

FORM OF CONTRACT

This contract is made on the 15 day of April 2023

BETWEEN

- (1) The Disclosure and Barring Service of Shannon Court, Princes Parade, Prices Dock, Liverpool, L3 1QY (the "**Customer**"); and
- (2) ASG & Partners whose registered office is 409 Holywood Road, Belfast BT4 2GU whose company number is NI026707 (the "**Service Provider**")

WHEREAS the Customer wishes to have provided the following goods and/or services namely advertising services pursuant to the ESPO Framework Agreement (reference 3A_20).

NOW IT IS AGREED THAT

1. The Service Provider will provide the goods and/or services in accordance with the terms of the call-off contract ESPO Framework reference 3A_20 and Contract Documents.
2. The Customer will pay the Service Provider the amount due in accordance with the terms of the call off agreement and the Contract Documents.
3. The following documents comprise the Contract Documents and shall be deemed to form and be read and construed as part of this agreement:
 - This Form of Contract
 - The Master Contract Schedule
 - The documents as listed:
 - Annex A – Statement of Requirements
 - Annex B – Pricing Schedule

IN WITNESS OF the hands of the Parties or their duly authorised representatives:

Signed for and on behalf of

DISCLOSURE AND BARRING SERVICE

Stephen Burke

Senior Commercial Manager

)

)



Authorised Officer

Stephen Burke

Signed by


ASG & Partners

)

Susannah Hylands

)

)



Service Provider

Print name:

Susannah Hylands

Susannah Hylands

This document relates to and forms part of the Call-Off Terms

(Document Reference 3A_20)

MASTER CONTRACT SCHEDULE

(ESPO Framework Reference 3A_20)

1. TERM
<p>Commencement Date</p> <p>15th April 2023</p> <p>Expiry Date</p> <p>14th April 2024</p> <p>Extension Period</p> <p>Option to extend for one (1) year from 15th April 2024 – 14th April 2025</p>
2. GOODS AND/OR SERVICES REQUIREMENTS
<p>Services and Deliverables required</p> <p>The Services provided by the Service Provider shall include, but not be limited to the following:</p> <p>Development and placement of advertisements for job vacancies (both routine and creative, via various media channels);</p> <p>Provision of all services in relation to production (including proof reading, copy editing, copywriting, typesetting, etc.)</p> <p>Media and recruitment research;</p> <p>Provision of all services in relation to creative work (including design, specialist artwork, print work, etc.);</p> <p>Creation of candidate information packs which shall be attached to job adverts as a measure to increase candidate engagement for the Customer's vacancies. The candidate packs shall provide potential candidates with information regarding who DBS is, what the organisation does, including key information about the job that is being recruited. The packs shall include the DBS logo, information and guidance on the recruitment process, including a timeline of the process for candidates.</p> <p>Management of the quality of the final advert produced; and</p> <p>Provision of an analysis of advertising outcomes (including reports on end-to-end campaigns).</p>

Where so required by the Customer, the Service Provider shall forward details of any externally advertised vacancies to Jobcentre Plus.

Additional ad hoc services may be required by the Customer during the Term of the Call-Off Contract. These shall be provided at an additional cost (such cost to be agreed by the Customer prior to any work being undertaken by the Service Provider). This may include but not be limited to the preparation of campaigns, projects and specialist artwork and printed matter (e.g. brochures), etc.

The Service Provider shall support the Customer's commitment for an inclusive and diverse workforce by providing advice and guidance to support the Customer in ensuring recruitment campaigns target under-represented groups (e.g. Black, Asian and minority ethnic communities) to help increase representation across the business.

The Customer reserves the right to make any changes and amendments to any adverts at any time before the advert becomes live.

The Contract Charges will not exceed **£96,000** including the extension option should it be invoked.

Performance/Delivery Location/Premises

The Services shall be carried out virtually via Microsoft Teams, however, in the unlikely event that the Service Provider is required to attend a meeting onsite, the Services shall be carried out at:

Shannon Court
10 Princes Parade
Princes Dock
Liverpool
L3 1QY;

Standards

Quality Standards

The Service Provider shall have ISO9001 accreditation linking to the final products produced during the delivery of services under this Call-Off Contract.

The Service Provider shall meet the quality standards as defined in the ESPO Framework Reference 3A_20.

Technical Standards

The Service Provider shall present new and improved ways of working to the Customer during quarterly Contract review meetings.

Changes to the way in which the Services are proposed to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

The Service Provider is required to meet the sustainability standards as defined in the ESPO Framework Reference 3A_20.

The Customer requires the Service Provider to provide a sufficient level of resource throughout the Term in order to consistently deliver a quality service.

The Service Provider shall ensure that Service Provider Personnel understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the Term.

All documentation and information shared with the Service Provider by the Customer shall be treated as OFFICIAL under the Government Security Classification (GSC) scheme. Only the information which is approved for publication shall be shared by the Service Provider.

Disaster Recovery and Business Continuity

As per clause 6 of the Call-off Terms.

3. SERVICE PROVIDER SOLUTION

Service Provider Solution

QUESTIONNAIRE 5 - TECHNICAL - SERVICE DELIVERY

5.1 Please provide a detailed overview of your organisation's end-to-end process in delivering routine advertising services within short timescales, as per the requirement in Attachment 3.

ASG & Partners (ASG) are delighted to make this submission to the Disclosure and Barring Service (DBS) for Recruitment Advertising Services. As the incumbent, ASG can confirm that our service capabilities are fully aligned to those documented in Attachment 3 – Statement of Requirements. ASG understands that DBS will have a number of general and niche vacancies to advertise over the duration of the contract and some of these vacancies may also require the support of creative advertising and strategic services. This contract will require an agency to deliver the full range of services, within agreed SLA's, as outlined in Attachment 3 points 5 and 6, 'Scope of Requirement' and 'The Requirement' respectively and ASG will continue to provide the full scope of services to DBS if reappointed. Our mission is to work in partnership with DBS to ensure that your recruitment advertising is effective (reaching the target audience/s), results-driven (generating quality talent) and value for money, across routine as well as creative campaigns. The DBS team will continue to have ready access to ASG's specialist recruitment marketing team, whether the need is for specialist media advice (including digital recruitment marketing), the design of a candidate information brochure, a review on campaign stats or a query on advert copy.

In response to 5.1, we will now provide a detailed overview of ASG's 'end-to-end' process in delivering **Routine advertising services within short timescales.** **ASG History in this Arena:** A distinct division within ASG since 1993, the ASG Recruitment Marketing division currently provides recruitment advertising and employer branding services (routine and creative) to over 100 public, private and third sector organisations throughout the United Kingdom and Ireland. Our experience providing award-winning recruitment advertising services is also evidenced by successfully being awarded and retained on a number of public sector advertising 'single award' and 'frameworks' across GB and NI, including all five lots of the ESPO framework. Recruitment advertising is a very important discipline for our business. We annually process almost 3,000 separate routine advertising requests from our clients across the public and private sector in GB and Northern Ireland, appearing across a range of media platforms

and mostly working within short timescales. This is in addition to the creative campaigns for our recruitment marketing clients. **Routine adverts can be processed, approved and dispatched to media within 24 hours or less if required.** Our recruitment service provision includes proof-reading, copy-editing, copywriting, design (including brochure creation), production, finished art, recruitment media research, specialist media advice, planning and buying (across all media formats outlined in tender specification), account management and after sales support (management reporting, vouching etc) **across routine and creative advertising.**

Over 85% of our recruitment advertising clients are in the public sector arena, including local and central government and having clients right across the UK can give you the assurance of our ability to provide expert media knowledge no matter the location. Some of our clients include: Disclosure and Barring Service, Portsmouth Hospitals University NHS Trust, Charnwood Borough Council, Moray Council, Doncaster Council, The Northern Ireland Civil Service and all five NHS Trusts in Northern Ireland. As you would expect, to enable delivery within short timescales, this comprehensive service is provided by a core team of six specialist recruitment marketing professionals (**media, client services, finished art**) assisted by ASG's main Studio, Advertising and Accounts Departments when volume or a creative brief dictate. The scale of our staffing and technological resources means that we can accommodate even the most last minute of requests and our rigorous advertising management processes (**underpinned by ISO : 9001**) can assure a quality service delivery throughout, whether you require routine or creative advertising.

On routine advertising requests/standard template ads, where DBS is providing a final version advert to ASG, **DBS can expect to receive a copy checked .pdf proof of their advert within 90 minutes or less from ASG Recruitment receiving approval on media selection** (timeframe based on standard template adverts), thereby surpassing the KPI/SLA 1 outlined. Furthermore, all client amends are actioned by our studio with the same efficiency.

