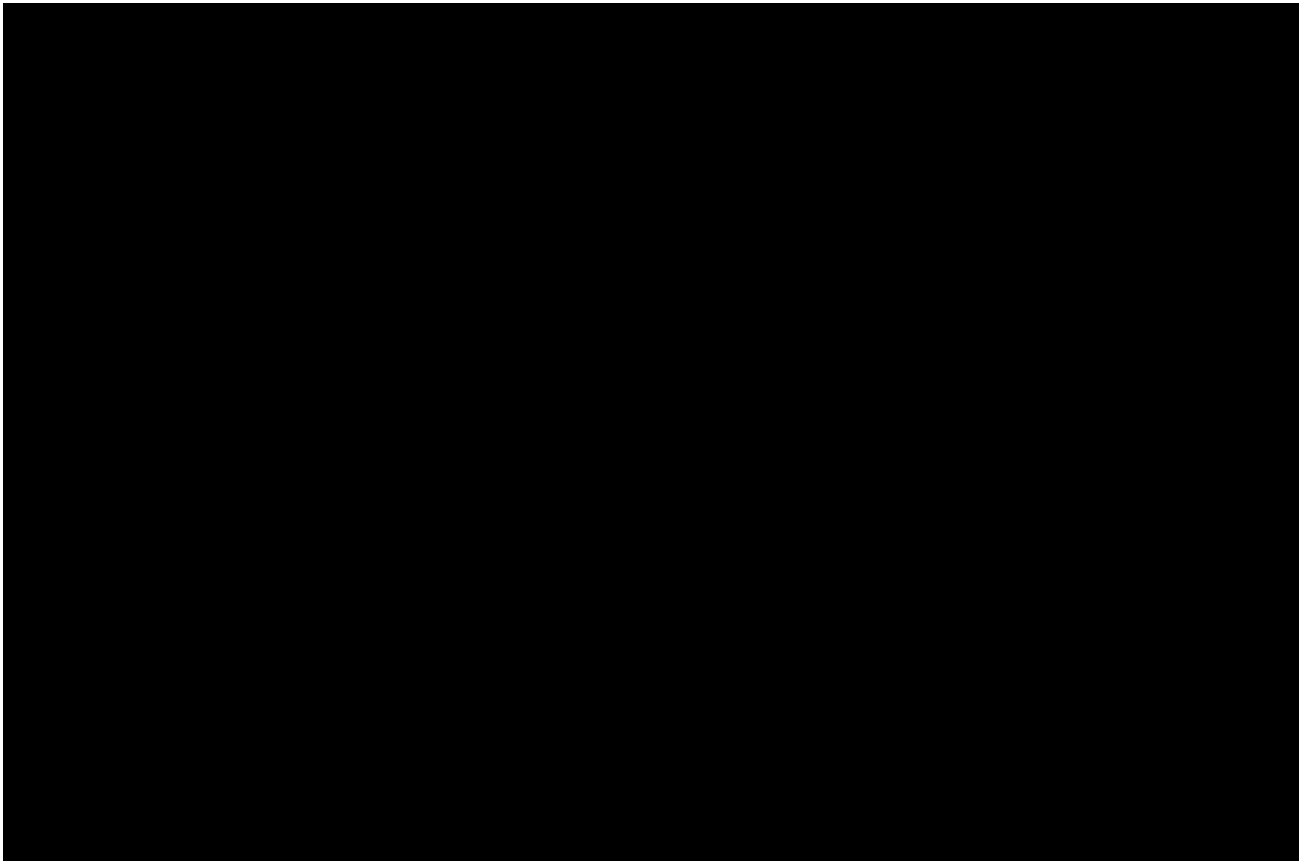
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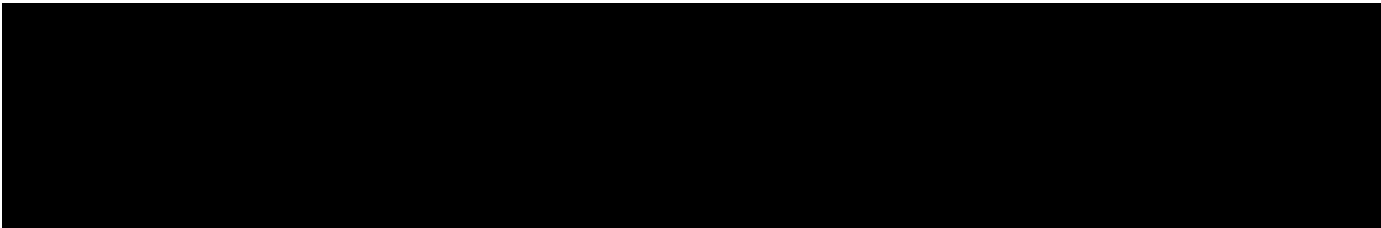
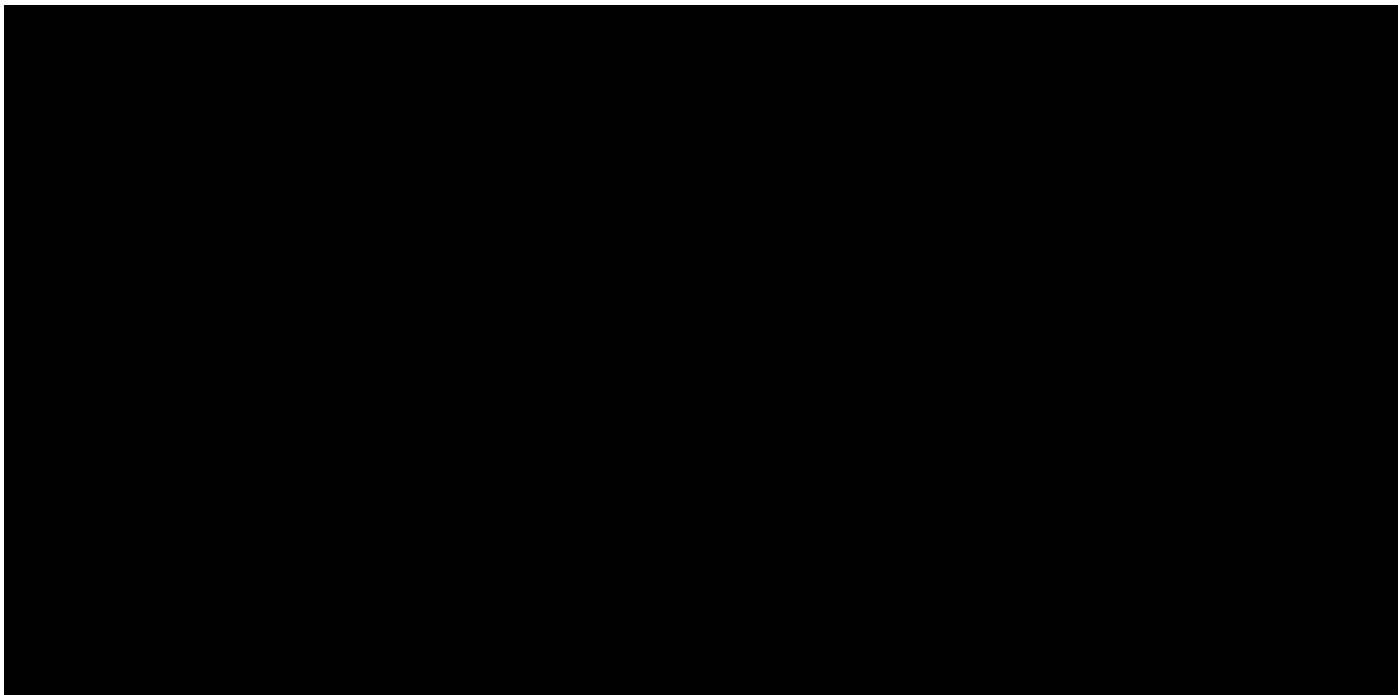
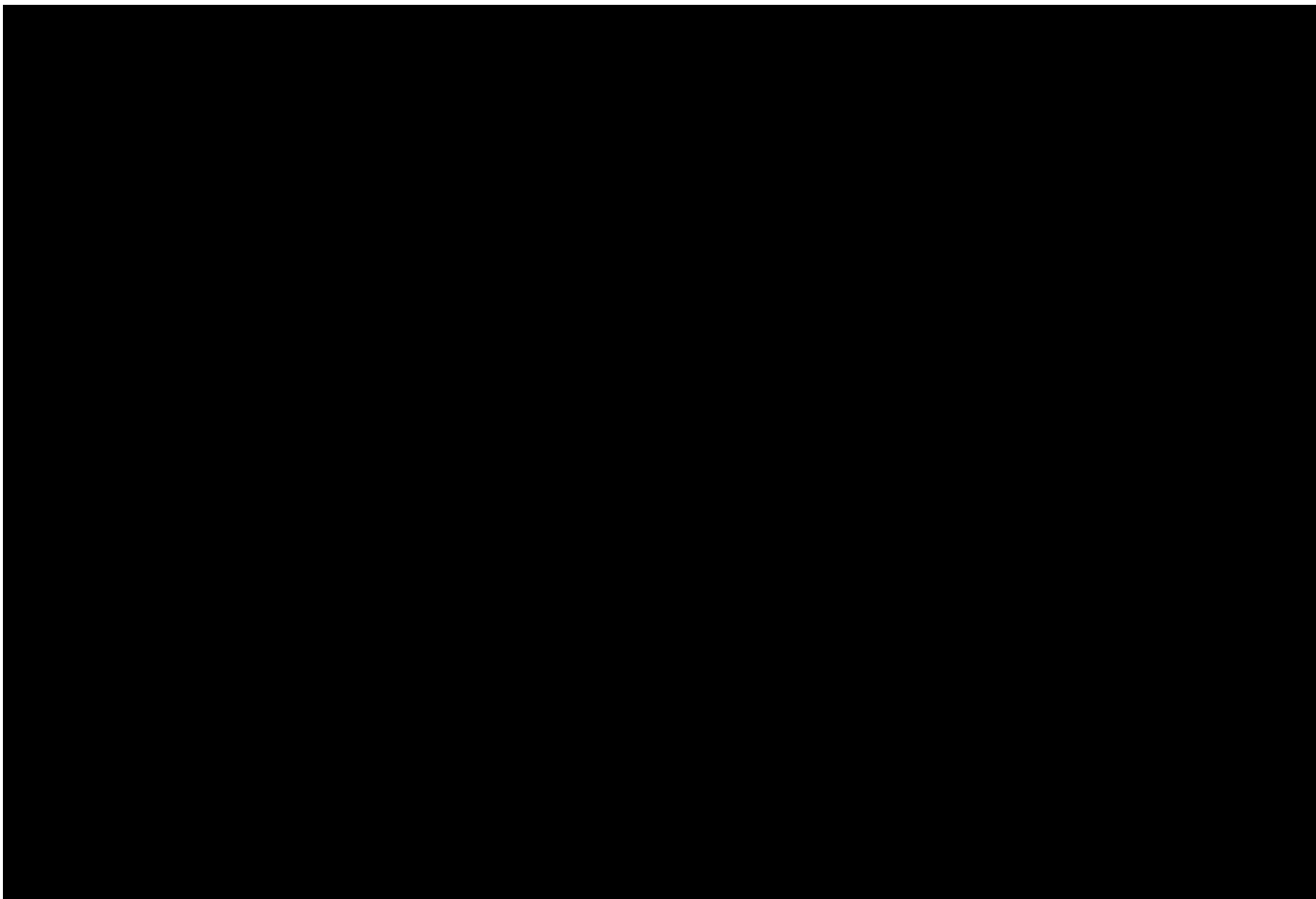
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