ASG Recruitment's Detailed Methodology for Routine Advertising

The speed of our turnaround does not affect the quality of the work produced. In line with ISO quality regulations, all recruitment advertising requests (routine or creative) go through an identical rigorous management methodology and process to ensure that the flow of work from initial briefing to media selection and placement is a smooth one and always produces a quality result. This process is detailed below:

Step 1 - Submission of Advert / Request for Media Advice

- Client's draft copy is emailed to ASG key contact, along with instructions for placement - this may include media to be used and insertion dates required or a request for media advice. With access to the latest media planning tools, we can provide clients with targeted media advice and guidance, imperative for those senior/specialist/diverse roles. Media planning tools used by ASG Recruitment include: IPA Touchpoints (Media Insights survey), Target Group Index (TGI) - a consumer attitudes, motivations and media habits survey; Audit Bureau of Circulations (ABC/ABCe) - measuring reach of print, digital and other channels; Radio Joint Audience Research (RAJAR) - measuring of radio audiences; National Online Recruitment Survey (NORAS); Joint National Outdoor Research (JNOR) - consumer behaviour and lifestyle research, analysing outdoor formats; and BRADinsight - a UK online multi-media directory, essential for accountable media planning. Additionally, ASG, a Google Partner, is also skilled in the development of digital solutions and we analyse digital media similar to hard copy through our media planning tools. Our Digital Marketing Manager can provide advice and guidance on digital marketing

strategies including SEO and social media and provide analysis of marketplace data and audience trends e.g. CIPD research on the use of social media in recruitment advertising. Our experience covers print, digital, radio, outdoor and ambient. When special ad requests are received which are non-template and may require the services of a copywriter or indeed feedback on layout and ad copy, the relevant personnel will be briefed.

Step 2 - Job Logged and Copy Checked

- ASG Client Services Executive opens advert request as a job which is logged on our system. At this point, a unique job number is assigned which will ensure easy tracking of job through our workflow. The job sheet will contain such information as the media to be used, insertion dates, booking and copy deadlines, advert specification (mono or colour, set size) and advertising rates and discounts to be applied.
- At this stage, client copy is spell checked and proofed before being forwarded to the Studio for setting. **If, at this point, we notice any omissions, contraventions of legislation or have any suggestions or possible improvements, we will immediately contact you to advise and clarify. Our Recruitment Department keeps up to date with latest legislations via our Chartered Institute of Personnel and Development (CIPD) and Institute of Practitioners in Advertising (IPA) memberships.**

Step 3 - Job Formatting and Approval – first draft within 90 minutes

- Copy checked text is formatted into the approved client routine template and sent to authorised client officers via email as a pdf, along with details of media being used, insert dates, costs and deadline for approval (**average turnaround time: 90 minutes or less**).
- Client amends can be communicated via the 'post-it notes' directly onto the .pdf proof or to ASG Client Services by email. Revised drafts of advert will continue to be sent electronically until final Client approval is received. Amends are actioned and returned within 60 minutes or less, thereby surpassing the KPI/SLA 5 outlined by DBS. In line with ISO, we must receive written confirmation of approval for our records.

Step 4 - Media Booked

- On receipt of, or as close as possible to, client sign off, the media space is booked with media suppliers by email and good page positioning (for press) requested. Our media planner/buyer inputs key booking details on our billing/reporting system, 'Concept' which will produce a booking reference for supplier (and will eventually produce the client invoice). At this point the media supplier may provide us with a Unique Reference Number (URN), which will be used when transmitting the final artwork for publication. Using unique reference numbers eliminates the possibility of incorrect copy being dispatched.
- On client sign off, the Studio will prepare the final artwork into the various column dimensions of each publication requested and rename artwork with URN supplied. The Media Executive will then make a final check on all artwork, before sending it electronically (email, AdFast or AdSend delivery systems) to the requested media suppliers, within all deadlines. **Digital copy is also formatted and uploaded to the requested websites within all deadlines and a link of live posting sent to relevant DBS personnel for review and records.**

Step 5 - Advertisement Placement Confirmed and Monitored

- Once the ASG Voucher Clerk can confirm that the ad has appeared in the requested media on the correct date and in the correct section and is satisfied with the quality of

ad reproduction, voucher copy of ad is sent to relevant personnel, if required, along with detailed invoice.

- Once campaign has ended, an analysis of advertising outcomes will be provided to DBS by ASG Key contact. This may be in the form of views and click through rates for digital activity or can be a full breakdown once DBS can feed back on number of applications received, shortlisted, interviewed and final appointment.

Dealing with short timescales (routine advertising): When dealing with short timescales, the advertising process outlined above must be followed, in line with ISO, albeit much quicker. Our approach to dealing with 'last minute' requests for routine advertising is outlined below:

1. In the first instance, the request should be communicated to ASG's General Manager of Recruitment in advance by phone, so that adequate studio time can be freed up, job opening can begin in advance of actual Client copy arriving and media buyer can begin to contact relevant media, print, digital or otherwise, optioning ad space.
2. Turnaround time for DBS receiving first copy-checked proof is 30 minutes or less.
3. On client approval, final art is dispatched to the requested media by electronic file transfer systems (AdSend, AdFast or email), which allows immediate delivery.

Booking and copy deadlines: In advance of contract implementation and as a result of discussion with the Customer, ASG Recruitment would prepare a tailored media guide for DBS, available in soft copy. This media guide will include such information as media name, frequency, reach (circulation/traffic stats), rates and of course all relevant deadlines to ensure all ads (print, digital or otherwise) are produced, approved, booked and dispatched on time. Media requests for creative/senior/specialist/campaign competitions should be briefed to the General Manager of Recruitment via ASG's Media Briefing template who will then prepare a full media strategy, rationale and media schedule within the SLA's agreed days of request.

Team access, communication and resources: Understanding the urgent nature of recruitment advertising, ASG is open from 8.50am right through to 5.30pm Monday to Friday. In addition, no more than one team member can take leave at any given time to ensure customer service levels are maintained at all times. Your key contacts would be Susannah Hylands, General Manager of Recruitment, secondary contact being Emma Murray, Director of Media and Recruitment Marketing. Both Emma and Susannah also remain the out-of-hours/emergency service contact for DBS. In addition, there are four further team members available to assist. Full contact details provided should we be re-appointed. Our studio team work on the latest Macs and Adobe InDesign software and artwork delivery systems to ensure that all advertising can be turned around swiftly.

Providing media advice and guidance: We acknowledge that very often DBS will be confident about where it believes a communication should be placed, especially for routine recruitment advertising requests. However, the recruitment media landscape is changing and becoming more complex and ASG Recruitment will be able to advise the HR team on the right media mix for all types of roles. When advice and guidance is required to determine where an advertisement should best be placed (locally, nationally or internationally) then that guidance is available from ASG **at no cost to DBS**. ASG possesses a range of media planning tools (already outlined in the routine methodology above), which, coupled with our team of experienced media planners and buyers ensures informed, targeted and cost-effective media schedules. These tools, along with our desktop research and lengthy experience managing public sector recruitment accounts, can assure DBS of our ability to advise on the best media mix. Additionally, ASG, a Google Partner, is also skilled in the development of digital solutions and we analyse digital media similar to hard copy through our media planning tools. Our Digital Marketing Manager can provide advice and guidance on digital marketing strategies such as

SEO and social media channels, providing insights and analysis of marketplace data and audience trends.

5.2 Please outline what value your organisation will add when providing creative advertising services, as per the requirement in Attachment 3.

On reviewing your Statement of Requirements in Attachment 3, ASG are delighted to be able to confirm our ability to deliver in full, the specification listed for providing creative advertising services. We understand that, in addition to routine advertising, DBS may require creative advertising and strategic services for specific campaigns. This can include, with particular reference to below points:

- 5.2.1 work with the Customer to review, update and create advertising briefs for both routine and creative advertising;
- 5.2.3. provide creative advertising and strategic services, including the provision of professional advice for specific recruitment advertising and campaigns. This shall include provision of advice with regard to media and recruitment topics, i.e. advert content, appropriate media selection, cost effective solutions, alternative media services where appropriate (social media etc.), etc.
- 6.1.4. provision of all services in relation to creative work (including design, specialist artwork, print work, etc.);
- 6.1.5 creation of candidate information packs which shall be attached to job adverts as a measure to increase candidate engagement for the Customer's vacancies.

Our response set out below details our approach to the creative process and also outlines our full range of creative advertising services, including how we will add tremendous value to your organisation when providing these services. To support this, we have also detailed one of our most recent creative recruitment advertising campaigns which we hope you will find both appropriate to your requirements and illustrative of the quality and complexity of work that we undertake. **ASG approach to the Creative Process:** In our experience our most successful campaigns are those which are the most creative and innovative. We pride ourselves on a robust, tried-and-tested and refined creative methodology and process applicable to all creative development.

- 1. The Brief:** Any specific creative project starts with a rigorous joint briefing session including defining of key audience/s, key message/s, desired outcomes, adherence to existing guidelines, photography requirements, copy requirements, illustration brief (if appropriate), primary and supporting logos, budget, delivery requirements, previous relevant work and additional information.
- 2. Research:** This is followed by research, be it commissioned or desk research on the part of the creative team so they can have sufficient understanding of the requirements of the project to provide consistent stewardship of the solution from start to finish. The creative team will undertake to digest the research and all the briefing materials in order to gain an implicit understanding of the client brand and requirements.
- 3. Campaign Proposition:** This knowledge will then be distilled into a Campaign (or Brand) Proposition – a succinct core statement that clearly identifies the benefits a potential candidate derives from the specific campaign. This will be used to inform all aspects of the creative development, from the design of the campaign itself, to the production of any marketing/print materials, to the language and tone (copy) used throughout.
- 4. Design and Approval:** Once the Campaign Proposition has been agreed by the client, ASG will use it to underpin a number of initial creative concepts which will then be

presented to client. On receipt of feedback, we will refine and distil the chosen concept(s) until final approval is given. If appropriate, we then publish a robust and comprehensive set of guidelines and toolkits for the client and their stakeholders to use, to ensure that the campaign is implemented successfully and consistently.

5. Implementation and Delivery: The materials are then produced in whatever media are required, be it online or offline, print or digital under strict quality control and supervision by the creative team, and then delivered for use or deployment.

6. Campaign Management: ASG & Partners provides Campaign Management and guardianship services to ensure the campaign and any associated materials continue to be implemented and, if necessary, evolved, as required. In addition to the above successful methodology we believe that ASG brings a substantive degree of **added value** through our experience of working in the Government/Public Sector. We have the required creative expertise working with the public and third sectors in relation to branding/research and creative development.

Delivering Creative Advertising Services within agreed timescales/SLA's: ASG recognise that it is fundamental that any campaign is delivered on time and within budget. ASG's ISO : 9001 quality procedures and dedicated account management are key to this. Our ability to deliver on creative advertising services within timescales and, important to note, improve the KPI/SLA's outlined by DBS, will be possible as a result of the following: 1. **Project/Campaign Initiation:** Upon receipt of a brief from relevant DBS personnel, ASG key contact will confirm receipt in writing within one working day (improvement on KPI/SLA no 1). ASG will then meet internally and define the following points: - Campaign terms of reference agreed, Campaign initiation meeting (if required), Objective setting, Control mechanisms agreed, Risk assessment, Budget outline agreed, Brief fully articulated. 2. **Team Definition:** Allocating resource sufficient to the brief. 3. **Task Allocation:** Task allocation identifies the main stages for the project and who is responsible for each task including Strategic Planning, Media Planning, Creative Development and Third Party supplier briefing (if required). 4. **Critical Path:** Identifies the timescales for each stage of the campaign project by establishing key milestones and lead times – in conjunction with the relevant DBS personnel, we will agree key deadlines for amends and final approvals, in order to facilitate all media and any specialist print delivery deadlines. 5. **Cost Definition:** Once stages 1-4 have been completed ASG will prepare a written estimate of work for approval by DBS prior to any work commencing. This will be exclusive of VAT and will be delivered within 4 working days of receiving the client brief (improvement on KPI/SLA unless an extension has been agreed separately in writing with the client). 6. **Evaluation Definition:** Once all costs have been agreed ASG and DBS may agree the evaluation methodology for the project. ASG will also make its own internal assessments against ISO quality standards. All work will be reviewed with the client post-delivery and feedback sought.

Provision of Media advice / Strategy: Media planning tools used by ASG Recruitment include: IPA Touchpoints (Media consumption survey), Target Group Index (TGI) - a consumer attitudes, motivations and media habits survey; Audit Bureau of Circulations (ABC/ABCe) - measuring reach of print, digital and other channels; Radio Joint Audience Research (RAJAR) - measuring of radio audiences; National Online Recruitment Survey (NORAS); Joint National Outdoor Research (JNOR) – consumer behaviour and lifestyle research, analysing outdoor formats; and BRADinsight – a UK online multi-media directory, essential for accountable media planning. **Alternative Media - Digital Media:** ASG Recruitment has gained considerable experience in the planning and placement of recruitment advertising on online platforms; whether these sites are newspaper affiliated, pure play recruitment sites or are specialist in their subject and we analyse digital media data similar to hard copy. **Other Innovative Digital Media solutions:** Additionally, ASG, a Google Partner, is also skilled in the development of

digital solutions and we analyse digital media similar to hard copy through our media planning tools. Our Digital Marketing Manager can provide advice and guidance on digital marketing strategies such as SEO and advertising on social media channels and provide analysis of marketplace data and audience trends e.g. CIPD research on the use of social media in recruitment advertising. **ADDED VALUE - Media advice and guidance will be provided to the DBS free of charge.**

Media Guide and Media Pro Forma: ASG can also provide a tailored media guide to DBS personnel, covering topline information on daily, weekly, specialist press and digital media and other media if required (TV, radio etc). We can also provide DBS with a media briefing template which has proved successful for some of our key clients. **ADDED VALUE – Media Guide/Media Pro Forma will be provided to DBS free of charge.** ASG Recruitment aims to negotiate the best rates and added value for all clients. Where possible, we will: Negotiate on rate card; Secure free repeats; Secure complimentary web enhancements/upgrades at no extra charge; Secure complementary editorial. All added value above will be recorded in the appropriate management reporting to show value achieved against rate card charge. **ADDED VALUE - Accountable media buying and delivery.**

Creative Campaign/Media Review: As well as noting and acting on learnings while the campaign is live, an in-depth media review will be presented at the end of campaign style advertising, ensuring that key learnings are built upon. The review process will include evaluation techniques such as value for money, reach and frequency targets plotted against feedback from DBS in terms of traffic to the website, numbers of applications received, numbers shortlisted, interviewed and appointment and indication of media cited as response (in partnership with HR teams). **ADDED VALUE – Media Reviews will be provided to the DBS free of charge.**

Providing advice on Recruitment Topics: Providing regular media insight/updates/opportunities: As Members of the Institute of Practitioners in Advertising (IPA), ASG has ready access to the IPA's analysis of the media landscape, emerging media opportunities and audience trends and will update DBS personnel accordingly. Similarly, our subscription membership to The Chartered Institute of Personnel and Development (CIPD), allows both our Director and GM of Recruitment to keep up-to-date with changes in employment legislation, best methods for attracting candidates and gain an insight into the recruitment and retention difficulties across employment sectors, which may impact on the media mix recommended for any request received. ASG also has access to the latest, published recruitment media consumption surveys which further help to assist the planning process. ASG will share this information readily with DBS personnel, as well as advising on relevant media/feature opportunities. ASG shall also provide DBS with advice and guidance on ensuring recruitment activity targets underrepresented groups to help increase representation across the business. This will include providing advice on appropriate media channels as well as language, tone of voice and imagery in advertising and other recruitment marketing such as candidate information packs. **Advertising Design:** All standard recruitment press adverts would continue to be formatted into agreed templates. But when creative work is required to enhance a communication, ASG will maximise delivery while working within brand guidelines. For example, copy and logos would be arranged, where permitted within guidelines to avoid unnecessary white space, fonts have been specifically chosen that are legible and easy to read in the smallest of font sizes and certain elements of body copy have been made bold to ensure the reader grasps the essential details immediately. Other factors should be taken into consideration for standard template style print recruitment advertisements such as: **Composite advertising** - Where possible, composite advertising should continue to be encouraged. Composite advertising can also lead to better page positioning. **Volume of copy and content** – Reduce

Guidance contained in this document is intended for use by ESPO employees; however, it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

amount of copy in print advertising where possible, referring the reader to view detailed information online. But where you need copy, especially for creative campaign advertising, make it count! The core to great copywriting is that it is the art and science of strategically delivering words that get people to take action. Early right-hand page positioning for print.

Candidate Information Packs: Increasingly, ASG has been working with our clients on supporting recruitment marketing materials to their standard activity such as microsite design and content and online digital candidate information booklets, honing the employer brand. Our recent candidate booklets for NHS for example have been fully interactive, embedding video content. These supporting materials have proved invaluable for the clients, especially for hard to fill roles and volume recruitment. ASG would be delighted to continue to support DBS in this space. We have to date produced a series of document redesigns (Employee T&Cs and FAQs – left pic) and also leaflets to support DBS at careers fairs (right pic). Screenshots of these can be seen below:



FLEXIBLE WORKING
DBS operates a flexible working policy which promotes a healthier work/life balance offering a tailored approach to what works for us as individuals, balanced with the needs of our teams and the organisation. Further information about flexible working will be explained to you when you join the business by your line manager. Normal contractual arrangements within DBS require employees to have a work location, either Shannon Court (L3 10R) or Stephenson House (DL1 4WB) and our policies have been adapted to facilitate flexible and remote working.

Whilst flexible and remote working is accessible to you, your base location is Stephenson House/Shannon Court. The cost of travel to commute to your base and the cost of accommodation if required, sits with you, as the employee.

PENSION
Pension schemes are available, more information will be provided to successful candidates.