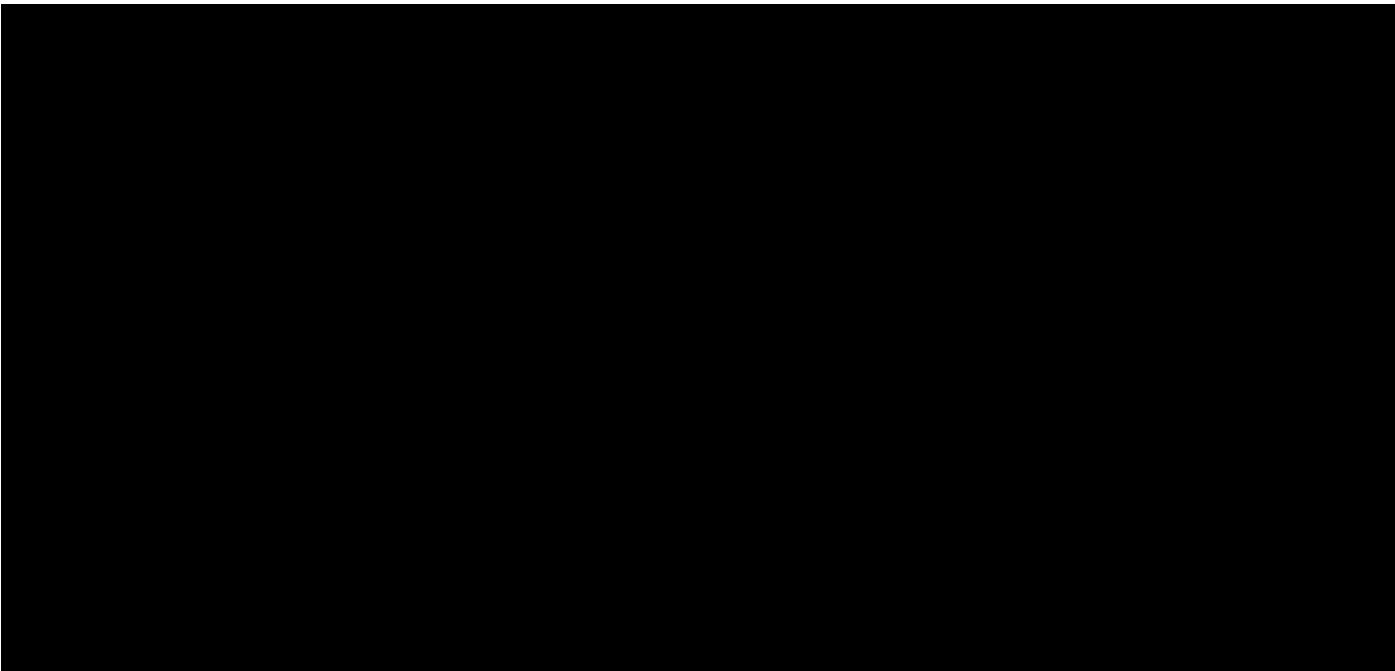
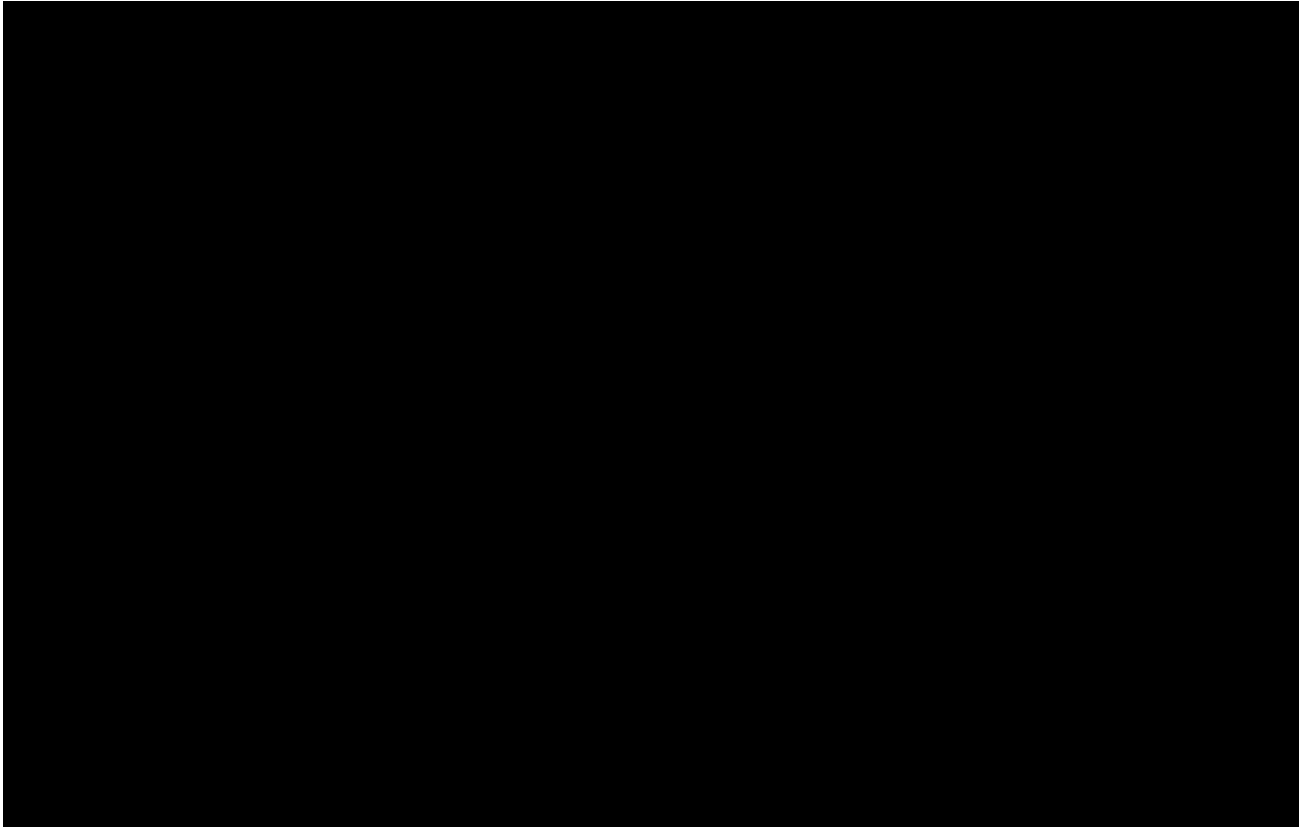
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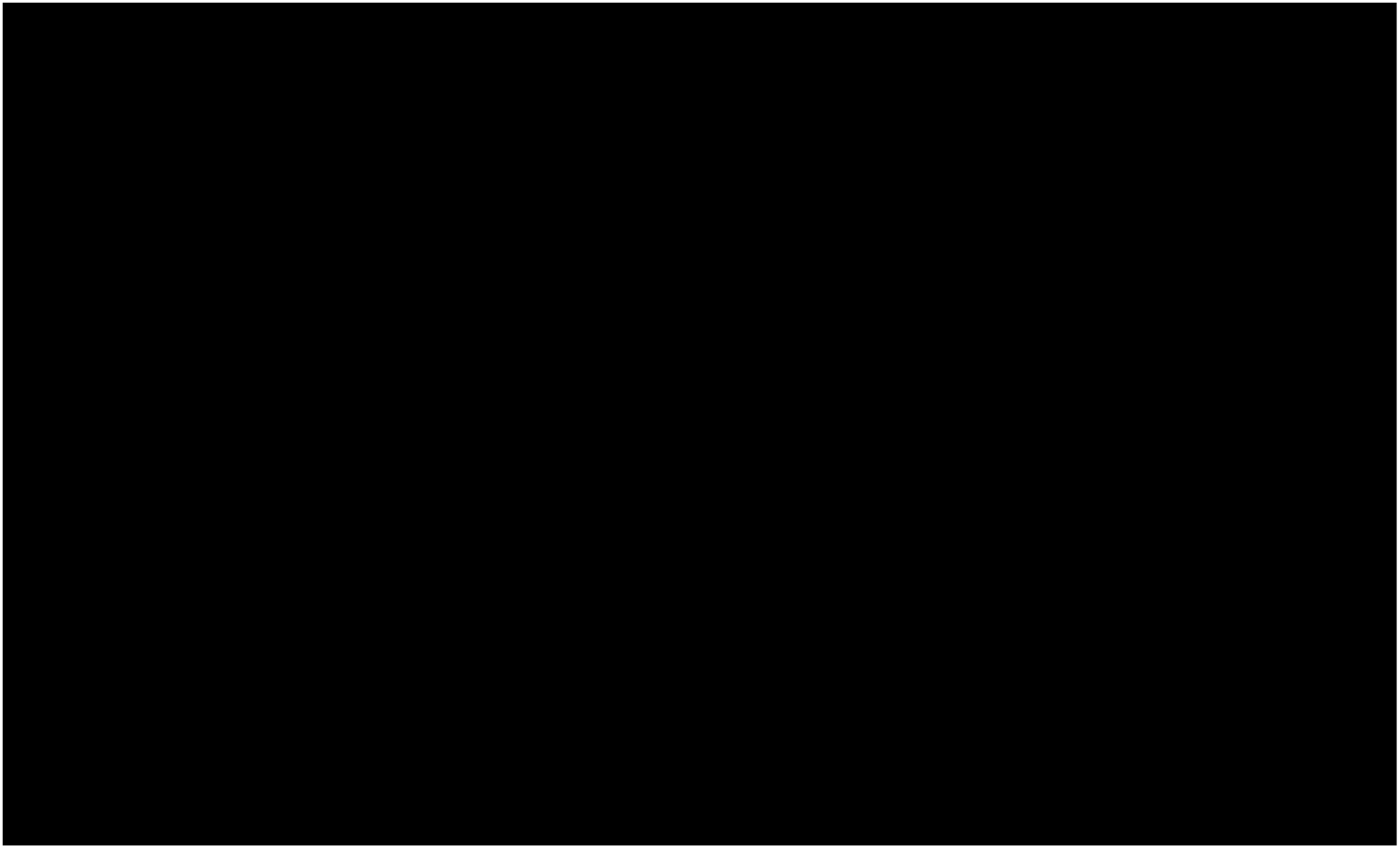
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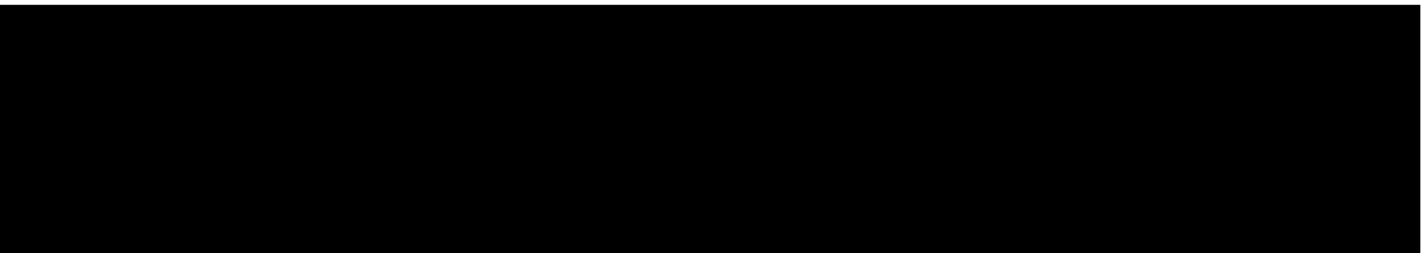
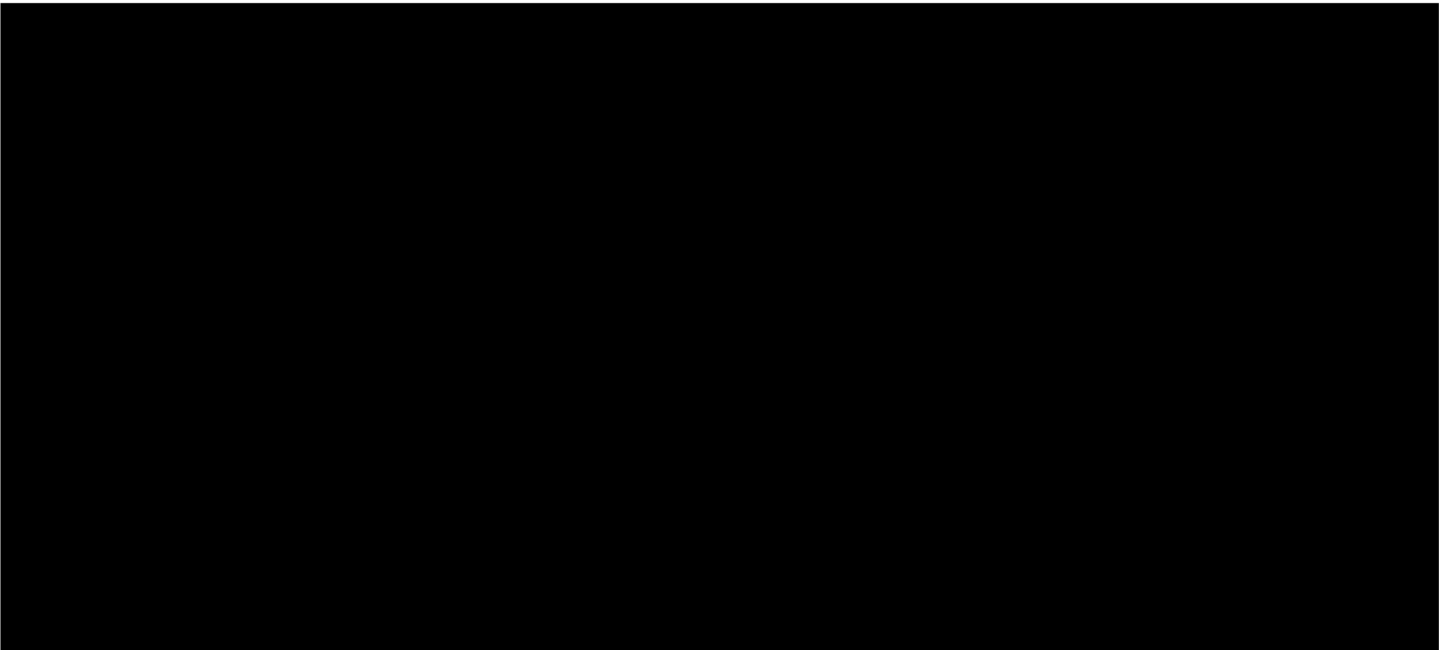
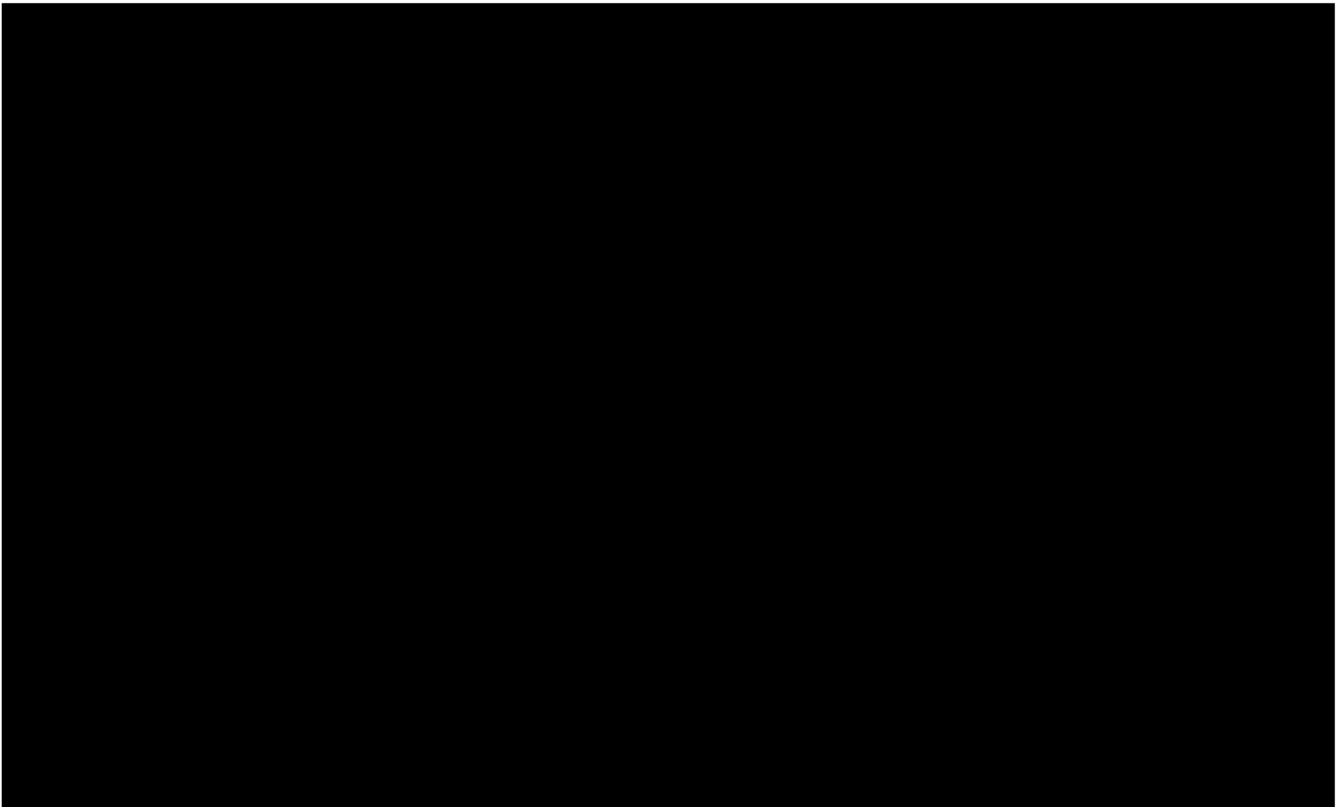
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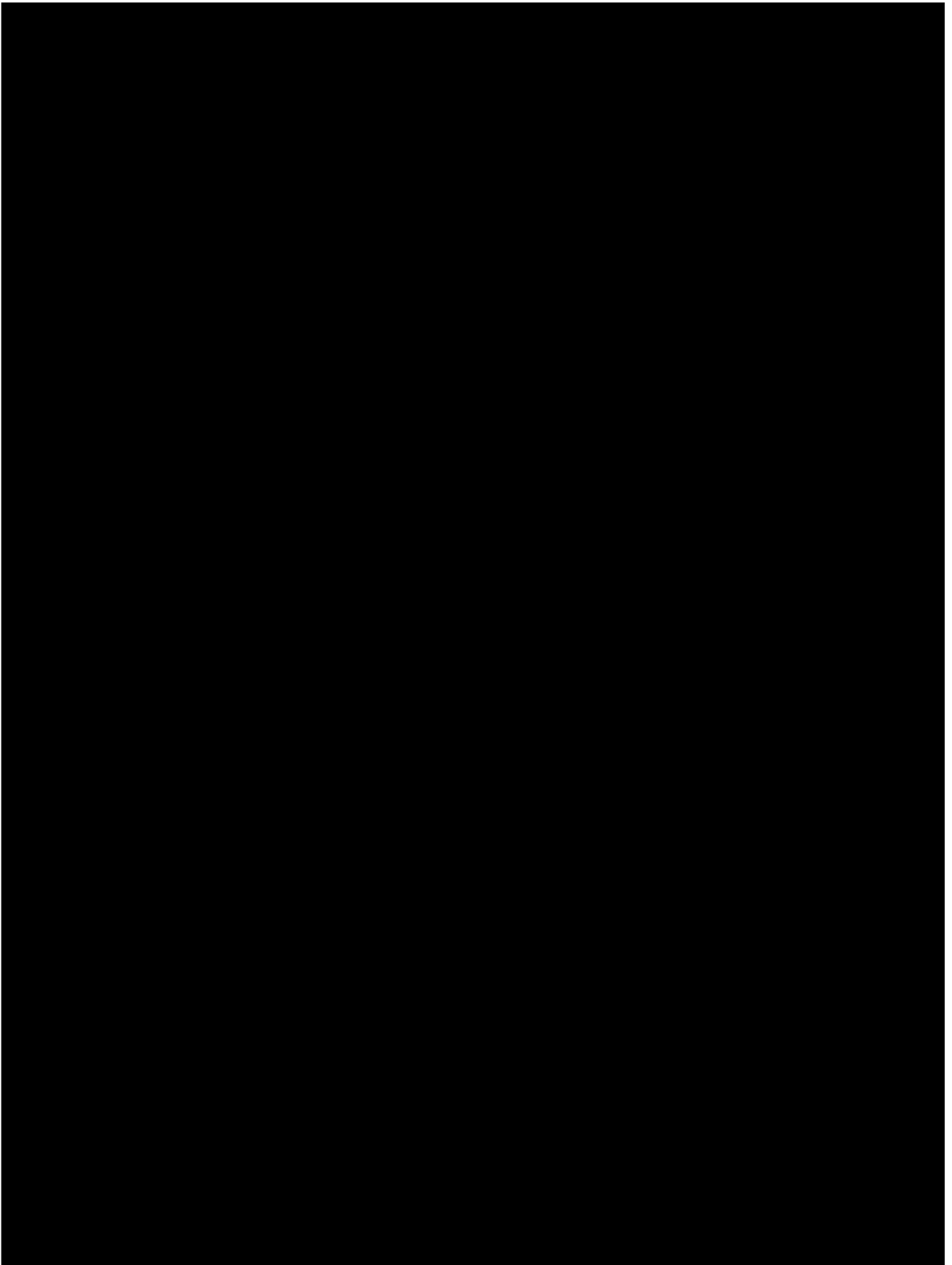
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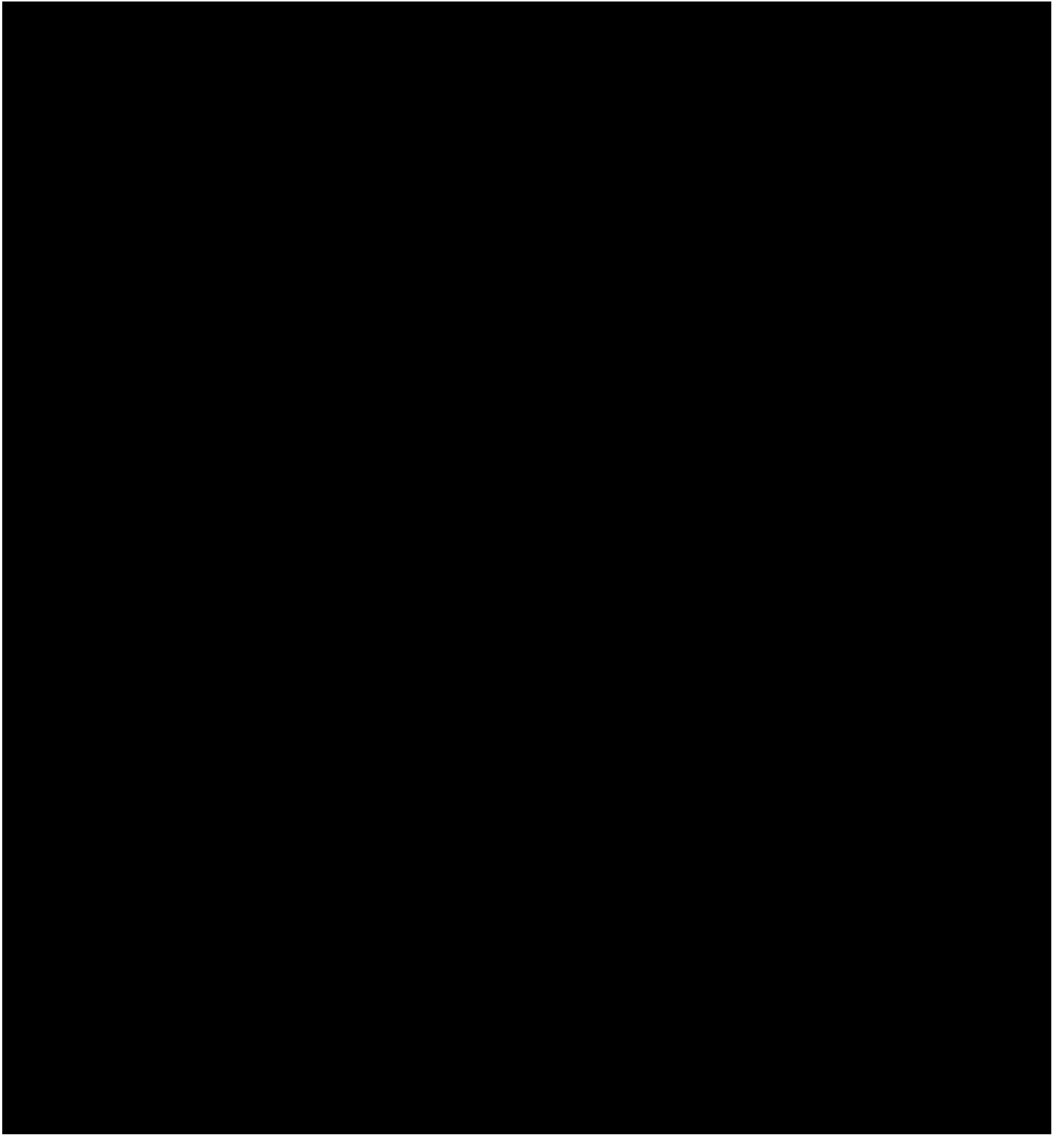