For further information on these schemes please refer to the following website:
www.civilservicepensionscheme.org.uk/

GRADE
The grade structure within DBS is as follows:

AO	Administrative Officer
EO	Executive Officer
HEO	Higher Executive Officer
SEO	Senior Executive Officer
Grade 7	Head of Service equivalent
Grade 6	Associate Director equivalent

ANNUAL LEAVE
New entrants to DBS: New entrants to the DBS will receive 25 days leave rising to 30 days after 6 years' service. In addition, you are entitled to 1-day privilege leave in recognition of the Queen's birthday, to be taken at a fixed time of the year (Pro-rata for part time). Please refer to Annex A for the terms and conditions that will apply to you.

Existing Civil Servants: Please see Annex A for the terms and conditions that will apply to you.

EQUALITY, DIVERSITY & INCLUSION
The DBS vision and purpose is to make people safer by being a visible, trusted and influential organisation, providing an outstanding quality of service to all our customers and partners, where our people understand the important safeguarding contributions they make and feel proud to work here. To do this, the DBS is committed to being an employer that is able to attract, develop, retain and engage diverse talent that is representative of the communities we serve, and to be an organisation providing outstanding service to all our existing and new customers, who are diverse and have a range of different needs. We want all our staff to be able to bring their 'whole self' to work.

NON-RESERVED POSTS
Posts are open to UK Nationals, British Nationals (Overseas), British Protected Persons, Commonwealth Citizens, EEA Nationals of other member states and certain non-EEA family members and Swiss nationals under the Swiss EU agreement. Candidates with dual nationality are in principle eligible for employment in the Civil Service provided that they meet the requirements in relation to one of their nationalities.

Candidates should note the need to be eligible under the Civil Service Nationality Rules. More information can be found on Gov.UK: www.gov.uk/government/publications/nationality-rules

There must be no employment restriction or time limit on your permitted stay in the UK. You should normally have been resident in the United Kingdom for the last 5 years if the role requires BPSS & CTC clearance, 5 years for SC clearance and 10 years for DV.

DBS EMPLOYMENT TERMS AND CONDITIONS 3

DBS are committed to keeping the most vulnerable people in society safe.

What do we do?

Safeguarding is at the heart of everything we do at the Disclosure & Barring Service (DBS).

DBS helps employers make safer recruitment decisions each year by processing and issuing DBS checks for England, Wales, the Channel Islands and the Isle of Man.

Who are we?

DBS are an organisation who are committed to attracting, developing, retaining and engaging diverse talent that is representative of the communities we serve.

We are now recruiting for a range of roles, at all levels, with flexible work patterns available.

Roles include, but are not limited to the following: administration, digital, commercial, finance, caseworkers and team leaders.

Search for Disclosure & Barring Service: www.civilservicejobs.service.gov.uk/

KEY BENEFITS

- Generous annual leave entitlement
- Excellent maternity, paternity and adoption schemes
- Commitment to the health and wellbeing of our employees
- Employee Assistance Programme
- Flexible working opportunities
- Eyecare voucher scheme
- Occupational Health Service
- 24/7 Counselling and Wellbeing Service
- A Civil Service Pension with an average employer contribution of 27%

5.3 Please outline the account management team who will be assigned to deliver this service, citing any relevant qualifications, experience and suitability to the role.

The ASG Recruitment Team always strive to go the extra mile for our clients, through effective media negotiations, adding value to campaigns and continuously improving our service. One of our core objectives is to elevate our relationship from vendor to partner. DBS will continue to have the following level of account management.

- Key named contact supported by core team – ensuring continuity in project delivery
- Full contract implementation and critical path on award
- Team access (phone, email)
- Out of Hours/Emergency service
- ISO 9001 quality driven workflow system
- Appropriate and relevant briefing and reporting systems
- Review meetings as and when required by DBS

- Financial controls (through our reporting and billing system, Concept)
- Detailed timelines/critical paths for creative advertising campaigns
- Measurement of results against agreed Service Level Agreement (SLA)
- Continuity/Disaster Recovery plan
- Development of bespoke media guide
- Management reporting and post campaign reviews

DBS Key Account Management Team: Having understood the level of service provision required for this contract, to deliver approximately 50-60 routine / creative campaigns throughout the contract duration, ASG will continue to provide DBS with the key Account Management Team set out below: The ASG Account Management Team set out above will be responsible in this contract for managing the day-to-day delivery as well as the 'joined up thinking' when a creative campaign is required, supported by our main studio (designers, copywriters, print buyers), advertising and accounts teams. All these personnel have substantive experience of working on accounts of the same or similar complexity and level of volume and billing to that of DBS and indeed have all worked with DBS. **Please also note that this core team are all dual trained, so that staff leave/sickness never impacts on client work.** A pen



picture for each member of the team is provided below which sets out their respective qualifications, experience and suitability to the role.

Name: Susannah Hylands **Role:** Key Account Manager & Media Strategist, GM of Recruitment Marketing; **Qualifications:** BA Hons Degree in French and Spanish (Queen's University Belfast); Masters in Communication, Advertising and PR (Ulster University); CIM Level 6 Digital Marketing Qualification; Institute of Practitioners in Advertising (MIPA) CPD LegsRegs, IPA Foundation Exam, CPD Commercial Certificate **Experience:** Working with several advertising and PR agencies before joining ASG Recruitment in February 2016, Susannah has considerable client service experience and is dual trained in media buying and planning. She is also responsible for the management and reporting of digital recruitment and specialised media campaigns for our clients. She has over 10 years' experience in Client Services and Recruitment Marketing media buying, planning and strategy as well as delivery of all management and campaign reporting. **Suitability to This Role:** Susannah's main role is to deliver effective recruitment campaigns on time and within budget. Her main duties include managing and delivering larger campaign style projects for her key clients and devising both offline and online strategy for a number of private and public sector clients in NI and GB. This includes: working with agency colleagues to devise recruitment advertising campaigns that meets the client's brief and budget; advising the client on key media and upcoming media opportunities; managing and delivering both traditional and digital advertising campaigns on time and within budget; monitoring the effectiveness of campaigns including the compilation of post-campaign reports. Susannah has provided account management to DBS since 2017. Susannah will be supported

by Emma Murray, Director of Media and Recruitment and Clodagh Daly and Keeva Rooney as Account Executives in the recruitment marketing team. As your first point of contact, Susannah will also be responsible for presenting relevant management and post campaign reporting, attending review meetings, undertaking re-design of advert templates and swiftly dealing with any issue/queries that may arise.

Name: Emma Murray **Role:** Account Director & Recruitment Media Strategy Director
Qualifications: BA Hons Media Studies (Ulster University); Institute of Practitioners in Advertising (IPA) CPD; Newspaper Society's Recruitment Advertising Certificate of Excellence (Special commendation) **Experience:** Emma has over 25 years' experience with a wide variety of clients providing contract implementation, account management, specialist media advice, planning and buying across all media platforms and creative campaign project management.
Suitability to This Role: Emma is the Director of our Recruitment business and has managed the DBS recruitment advertising account for the last 6 years. She will continue to be one of your named Account Manager contacts, alongside Susannah Hylands due to anticipated volume of routine advertising requests and potential creative briefs. Emma has over 25 years' experience managing the recruitment advertising requirements of a wide range of public and private sector clients. Emma will be responsible for contract implementation, providing specialist media advice and planning and for managing campaign/senior/specialist advertising (securing added value in terms of preferential page positioning and editorial support). Emma's experience illustrates her ability to provide the required recruitment advertising service, she is a highly accomplished account manager with significant media planning and buying skills on a local, national and international scale (across all media channels). Emma will strive to ensure that all your recruitment advertising requests, routine and creative) are delivered to the right audience at the right cost.

Name: Lisa Irvine **Role:** Media & Recruitment Marketing Executive – Media Planning/Buying
Qualifications: Institute of Practitioners in Advertising (IPA) CPD **Experience:** With over 30 years' media planning and buying experience, Lisa's principal role is to ensure that the correct advertisement appears in the correct media on the right date, at the right rate. Lisa has developed excellent relationships with all our media suppliers across the UK and Ireland and will always strive to secure best value for our clients as well as obtaining deadline extensions for those last minute advertisement requests. **Suitability to This Role:** Lisa provides media planning and buying experience for all ASG Recruitment clients including DBS and therefore has extensive knowledge of the recruitment media marketplace (print and digital) in the UK and beyond. Her role, largely administrative, includes obtaining and negotiating on advertising costs, booking required media space, inputting bookings on our bespoke advertising software, Concept, and dispatching final print art for placement. Lisa is also responsible for preparing regular client spend reports, rationalising and preparing any relevant advertising opportunities for the client and for dealing with any invoice queries.