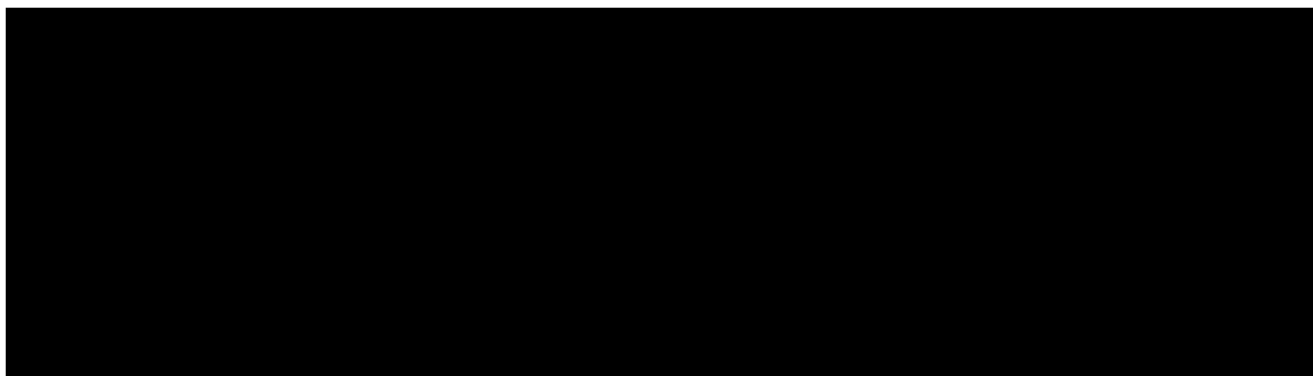
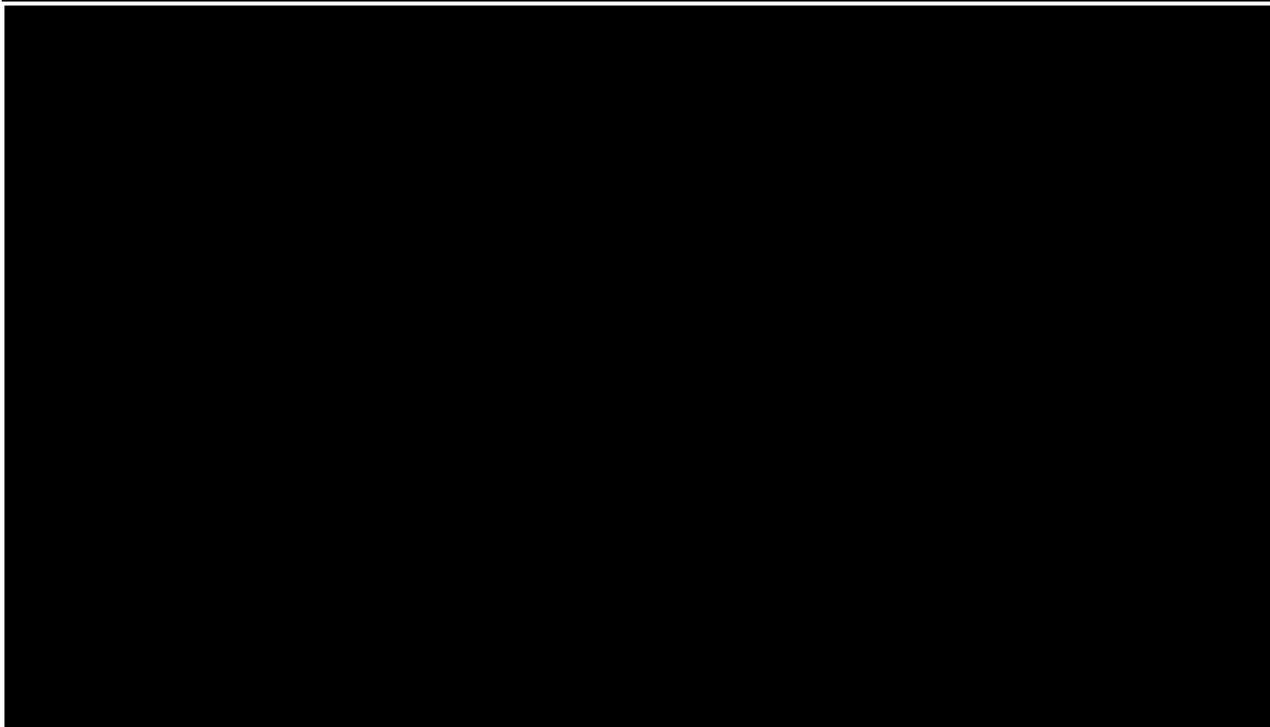
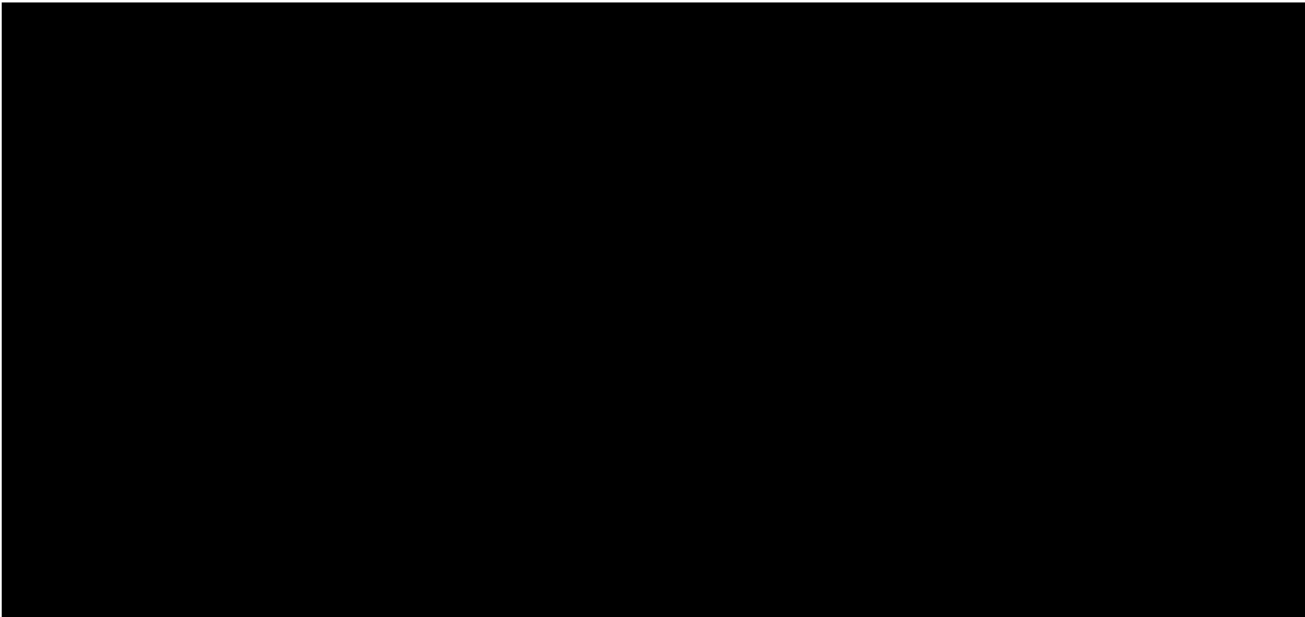








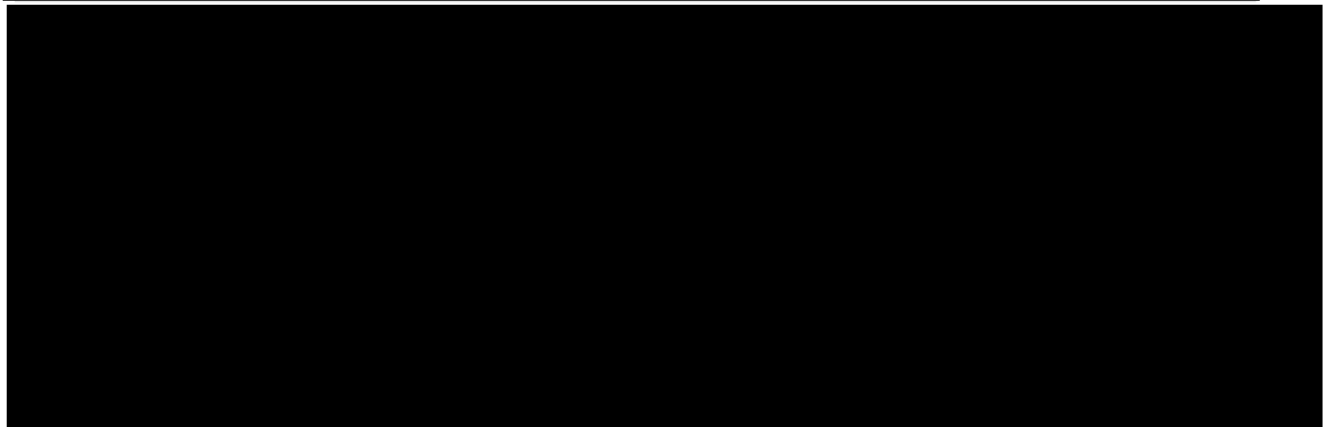
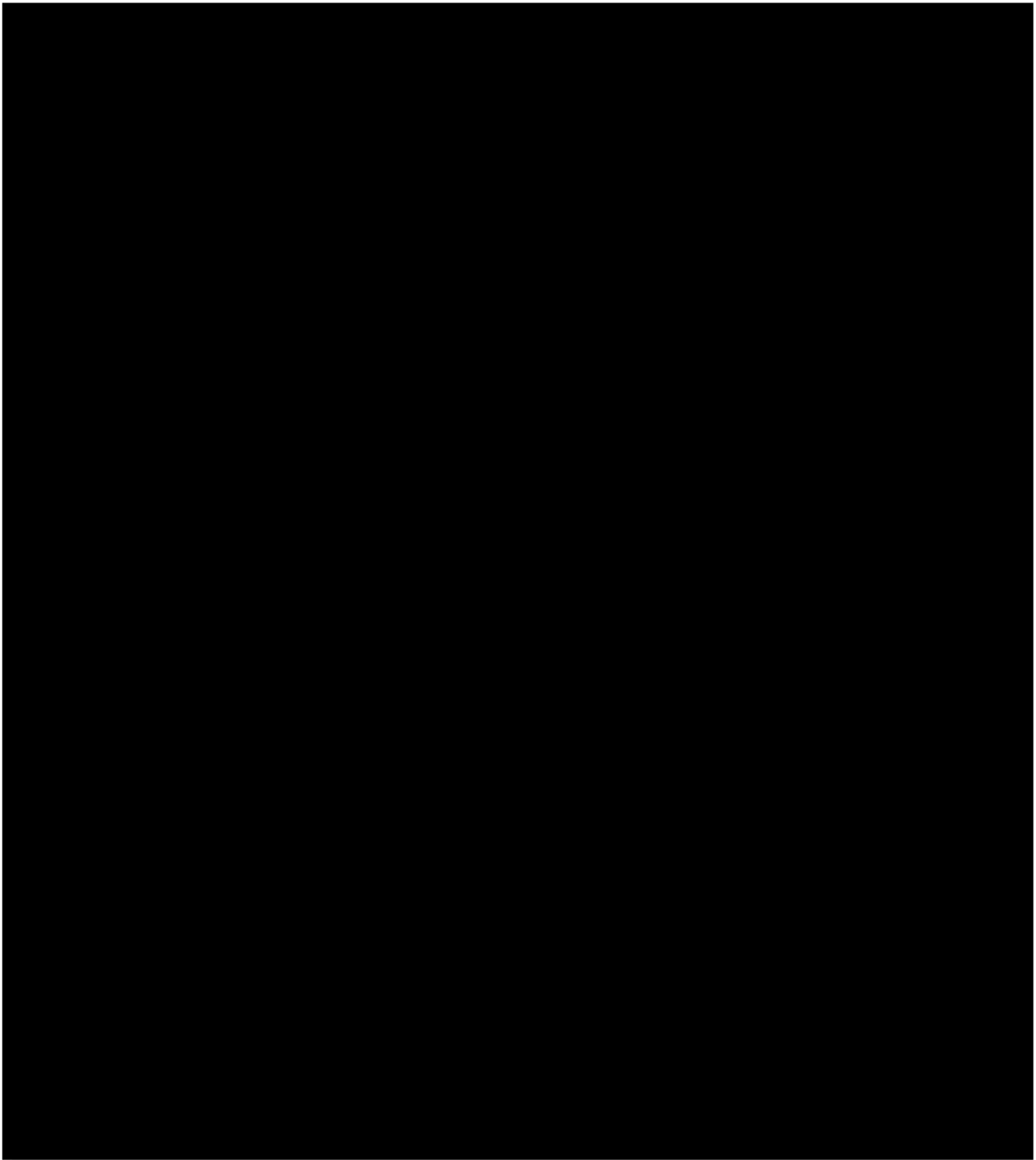


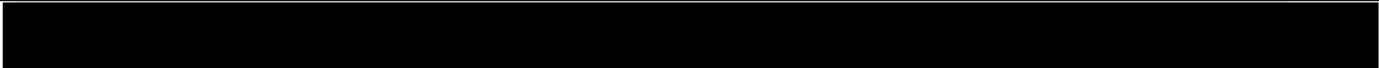
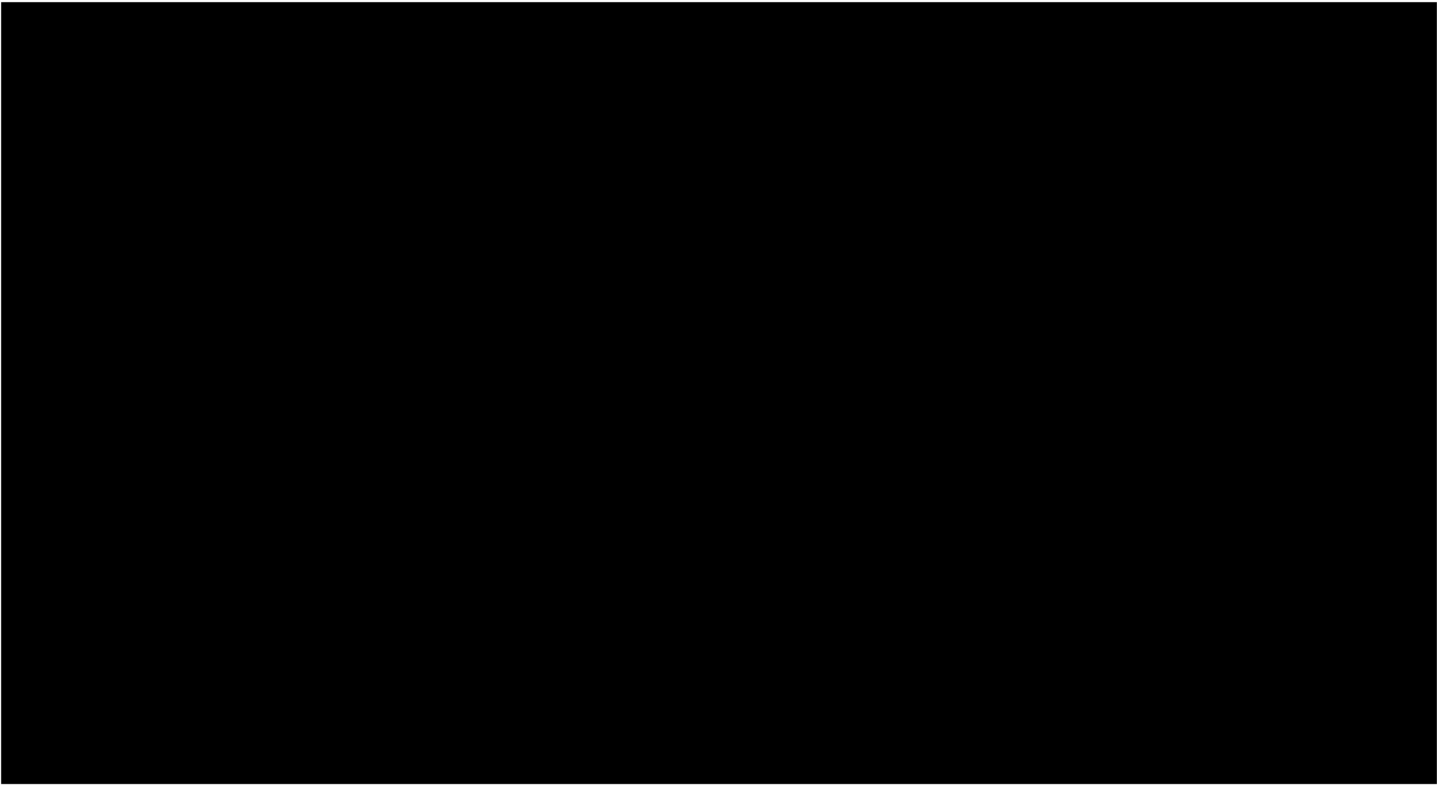


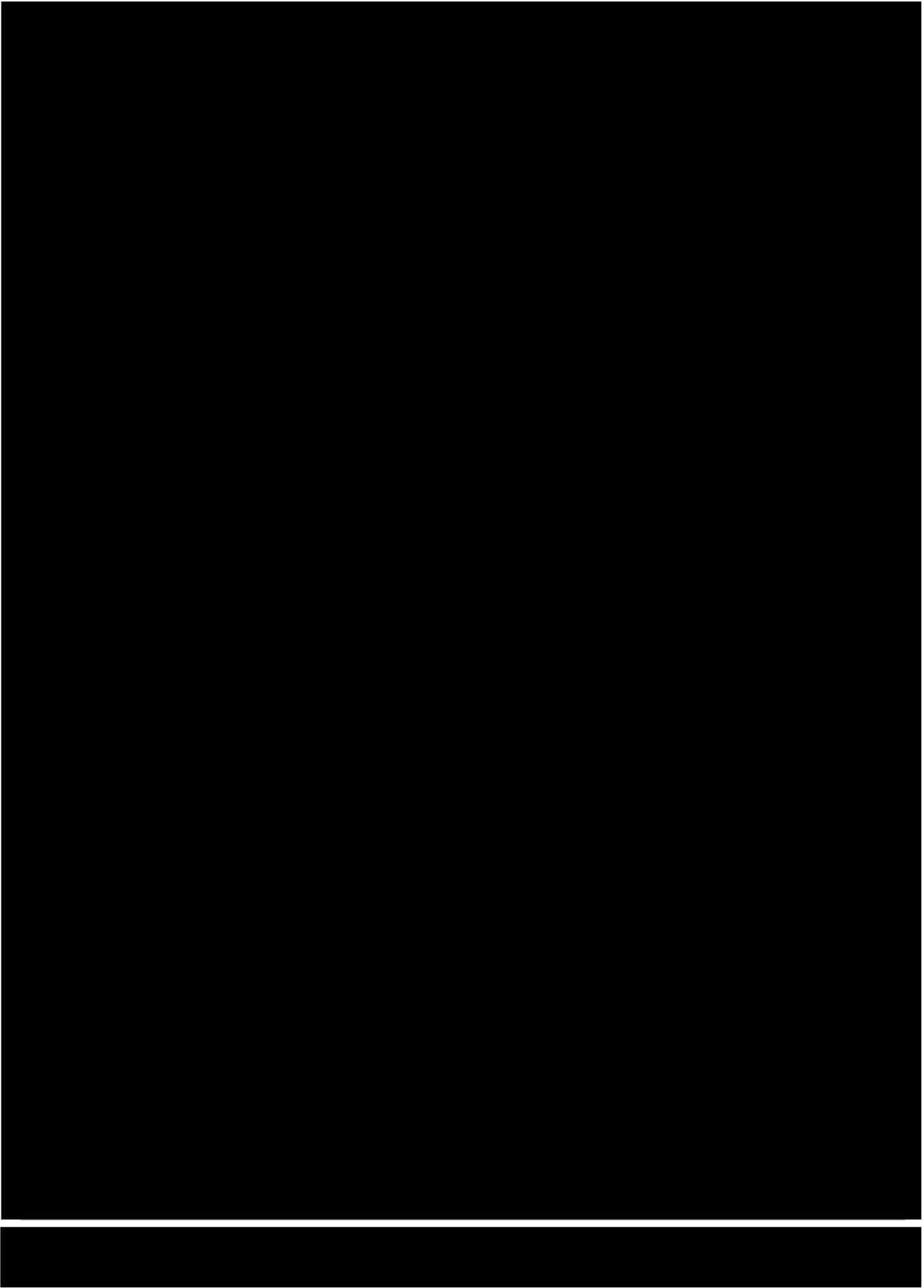
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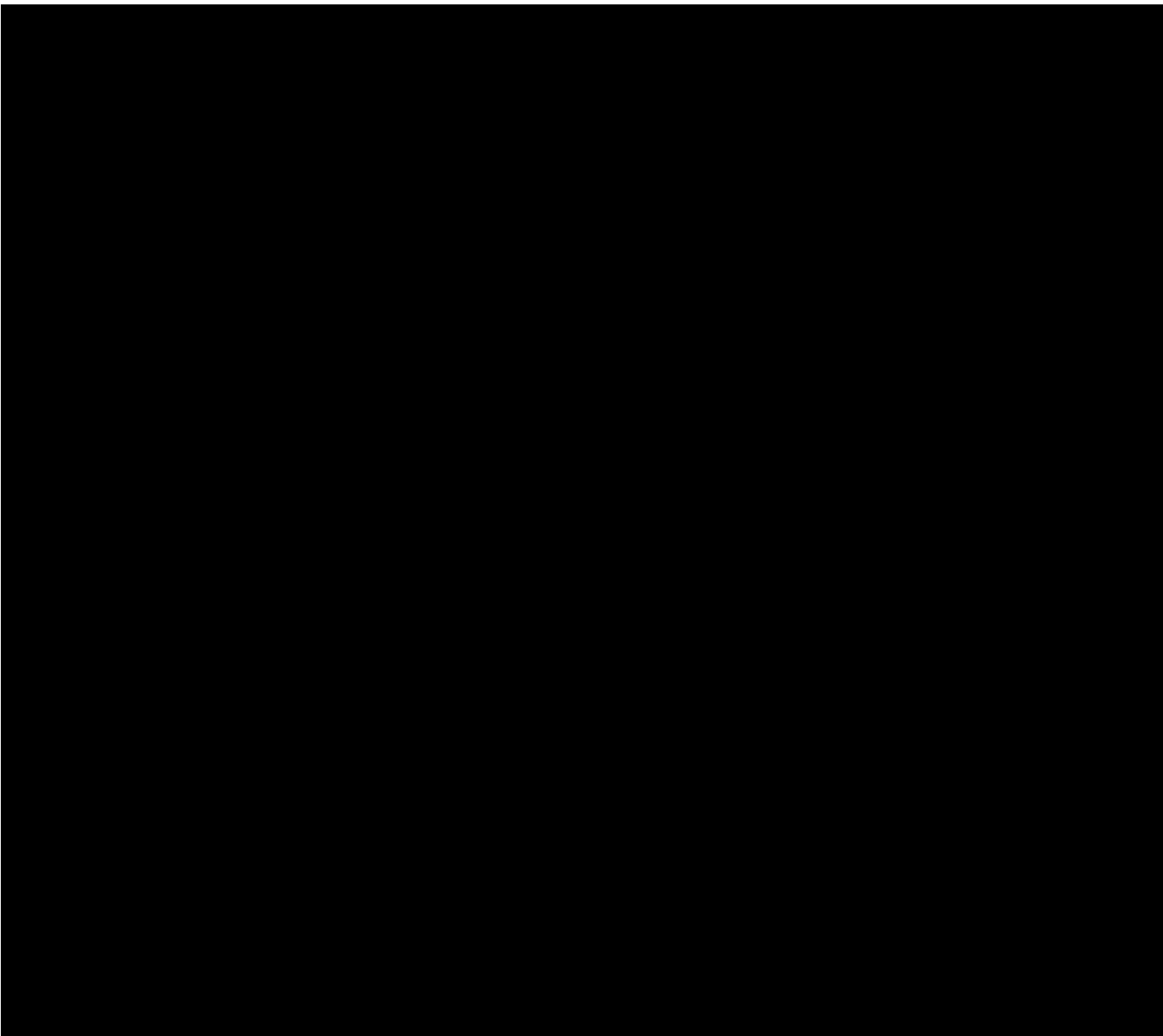
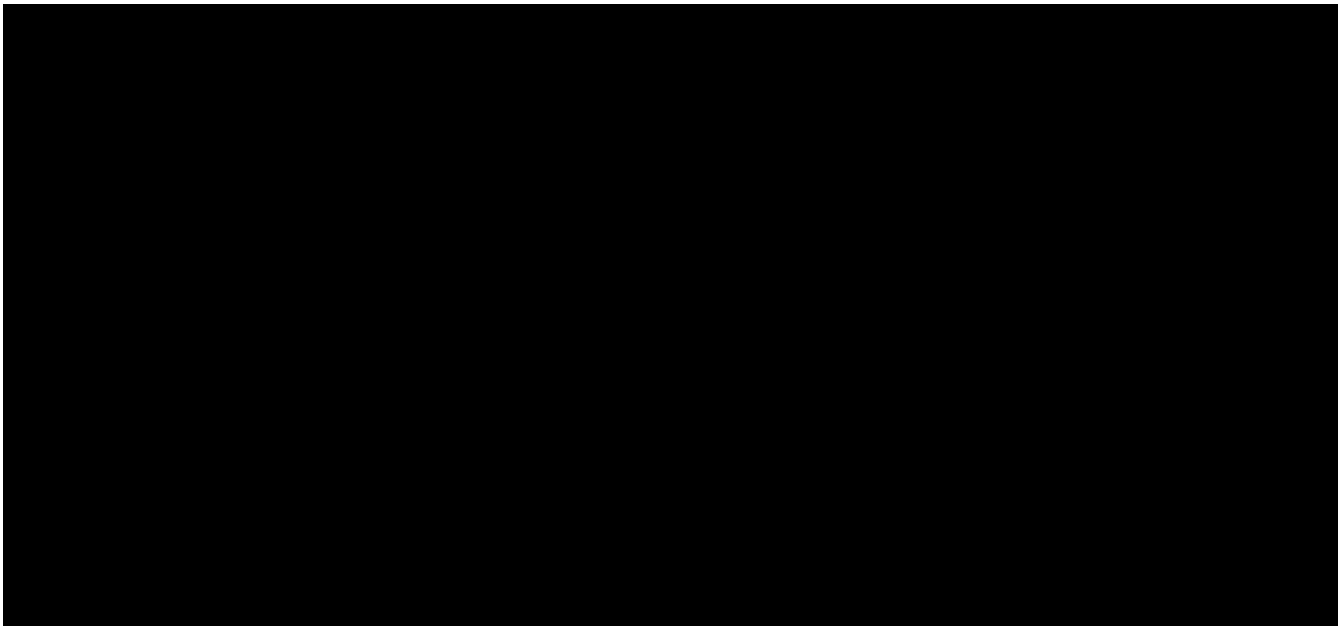