Name: John Oakes **Role:** Senior Finished Artist **Qualifications:** Institute of Practitioners in Advertising (IPA) CPD; Adobe Illustrator proficient **Experience:** John has over 25 years' finished art experience and joined ASG in 1997, having previously worked as a Mac Artist within the Democrat Newspaper Group. John has an excellent understanding of newspaper copy requirements and artwork production issues within the classified advertising field. **Suitability to This Role:** John is primarily responsible for the production of all recruitment, finished artwork for press and for the design and production of digital creative. As John provides this service for all recruitment business (supported by the main advertising studio when volume dictates), he has built up an excellent understanding of individual client needs. John is dedicated to recruitment advertising. His role includes: formatting all copy checked content into the requested template(s) with 90mins or less turnaround times, ensuring client amends are

actioned as efficiently and accurately and preparing all artwork for dispatch. John will also work on any re-designs of templates you may require. John has provided fin art to all DBS recruitment ads since 2017. John will be supported by the wider Studio team when creative briefs come in from DBS.

Name: Danielle Brennan **Role:** Client Services Administrator **Qualifications:** BA Hons Public Relations; Institute of Practitioners in Advertising (IPA) CPD **Experience:** With over 10 years' administrative and client services experience, Danielle has been providing client service support to ASG Recruitment clients since 2019. Danielle has a keen eye for detail and has a sound understanding of the classified advertising landscape. **Suitability to This Role:** Danielle is suitable to the role as she has been providing client service support to ASG Recruitment clients since 2019. Understanding the scope of requirements, if re-appointed, Danielle's main duties will include opening of routine advertisement requests as "jobs" on our system, copy checking and correcting client ad copy and then channelling jobs through studio for formatting. She will also assist clients with any amends they wish to make and is key liaison between media and studio. Danielle also assists Lisa, our Media and Recruitment Marketing Executive by making sure that all adverts receive client sign off in time to meet media deadlines and for sending/uploading approved ad copy to any requested digital media and has provided client services support to DBS since 2019.

Name: Stephanie Doyle **Role:** Digital Marketing Manager (PPC and Content) **Qualifications:** MSc Communication, Advertising and PR; DipDM CIM Diploma in Digital Marketing; Google certified; Facebook Blueprint certified; ADMA IQ Digital Strategy - Assoc. of Data-Driven Marketing & Advertising; Institute of Practitioners in Advertising (IPA) CPD **Experience:** Over 10 years' digital marketing and content experience - developing, implementing and optimising strategic integrated campaigns to attract and convert. Skilled in copy and content writing, SEO, PPC and Paid Social. **Suitability to This Role:** Stephanie's main role is to deliver effective recruitment campaigns on time and within budget within the digital space. She will provide insights and analysis on emerging trends and will work with Susannah on the design and delivery including optimisation of any PPC campaign DBS may undertake and can advise on curating content that will engage with the wide range of DBS target audiences. Stephanie has provided digital marketing support to DBS since 2020.

Other Aspects of Account Management

Governed by ISO quality processes and procedures, we have refined our internal Account Management systems which will ensure the successful delivery of this contract. ASG is committed to continually improving the quality of its activities, products and services. We were one of the first NI agencies to be awarded accreditation with ISO: 9001 in 1996 and we continue to receive high commendations for each twice yearly audit by international quality inspectors, SGS Yarsley UK. Our own Recruitment Client Services Administrator, Danielle Brennan is our dedicated Quality Officer, whose responsibility is to ensure that our quality manual is relevant and always implemented. In addition, all management and staff receive the necessary training for their roles and responsibilities to ensure their competence and commitment to sustain the desired high level of quality. ASG's service provision, from managing advertisement requests to dispatching approved artwork for publication is strictly governed by ISO policies and procedures. This dedication to quality control undoubtedly improves service levels to clients and effectively minimises the risk of unnecessary errors.

QUESTIONNAIRE 6 - TECHNICAL - EXPERIENCE

6.1 Please provide evidence in the form of a case study to demonstrate your experience in delivering similar services as detailed in Attachment 3 – Statement of Requirements.

On reviewing your Statement of Requirements in Attachment 3, ASG are delighted to be able to confirm our ability to deliver in full the specification listed for providing similar services. Indeed, as the incumbent since 2017, we have worked with the DBS team to deliver many successful recruitment advertising campaigns, albeit largely in the routine advertising space. We understand that, in addition to routine advertising, DBS may require creative advertising and strategic services for specific campaigns.

Please be assured we work with a considerable number of our government and public sector clients in delivering a full suite of creative advertising services including design and print, campaign advertising and employer branding (including design of candidate information packs). To support this, please find below details on a creative recruitment advertising campaign which we hope you will find both appropriate to your requirements and illustrative of the quality and complexity of work that we undertake.

Case Study – Volume Recruitment Campaign Northern Ireland Civil Service May 2021 for Executive Officers:

The below campaign was delivered on time and in line with the creative process and project management approach outlined in Questionnaire Response 5.2, with fully costed estimates and critical path provided to client throughout delivery of campaign.

Background: In April 2021, ASG Recruitment was engaged by one of our public sector clients, the Northern Ireland Civil Service (NICS) to develop a volume recruitment campaign, to fulfil the requirement of 400 new vacancies within NICS at junior management level (Executive Officer 1 – EO1s & Executive Officer 2 – EO2s). These were all permanent roles. The NICS needed to attract in volume but most importantly attract the right talent at this grade. The NICS faced a few key difficulties with this recruitment :

- Underrepresentation of male protestants under the age of 35
- Underrepresentation of external candidates as the competition was open to both internal and external candidates but large internal appointments would results in gaps elsewhere
- The war for talent – following the impact of the pandemic, many people were considering their work options teamed with negative public opinion, the NICS was not an employer of choice due to public scandals (RHI & reports published on lack of workforce planning by Stormont Government)

ASG were tasked with addressing under representation and also making the NICS an employer of choice to external candidates, so strong branded, genuine (to enable trust) messaging would be required about NICS and the roles available. As part of the branding for these roles, it was an opportunity to position NICS as one of NI's largest employers and the wide-ranging career opportunities on offer. The timelines to deliver were challenging – from initial client briefing, the campaign had to be live within seven weeks. **Project delivery included creative concept and design, videography and photography, microsite design and content, design of digital candidate information booklet and specialist media advice, planning and buying of a multi-media campaign to launch.**

The Brief: As mentioned, this volume recruitment campaign was to fulfil the requirement of 400 new vacancies within NICS at junior management level. This was the first time in a long time that a volume recruitment campaign had gone out externally for these levels of roles and was seen as an opportunity to attract applications from both the public and private sector as

well as recent graduates. This campaign would also garner interest from those already working in the NICS at more junior grades. Our brief was to promote the NICS as an employer of choice, to attract a diverse range of applicants that were ready and willing to lead and think differently and dispel the myths people might have about a career as a civil servant. As well as young protestant males being underrepresented, the NICS is also underrepresented in terms of those with a disability, BAME and has an ageing workforce – all issues which they were keen to address in the campaign response as well as presenting themselves as an employer of choice.

Key messages/objectives:

Engage the target audiences with the defined key messages of the campaign, to then seek out more information on the roles and opportunities available by:

- Considering and/or reconsidering the NICS as a potential career opportunity;
- Going to landing page for more information and to apply;
- Sharing the opportunities with peers on social.

Creative Approach: After distilling the key messages and presenting three possible creative responses to the brief, the client wished to move forward with the 'why have a job when you could have a career, together we can make a real difference' campaign. Creative was altered to suit every media channel but key messaging remained the same. All creative approaches carried simple messaging along with the strapline and call to action to visit the NICS micro website for more information and to apply. The people used in the campaign were real NICS staff, acting as ambassadors to give real accounts of what it is like to have a career in the NICS. The staff chosen were deliberately selected to simultaneously address underrepresentation and show the diverse range of career pathways so that applicants could see themselves when applying.

Media Strategy and Delivery: As we needed to recruit a wide range of audiences in volume and across NI, ranging from recent grads to experienced hires, the below media channels were selected for their ability to deliver the reach, value and build awareness quickly within the short timescales we had available. All media choices were rationalised through our media planning tools such as ABC/e, JNOR, TGI and RAJAR.

Outdoor – Tactical 2-week campaign, targeting business commuters in city centre and on key rail and bus centres throughout NI. Digital outdoor was used primarily and timed only to run in morning and evening commutes and at lunchtime to make efficient use of budget and enhance targeting. This also allowed us to build in more personalised messaging at appropriate times which heightens engagement – 'on your way to work?', 'on your lunch break?', 'on your way home?'

Radio – A 14 day medium weight campaign on leading local commercial stations and Spotify to raise awareness quickly amongst all target audiences and their influencers. Airtime was bought through the day as well as at prime morning and evening drivetimes and at weekend programming to reach younger audiences.

Digital Media – Banner campaigns and listings on leading local commercial job boards including homepage takeovers. Listings on specialist media sites such as Business First and Ulster Business to reach private sector experienced hires as well as native content articles on Belfast Live to dispel the myths of working in the public sector (Belfast Live has the highest traffic for any newspaper affiliated site, with a strong younger demographic reaching across all NI). In addition a fully targeted LinkedIn, Snapchat, TikTok, Facebook and Instagram campaign (video) was supported by a Google search and display campaign.