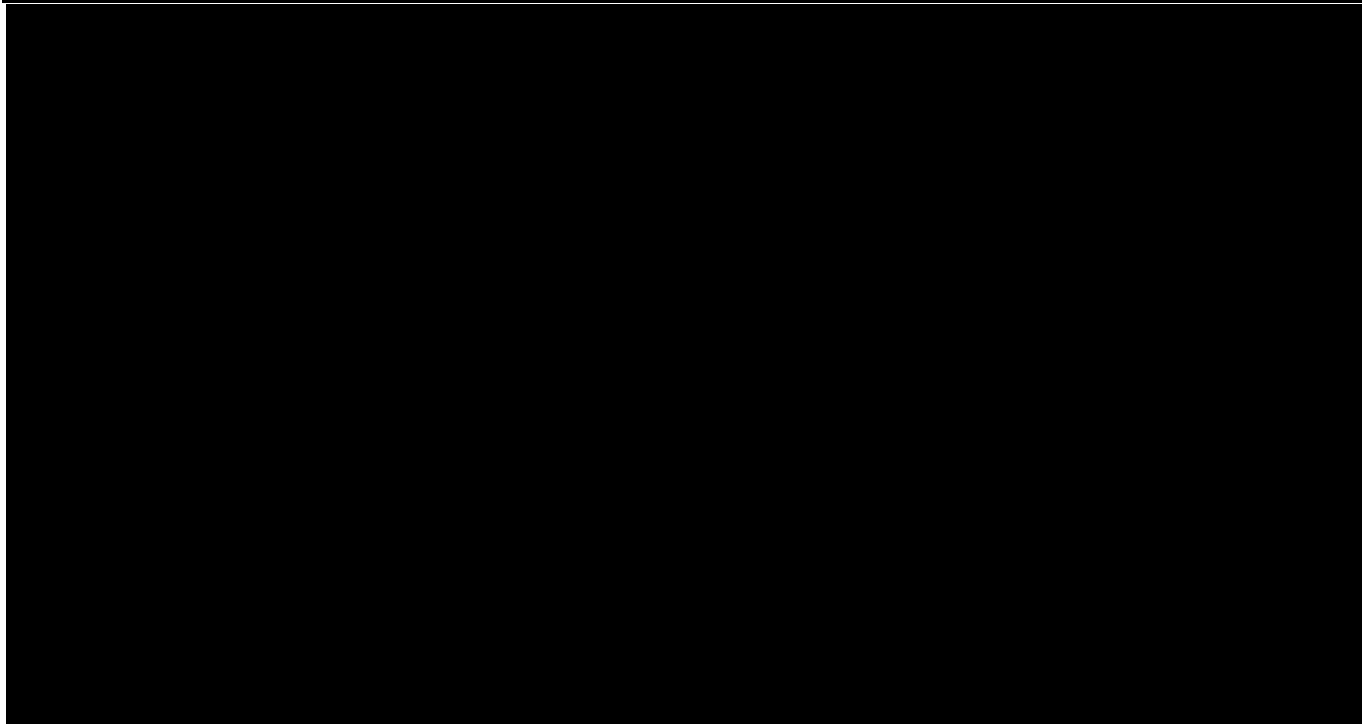
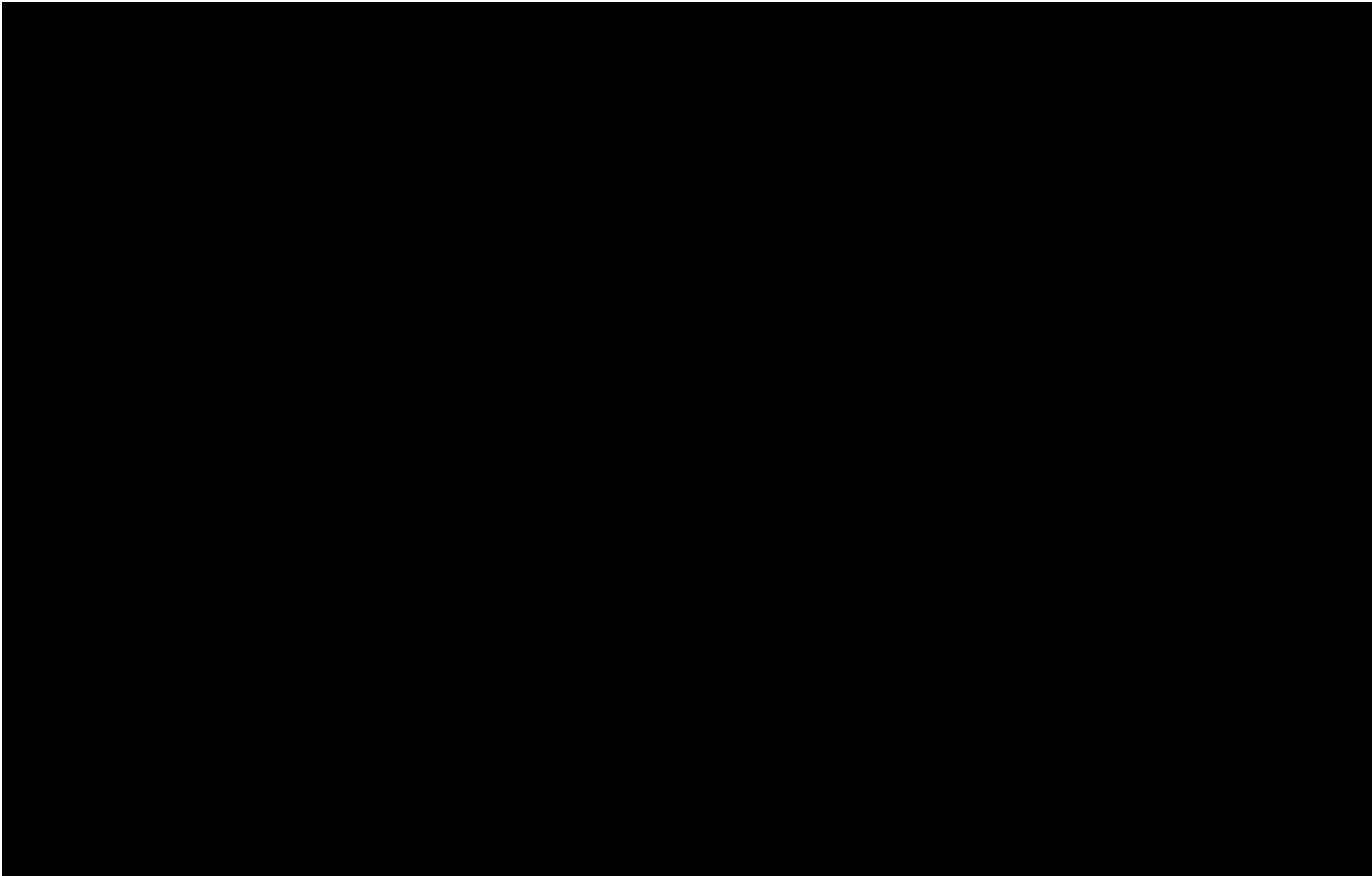


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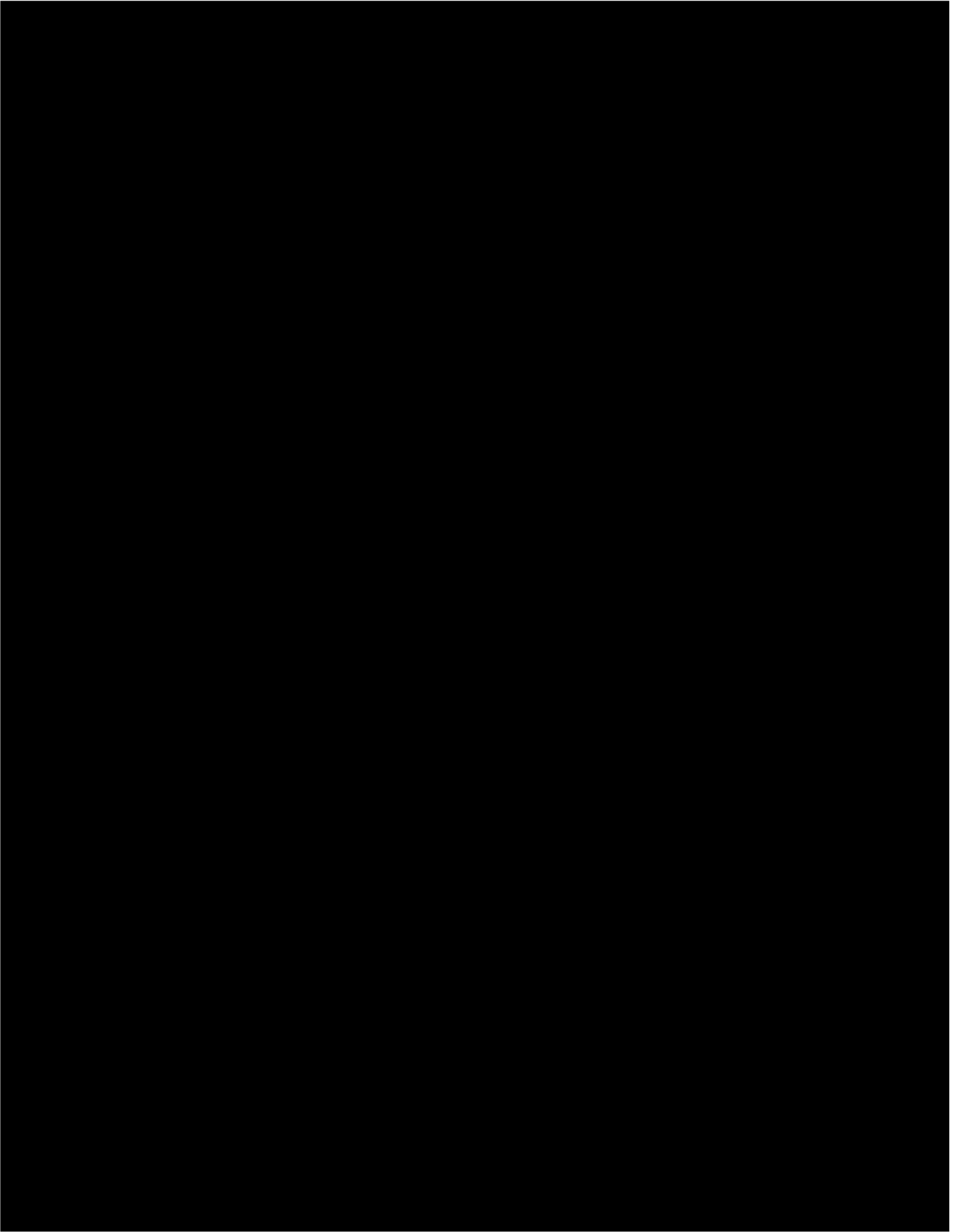
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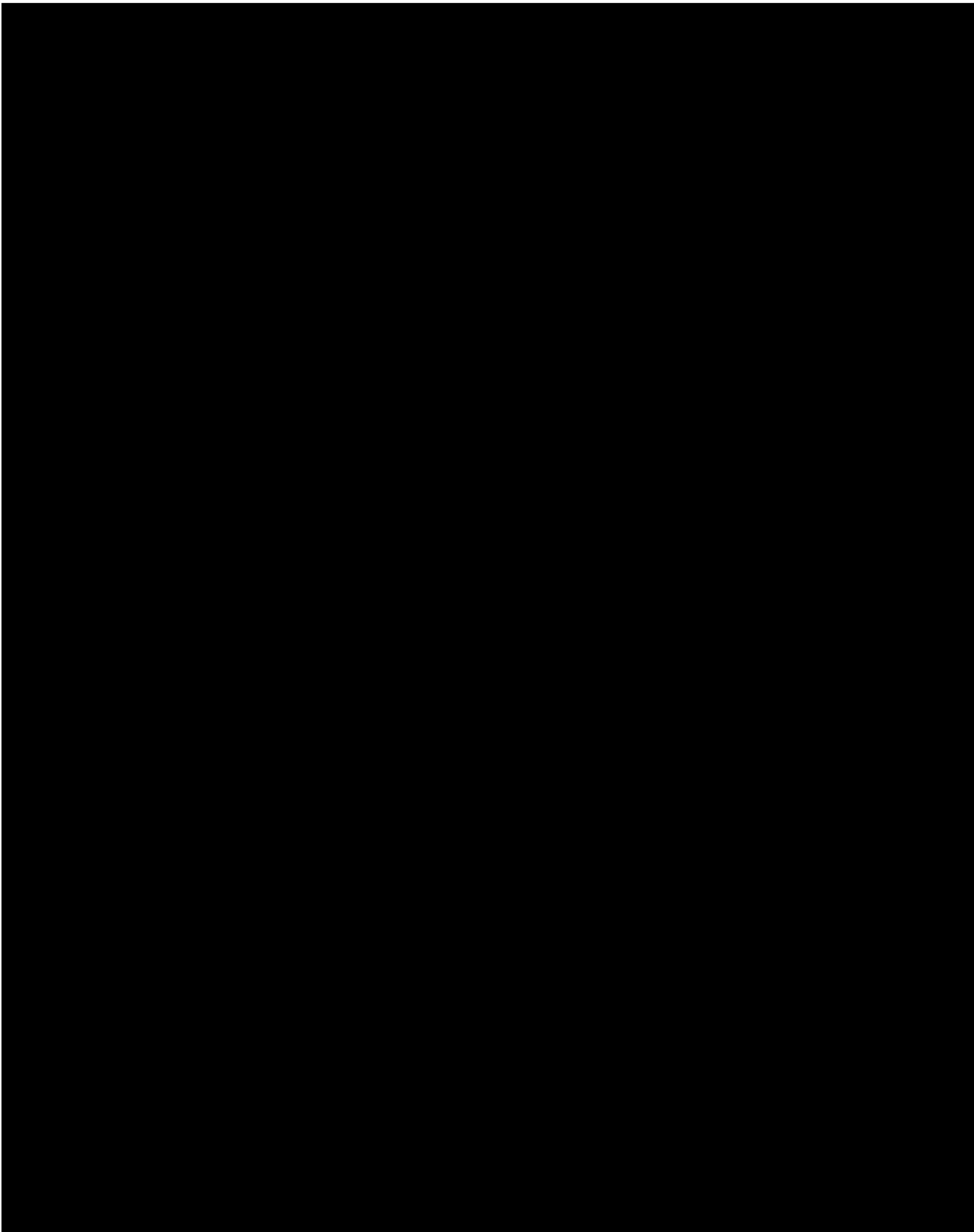