Press – In line with NICS policy to place into press titles, a 12x3 mono ad ran in leading recruitment supplements for NI – Belfast Telegraph, Irish News and Newsletter.

Added Value: Added value secured via the following: Outdoor and Radio (heavily negotiated on rate card); Digital Media (additional inventory given on commercial job boards); Press (Editorial support). The client benefitted from a 20% discount off rate card.

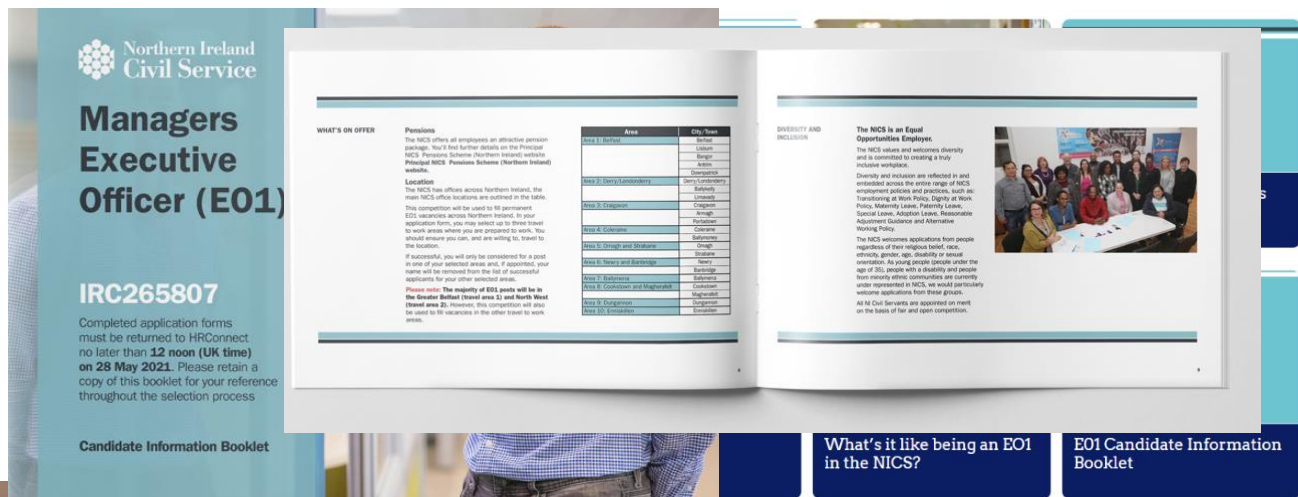
Guidance contained in this document is intended for use by ESPO employees; however, it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

Other creative/print services: ASG was also commissioned to deliver microsite design and content, videography (4 x 3 mins staff profiles 'day in the life style' for use on microsite as well as cut downs for social media), photography and design of candidate information booklet.

Evaluation: Our campaign and strategy resulted in over 22,000 applications that all met the essential criteria over both competitions with 60% (E02) and 50% (E01) coming from outside the NICS organisation (an issue had been attracting applicants outside of the organisation). This campaign also addressed under-representation from male, under 35s & protestants by:

- Broadening the use of social media channels – Snapchat, TikTok and Instagram in particular to micro target and upweight media messaging to an under 35-year-old audience
- Video and photography of NICS staff as opposed to stock imagery was commissioned to show diversity of workforce and bring to life the workforce opportunities and also reinforce the messaging as genuine to potential job seekers who can tell the difference between a scripted piece vs current NICS employees talking frankly about their job roles and opportunities at this grade
- An under 35-year-old male was also specifically showcased in the E01 campaign on the candidate information booklet as well as in the video recruitment piece – it was important to highlight a male at this grade to further encourage male applicants to apply as they could see a similar demographic profile to their own in the role
- Advertising channels were also utilised to upweight to protestant audiences by achieving added value editorial in the Belfast Telegraph (a primarily Protestant media outlet) as well as mapping outdoor advertising to ensure that protestant areas as well as other religious areas were being reached using JNOR data mapping to promote this recruitment campaign

NICS Campaign Creative:



6.1 Please

ensure your response also includes an example of the candidate pack your organisation would propose in line with the Customer example provided at Annex 1 in Attachment 3 – Statement of Requirements.

Candidate Information Packs: Increasingly, ASG has been working with our clients on supporting recruitment marketing materials to their standard activity such as microsite design and content and online digital candidate information booklets, honing the employer brand. Our recent candidate booklets for NHS & NICS for example have been fully interactive, embedding video content. These supporting materials have proved invaluable for the clients, especially for hard to fill roles and volume recruitment. ASG would be delighted to support DBS in this space and build on current

creative work on template design. As requested, we are including below an example DBS Candidate Information Booklet - a front page and five single page spreads based on Annex B copy and information. **Please note**, this is an illustration only and any response for a fully designed candidate information booklet could only be approached on a full briefing with DBS team to ensure booklet met all client objectives and in line with the ASG creative process and project management approach outlined in Questionnaire Response 5.2, with fully costed estimates and critical path provided to client. We would envisage the e-booklet being fully interactive and responsive with clickable links to role live on <https://civilservicejobs.service.gov.uk/> as well as linking to DBS active socials and relevant contacts, all to make it easier for candidate to apply. The booklet would be designed in line with DBS corporate guidelines and including client logo as well as any other relevant and appropriate accreditations/awards that position DBS as an employer of choice e.g., Disability Confident Scheme. Imagery utilised throughout can be stock or client own and we would encourage video content where possible to be embedded. Copywriting and copyediting can be provided, reviewing language and tone to ensure we are reaching all audiences, especially underrepresented BAME audiences. Key content areas would include information about DBS, the role, person spec, salary and benefits, application process and timelines, FAQs and contact page. **Example DBS Candidate Information Booklet pdf :**



DBS

Tender_Spreads_Exa

6.2 Please describe how you will make advertisements accessible and inclusive for under-represented groups; and what support you will provide for them to access the services to be provided under this Call-Off Contract.

As highlighted in the above example for the NICS, ASG has a wealth of experience with addressing under representation in client briefs. A successful and futureproof employer brand is one that has diversity and inclusion woven through it, with 76% of job seekers naming diversity as an important factor when evaluating an employer (Glassdoor 2020). Under the scope of this contract, ASG would be able to make and advise DBS on how to make advertisements accessible and inclusive for under-represented groups as follows:

Copywriting & Imagery

- **Eliminating bias in copy** is essential when developing advertising copy for external roles. This bias could be towards gender, race, sexuality, age or someone with a disability. ASG have experienced copywriters who are able to write unbiased copy that we can engage at any time to develop copy for job adverts, candidate information brochures or even recruitment sections of a website. Certain words such as 'culture fit' 'assertive' 'compassion' 'energetic' may all lead to unconscious bias and result in underrepresented candidates being discouraged to apply.
- **Creating accessible recruitment documents** is key so that they can be read and understood by as wide an audience as possible including those with dyslexia, visual impairments and learning difficulties and is important to consider that your document is compatible with screen reading software. ASG can help to proof and copywrite any documentation relating to the end to end recruitment process.
- **Creating accessible recruitment videos** with appropriate captions is also key to reaching and engaging as diverse a workforce as possible – ASG can advise on any

technical requirements for DBS as we have experienced this developing videos for the NHS and NICS.

- **Publicise your values** by highlighting benefits, values and diversity commitment in advert copy and also candidate booklets. Highlighting for example, DBS' Equality, Diversity, and Inclusion (EDI) charter would be an example of highlighting to underrepresented candidates how welcome they are as applicants to DBS. Again, ASG can help advise on how to layout values against DBS' employer brand and advising on copywriting.
- **Utilising your own people** in your photography and videos will further encourage applicants to apply as they will be able to see themselves in the role before applying. This will also bring a sense of authenticity to any message DBS are trying to communicate as it will be a story told by our own ambassadors as opposed to stock imagery /video. ASG can advise DBS on photography, consultancy on how important your own people are for an employer brand and can help edit and recommend photos to be included in candidate booklets, advertisements or other documentation as required.

Media / Audience research

- **Using our media and audience research tools** (TGI, IPA Insights, RAJAR, ACORN, Google Analytics and JNOR) ASG can identify where to place DBS' recruitment adverts to best reach all audiences including those that are underrepresented. These tools can also be used to identify the best diversity sites to place advertisements with by analysing audience reach and demographic breakdown against a spend analysis to deliver value for money.
- **Engaging with specialist media titles** to address under representation, we have historically placed advertising for DBS on diversity sites such as Pink News, Asian Image and Diversity Jobs. With diversity sites, we can look at placing editorial in addition to job adverts so that people can get a better idea of what it's like to work for DBS, video could also be incorporated into editorial releases.
- **Media and design innovations** such as using videos in candidate brochures or even QR Codes on recruitment fair leaflets to target a specific audience. We had originally developed leaflets to attract a young audience at a local recruitment fair and given the popularity of QR codes post pandemic, this was a perfect opportunity along with attractive copywriting for DBS to appeal to young talent against competitors.