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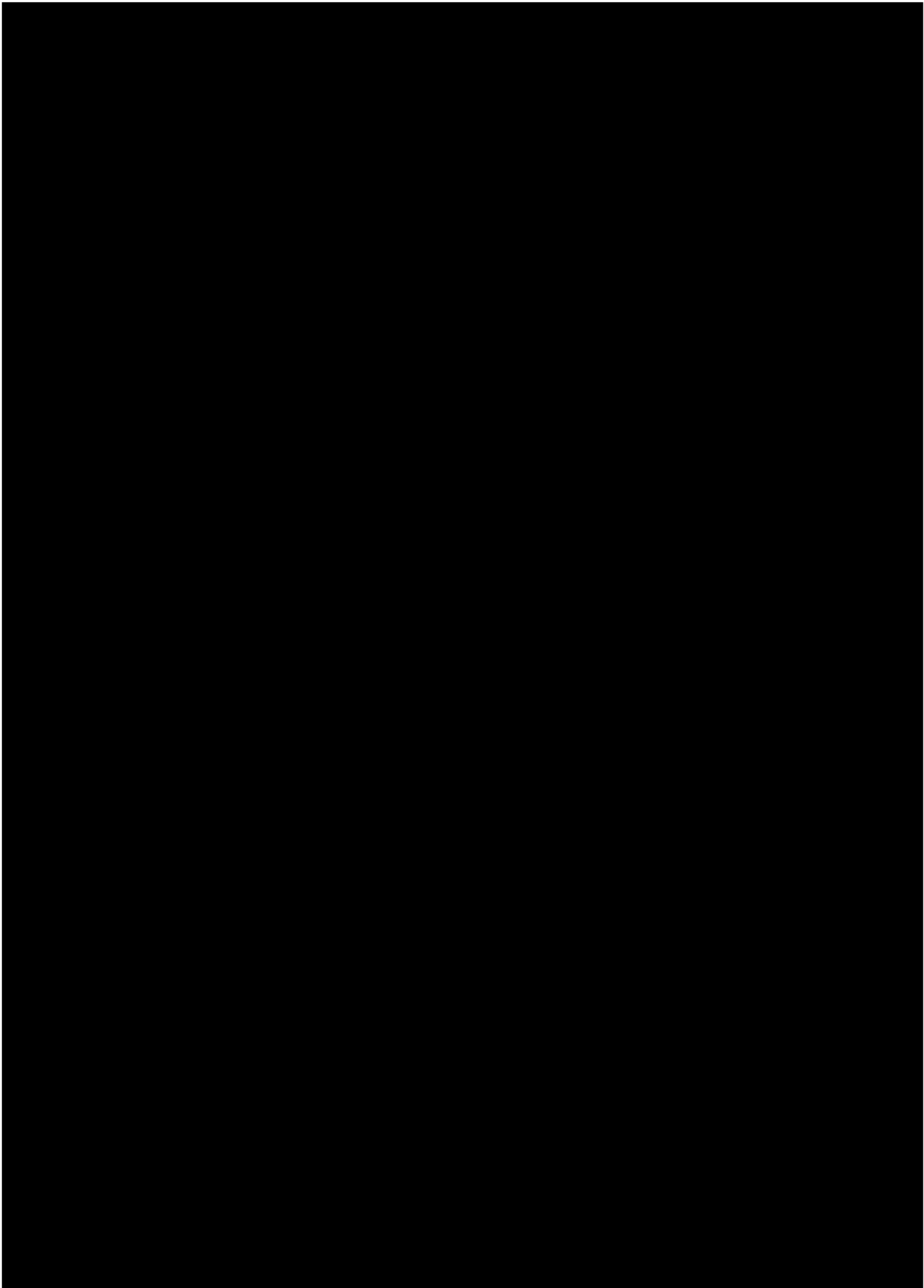


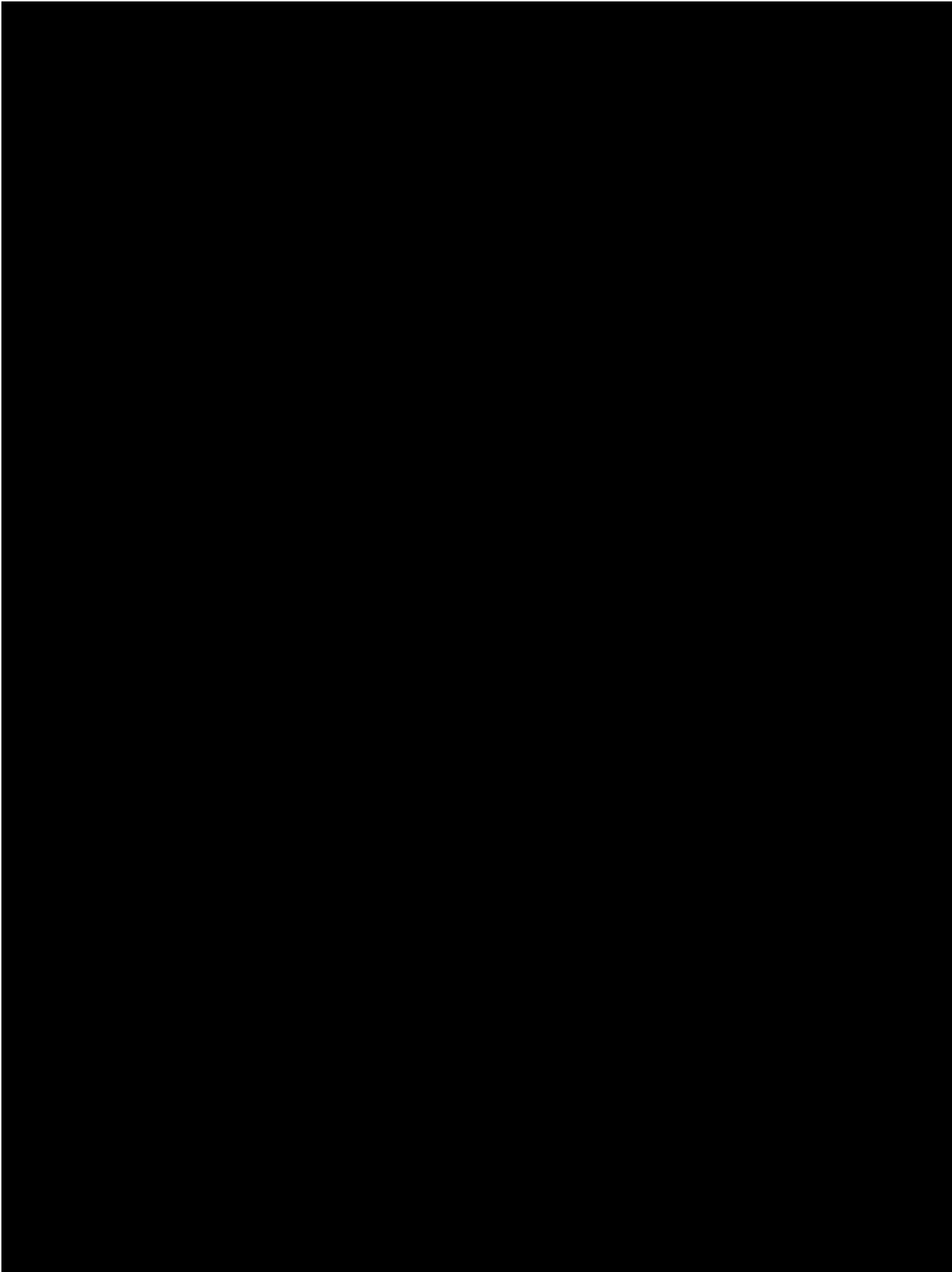
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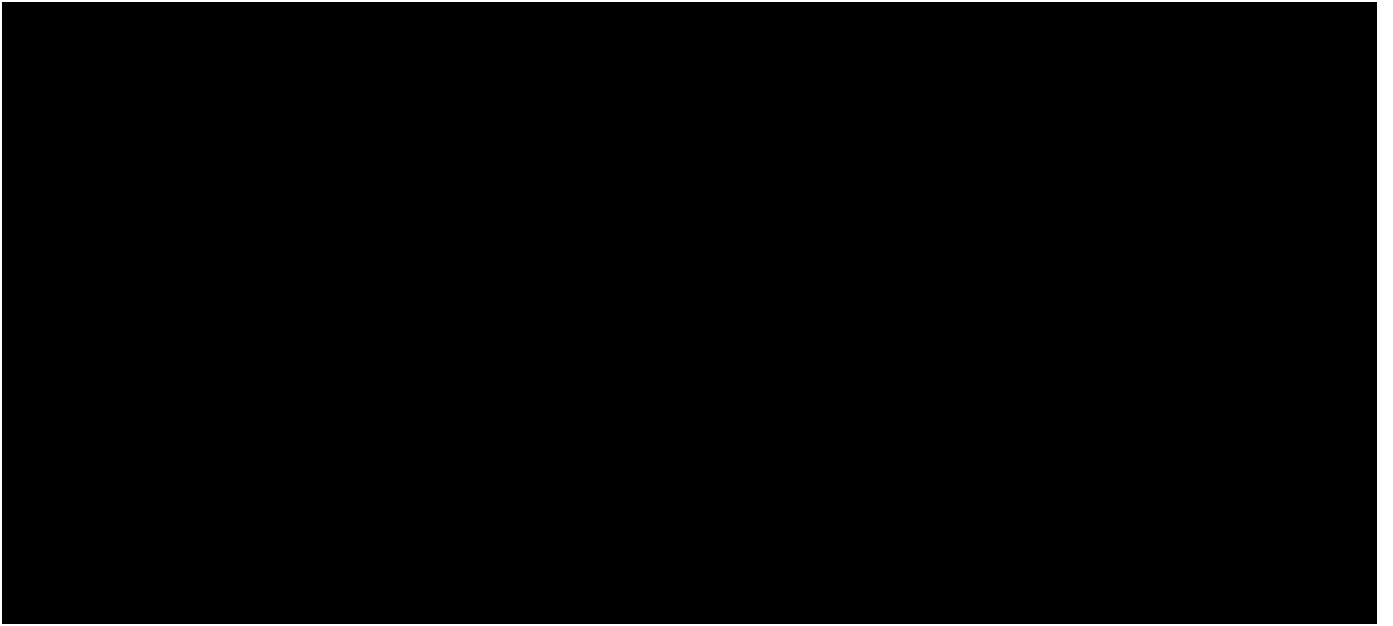


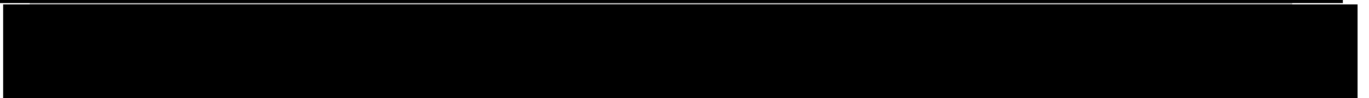