Key Personnel of the Service Provider to be involved in the provision of the Goods, Services and Deliverables

Point of Contact Post-Award:

Mrs Emma Murray
Deputy CEO and Director of Recruitment Marketing
ASG & Partners
409 Holywood Road
Belfast
BT4 2GU
Email: emma@asgandpartners.com

Data Protection Officer:

Ms Danielle Brennan
Administrator
ASG & Partners
409 Holywood Road
Belfast
BT4 2GU
Email: danielle@asgandpartners.com

Service Provider's inspection of the Premises and Infrastructure (where relevant)

Not applicable.

4. PERFORMANCE OF THE GOODS AND/OR SERVICES AND DELIVERABLES

Implementation Plan and Milestones or e.g. delivery schedule (including dates for

A draft template Implementation Plan as at the Commencement Date is set out below:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Call-Off Contract award	03/04/2023
2	Start-up meeting between the Customer and Service Provider	Within 2 weeks of award date.
3	Exit Plan to be produced by Service Provider and agreed with the Customer.	Within 3 months of Commencement Date.
4	Quarterly review meetings with named Customer contact and Service Provider Call-Off Contract Manager to review Service Levels and Performance.	Quarterly
5	Provision of monthly Management Information.	5 th Working Day of each month.

Critical Service Failure

- (i) In relation to the required Recruitment Advertising Services a Critical Service Failure shall include a delay in servicing the demand for Recruitment Advertising Services ordered by the Customer in excess of 24 hours more than once in any three (3) Month period or more than three times in any rolling twelve (12) month period.
- (ii) In relation to the Recruitment Advertising Services a Critical Service Failure shall mean a loss of two (2) or more during core hours (08:00 – 18:00 Mon – Fri excluding bank holidays) for more than 24 hours accumulated in three (3) Month period, or 48 hours in any rolling twelve (12) month period.

Monitoring

The Service Provider shall attend quarterly Call-Off Contract review meetings. These are most likely to be virtual, although the Customer reserves the right to require that these take place face-to-face at its sole discretion.

Should the Supplier be required at the Customer's discretion to attend either of the Customer locations, expenses shall be agreed in advance and will be paid at the prevailing rates as set out in the DBS Travel and Subsistence policy on production of receipts. The policy is contained in Annex 1 and may be updated from time to time by the Customer.

Management Information

The Service Provider shall provide quarterly updates to the Customer lead on progress of the Call-Off Contract.

The reports shall clearly demonstrate the Service Provider's performance against the SLAs and Call-Off Contract spend to date. This shall include number of hits and views received per vacancy.

5. CUSTOMER RESPONSIBILITIES

Customer's Responsibilities (where appropriate)

For routine advertising, the Customer will be responsible for providing a final version advertisement to the Service Provider for placement in print and / or digital media. The Customer may suggest the relevant publication or may request that the Service Provider provides advice on the most appropriate media.

For creative advertising, the Customer will be responsible for developing the specific requirements for each advertisement, including relevant experience and skills of the individual, as well as any timescales which must be achieved. The Service Provider shall be responsible for all other services requested for the individual advert.

Customer's equipment (where appropriate)

Not applicable.

6. CHARGES AND PAYMENT

Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS))

Full payment shall only be made when the approved campaign has been delivered to the satisfaction of the Customer.

Payments will be made via Purchase Order.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. They must be sent to the nominated Customer Representative (Angela Robinson – Angela.Robinson@dbb.gov.uk for approval and receipting). This must also be sent to the People Support Team (DBSPeopleSupportTeam@dbb.gov.uk)

Following approval from the nominated Customer Representative, all invoices must be sent to:

Disclosure and Barring Service
Shared Services Connected Ltd
PO Box 5112
Newport, Gwent
NP10 8FZ

Tel: 0345 010 0125
Email: DBBSupplierInvoices@dbb.gov.uk
VAT Number GB: 888818055

Annex B - Pricing Schedule details the Contract Charges applicable to the Contract

7. CONFIDENTIAL INFORMATION

The following information shall be deemed Commercially Sensitive Information:

Breakdown of the Service Provider's pricing schedule – Annex B
8. AGREED AMENDMENTS TO THE CALL-OFF TERMS
The following amendments shall be deemed to be made to the Call-Off Terms: Not applicable.
9. PROCESSING, PERSONAL DATA AND DATA SUBJECTS
The Contract will not require any processing of personal data.
10. Personal Data under the Joint Control of the Parties
Not applicable.

THE CUSTOMER

- and -

THE SERVICE PROVIDER

CALL-OFF TERMS

relating to

3A_20 ADVERTISING SOLUTIONS

CALL-OFF CONTRACT REF: C24420

[3A_20]

CALL-OFF TERMS

BETWEEN

- (1) The customer identified in the Form of Contract (the "Customer"); and
- (2) The company identified in the Form of Contract (the "Service Provider").

WHEREAS

- (A) ESPO selected framework providers, including the Service Provider, to provide Goods and/or Services;
- (B) the Service Provider undertook to provide the Goods and/or Services on the terms set out in a Framework Agreement number 3A_20 dated 01 December 2020 (the "Framework Agreement");
- (C) ESPO and the Service Provider have agreed that public sector bodies within the UK may enter into Contracts under the Framework Agreement with the Service Provider for the Service Provider to supply Goods and/or Services;
- (D) The Customer enters into this Contract on the terms hereinafter appearing.

1. GENERAL PROVISIONS

1.1 Definitions

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

"Affiliates"	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 of that body corporate from time to time;
"Affected Party"	means the party seeking to claim relief in respect of a Force Majeure;
"Approval"	means the prior written consent of the Customer and "Approve" and "Approved" shall be construed accordingly;
"Auditor"	means the National Audit Office or an auditor appointed by the Audit Commission as the context requires;
"BCDR Plan"	means any plan relating to business continuity and disaster recovery as referred to in the Master Contract Schedule and/or any other Contract Document;
"Call-off Terms"	means these terms and conditions in respect of the provision of the Goods and/or Services, together with the schedules hereto;

"Change in Law"	means any change in Law or policy which impacts on the supply of the Goods and/or Services and performance of the Call-off Terms which comes into force after the Commencement Date;
"Commencement Date"	means the date set out in the Master Contract Schedule and/or the Form of Contract Document;
"Commercially Sensitive Information"	means the confidential information listed in set out at Schedule 9 of the Framework Agreement (if any) the Master Contract Schedule and/or a Contract Document comprising of commercially sensitive information relating to the Service Provider, its IPR or its business or which the Service Provider has indicated to the Customer that, if disclosed by the Customer, would cause the Service Provider significant commercial disadvantage or material financial loss;
"Confidential Information"	means the Customer's Confidential Information and/or the Service Provider's Confidential Information;
"Continuous Improvement Plan"	means a plan for improving the provision of the Services and/or reducing the charges produced by the Service Provider pursuant to schedule 6 of the Framework Agreement;
"Contract"	means the contract entered into by the Customer and the Service Provider pursuant to Framework Schedule 4 (Ordering Procedure) of the Framework Agreement comprising of the Form of Contract Document, these Call-Off Terms, the schedules hereto, the Master Contract Schedule and any other Contract Document;
"Contract Document"	means all documents listed in the Form of Contract Document and/or within a schedule referred to in the Form of Contract Document;
"Contract Period"	means the period from the Commencement Date to: a) the Expiry Date; or b) such earlier date of termination or partial termination of the Contract in accordance with Law or the provisions of the Contract;
"Contract Charges"	means the prices (exclusive of any applicable VAT), payable to the Service Provider by the Customer under the Contract, as set out in the Master Contract Schedule and/or any other Contract Document, for the full and proper performance by the Service Provider of its obligations under the Contract less any Service Credits;

"Contracting Authority"	means any contracting authority as defined in Regulation 2 of the Public Contracts Regulations 2015 other than the Customer;
"Control"	means control as defined in section 1124 Corporation Tax Act 2010 and "Controls" and "Controlled" shall be interpreted accordingly;
"Controller"	shall take the meaning given in the GDPR;
"Conviction"	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006.);
"Critical Service Failure"	shall have the meaning given in the Master Contract Schedule and/or any other Contract Document;
"Customer Data"	<p>means:</p> <p>(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:</p> <p>(i) are supplied to the Service Provider by or on behalf of the Customer; or</p> <p>(ii) the Service Provider is required to generate, process, store or transmit pursuant to the Contract; or</p> <p>(b) any Personal Data for which the Customer is the Data Controller;</p>
"Customer Pre-Existing IPR"	shall mean any Intellectual Property Rights vested in or licensed to the Customer prior to or independently of the performance by the Service Provider of its obligations under the Contract and including, for the avoidance of doubt, guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs;