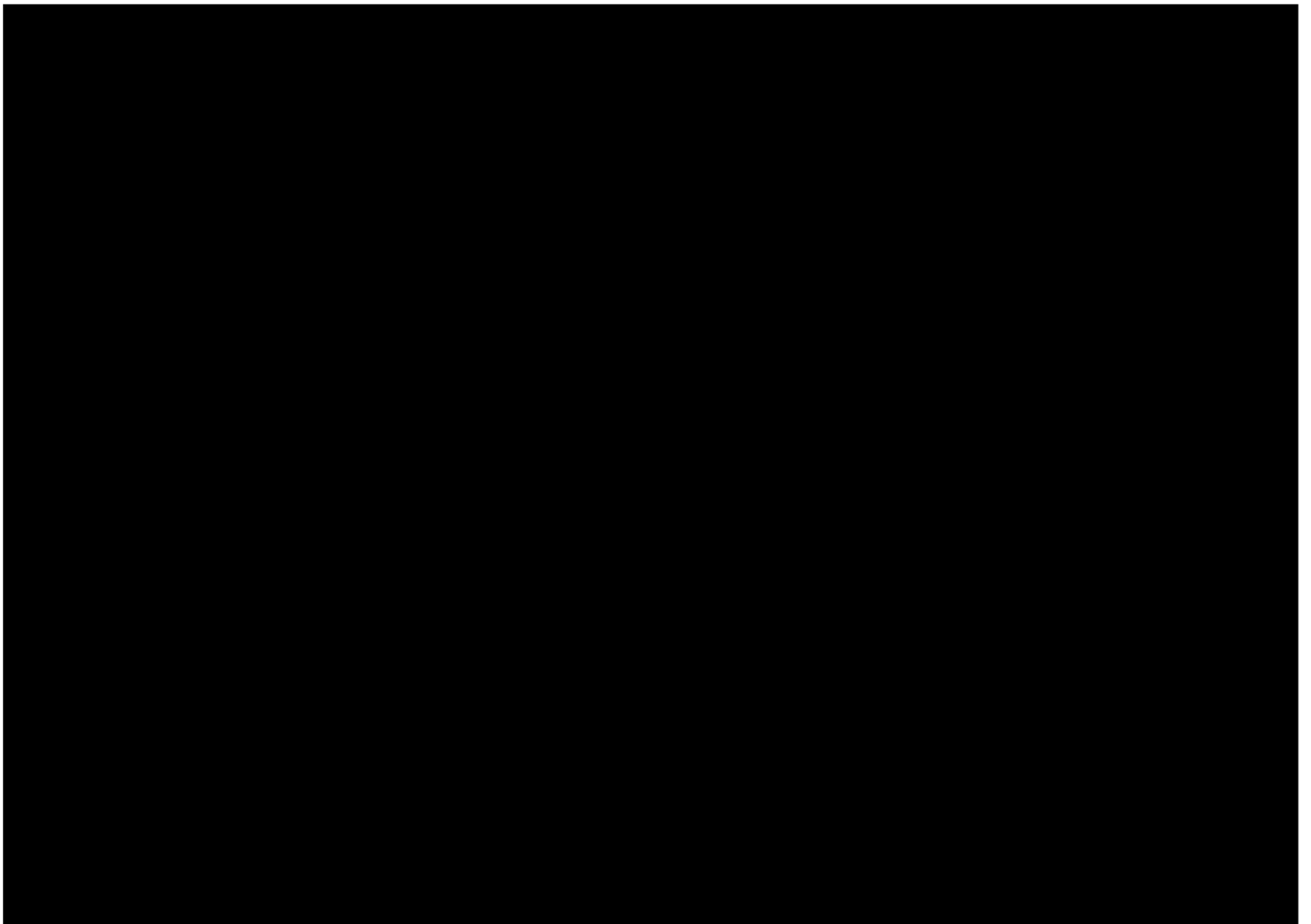
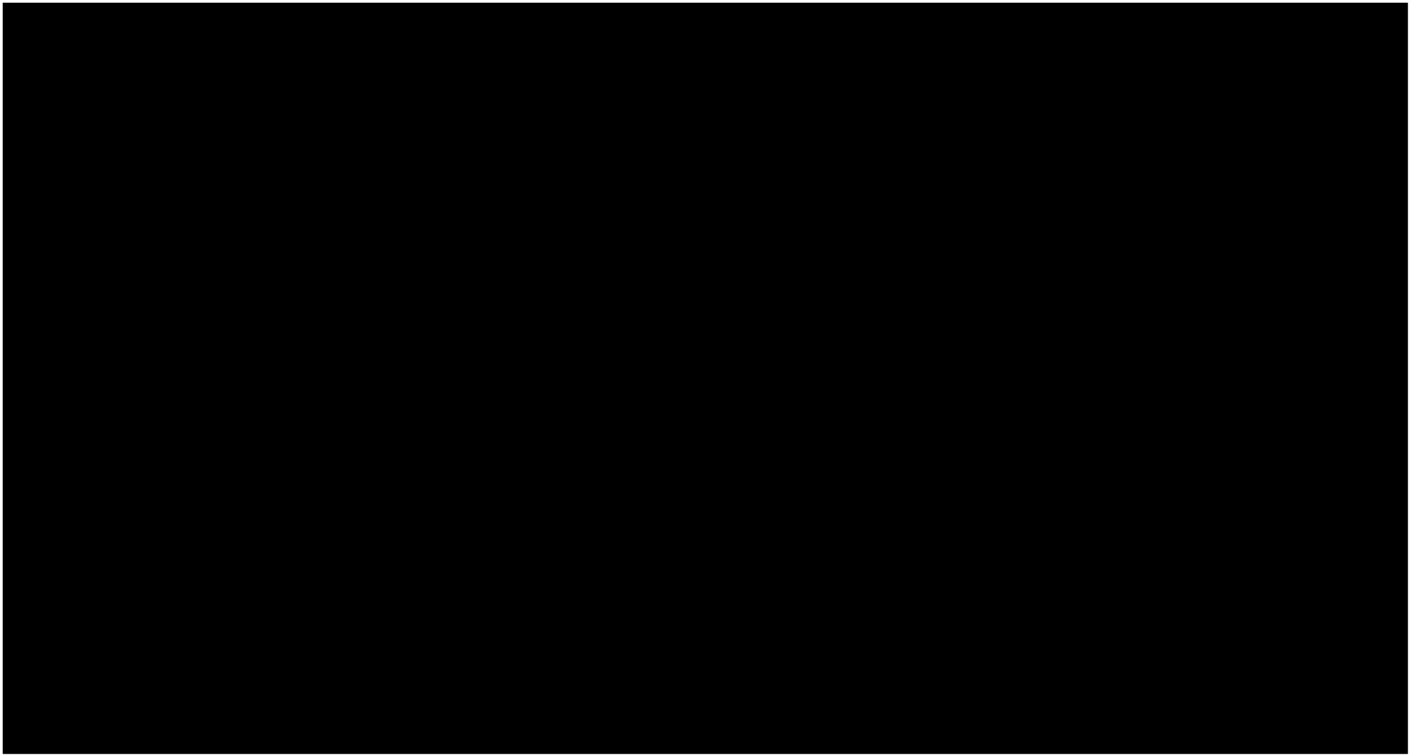


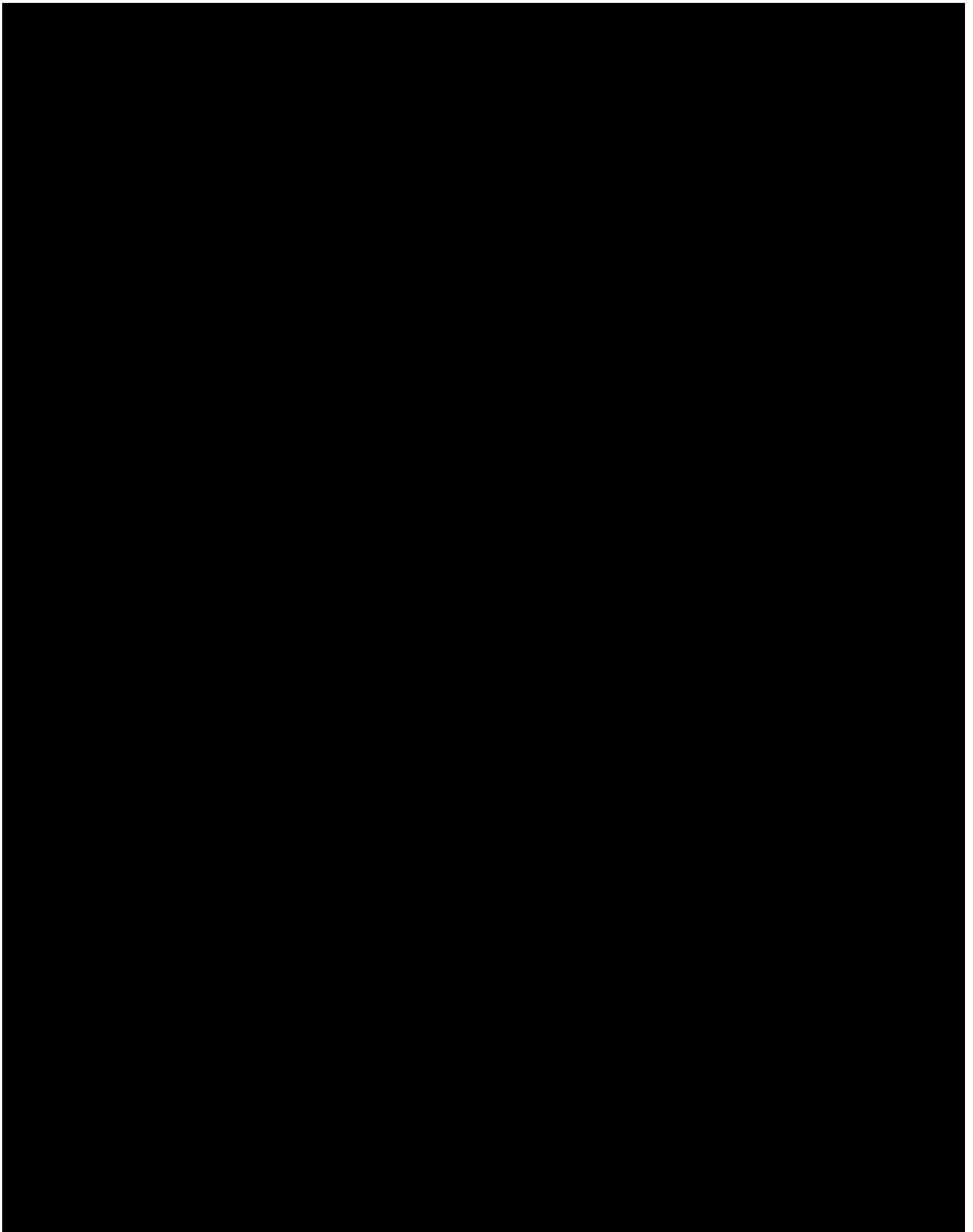
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[REDACTED]

[REDACTED]







[REDACTED]

[REDACTED]

[REDACTED]