"Customer's Premises"	the premises identified in the Master Contract Schedule and/or any other Contract Document and which are to be made available for use by the Service Provider for the provision of the Goods and/or Services on the terms set out in the Contract;
"Customer Responsibilities"	means the responsibilities of the Customer set out in the Master Contract Schedule and/or any other Contract Document;
"Customer Representative"	means the representative appointed by the Customer from time to time in relation to the Contract;
"Customer's Confidential Information"	means all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel, and Service Providers of the Customer, including all IPRs, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered to be confidential;
"Data Loss Event"	means any event that results, or may result, in unauthorised access to Personal Data held by the Service Provider 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 Legislation"	means the General Data Protection Regulation ((EU) 2016/679) (GDPR), the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time in the UK including the Data Protection Act 2018 and all applicable law about the processing of personal data and privacy;
"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 Officer"	shall take the meaning given in the GDPR;
"Data Subject"	shall take the meaning given in the GDPR;
"Data Subject Access 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;

"Default"	means any breach of the obligations of the Service Provider (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the Service Provider or Service Provider's Staff in connection with or in relation to the subject-matter of the Contract and in respect of which the Service Provider is liable to the Customer;
"Delay Payments"	means the amounts set out or amounts calculated in accordance with the formula set out in the Master Contract Schedule and/or any other Contract Document;
"Deliverables"	means those deliverables listed in the Master Contract Schedule and/or any other Contract Document (if any);
"Delivery"	means the time at which the Goods and/or Services have been installed by the Service Provider and the Customer has issued the Service Provider with confirmation in respect thereof and "Deliver" and "Delivered" shall be construed accordingly;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in clause 42.2;
"DPA 2018"	means Data Protection Act 2018;
"Employment Checks"	means the pre-appointment checks that are required by law and applicable guidance, including without limitation, verification of identity checks, right to work checks, registration and qualification checks, employment history and reference checks, criminal record checks and occupational health checks;
"Environmental Information Regulations"	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
"Equality Legislation"	means the Equality Act 2010, the Human Rights Act 1998 and such other acts and legislation to ensure, among others; equality of access to goods and services; promotion of good relations between groups in society; the provision of reasonable adjustments for people with disabilities; and equality in employment; equality legislation shall help organisations and providers to meet their obligations under anti-discrimination laws;

"Equipment"	means the Service Provider's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Service Provider (but not hired, leased or loaned from the Customer) in the performance of its obligations under the Contract which, for the avoidance of doubt does not include the Goods and/or Services;
"ESPO"	means Leicestershire County Council, acting in its capacity as servicing authority to a joint committee known as ESPO, established under the Local Government Act 1972 (section 101 (5) and section 102) and section 9EB of the Local Government Act 2000, whose place of business is at of Barnsdale Way, Grove Park, Enderby, Leicester, LE19 1ES;
"Expiry Date"	means the date set out in the Master Contract Schedule and/or any other Contract Document;
"Form of Contract"	means the document in the form set out at Schedule 3 of the Framework Agreement signed by the Customer and the Service Provider and which lists all of the Contract Documents;
"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"

means any event, occurrence or cause affecting the performance by either the Customer or the Service Provider of its obligations arising from:

- a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;
- b) riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;
- c) acts of government, local government or Regulatory Bodies;
- d) fire, flood or any disaster acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;
- e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:
 - i) any industrial dispute relating to the Service Provider, the Service Provider's Staff or any other failure in the Service Provider or the Sub-Contractor's supply chain; and
 - ii) any event or occurrence which is attributable to the wilful act, neglect or failure to take reasonable precautions against the event or occurrence by the Party concerned;

"GDPR"

means the General Data Protection Regulation (Regulation (EU) 2016/679;

"Good Industry Practice"

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

"Goods and/or Services"

means the goods and/or services to be supplied as specified in the Form of Contract, Master Contract Schedule and/or any other Contract Document;

"Guarantee Period"

means the period the period for each item as stated in the Service Provider's Tender;

"Holding Company"	shall have the meaning given to it in section 1159 and Schedule 6 of the Companies Act 2006;
"Implementation Plan"	means the plan referred to in the Master Contract Schedule and/or any other Contract Document produced and updated in accordance with Schedule 2;
"Information"	has the meaning given under section 84 of the FOIA;
"Initial Term"	the period commencing on the Commencement Date and ending on the Expiry Date;
"Intellectual Property Rights" or "IPRs"	<p>means:</p> <ul style="list-style-type: none">a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, service marks, logos, database rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, design rights (whether registrable or otherwise), Know-How, trade secrets and, moral rights and other similar rights or obligations;b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; andc) all other rights whether registrable or not having equivalent or similar effect in any country or jurisdiction (including but not limited to the United Kingdom) and the right to sue for passing off;
ITT Response	means the response submitted by the Service Provider to the Invitation to Tender issued by the Customer on 14 February 2023;
"Key Personnel"	means the individuals (if any) identified in the Master Contract Schedule and/or any other Contract Document;
"Know-How"	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Goods and/or Services but excluding know-how already in the Service Provider's or the Customer's possession before the Commencement Date;

"Law"	means any law, 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 with which the Service Provider is bound to comply;
"LED"	means Law Enforcement Directive (Directive (EU) 2016/680);
"Management Information"	means the management information specified in Framework Schedule 7 (Management Information Requirements);
"Master Contract Schedule"	means the schedule attached to the Form of Contract at Schedule 3 of the Framework Agreement;
"Milestone"	means an event or task described in the Implementation Plan which must be completed by the corresponding date set out in such plan;
"Milestone Date"	means the date set against the relevant Milestone in the Implementation Plan;
"Mirror Framework"	means any framework agreement entered into by the Service Provider and a company owned by ESPO;
"Month"	means calendar month and "monthly" shall be interpreted accordingly;
"Normal Business Hours"	means 8.00 am to 6.00 pm local UK time, each Working Day;
"Parent Company"	means any company which is the ultimate Holding Company of the Service Provider and which is either responsible directly or indirectly for the business activities of the Service Provider or which is engaged by the same or similar business to the Service Provider;
"Party"	means the Service Provider or the Customer and "Parties" shall mean both of them;
"Personal Data"	shall take the meaning given in the GDPR;
"Personal Data Breach"	shall take the meaning given in the GDPR;
"Premises"	means the location where the Services are to be provided and/or the Goods are to be supplied, as set out in the Master Contract Schedule and/or any other Contract Document;
"Processor"	shall take 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 Customer and/or ESPO 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; or

b) committing any offence:

i) under the Bribery Act 2010;

ii) under legislation creating offences concerning fraudulent acts;

iii) at common law concerning fraudulent acts relating to the Contract or any other contract with ESPO and/or Customer and/or any other contracting body; or

iv) involving slavery or human trafficking; or

c) defrauding, attempting to defraud or conspiring to defraud ESPO and/or the Customer or any other contracting body.

"Project Specific IPRs"

means:

(a) IPRs in the Services, Deliverables and/or Goods provided by the Service Provider (or by a third party on behalf of the Service Provider) specifically for the purposes of the Contract and all updates and amendments of these items created during the Contract Period; and/or

(b) IPRs arising as a result of the provision of the Services, Deliverables and/or Goods by the Service Provider (or by a third party on behalf of the Service Provider) under the Contract,

"Property"

means the property, other than real property and IPR, issued or made available to the Service Provider by the Customer in connection with the Contract;

"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 such measures adopted by it;
"Public Contracts Directive"	means Directive 2014/24/EU of the European Parliament and of the Council;
"Quality Standards"	means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies), that a skilled and experienced operator in the same type of industry or business sector as the Service Provider would reasonably and ordinarily be expected to comply with (as may be further detailed in the Master Contract Schedule and/or any other Contract Document) and any other applicable quality standards, Government codes of practice and guidance;
"Regulated Activity"	means any work which is currently defined as a regulated activity relating to children or vulnerable adults within the meaning of Schedule 4 Part 1 (Children) or Part 2 (Vulnerable Adults) of the Safeguarding Vulnerable Groups Act 2006;
"Regulatory Bodies"	means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Customer;
"Related Service Provider"	means any person who provides services to the Customer which are related to the Services from time to time;
"Replacement Service Provider"	any third party Service Provider of Replacement Services appointed by the Customer from time to time;
"Replacement Service"	any services which are substantially similar to any of the Services and which the Customer receives in substitution for any of the Services following the expiry or termination of the Contract, whether those services are provided by the Customer internally and/or by any third party;

"Request for Information"	means a request for information or an apparent request relating to the Contract or the provision of the Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations;
"Service Credits"	means the sums referred to or sums calculated in accordance with Schedule 1 being payable by the Service Provider in respect of any failure by the Service Provider to meet one or more Service Levels;
"Service Levels"	means any service levels applicable to the provision of the Services as referred to Schedule 1;
"Service Provider"	means the person, firm or company with whom the Customer enters into the Contract as identified in the Form of Contract;
"Service Provider Personnel"	means all directors, officers, employees, agents, consultants and contractors of the Service Provider and/or of any Sub-Contractor engaged in the performance of its obligations under this Contract;
"Service Provider Pre-Existing IPR"	shall mean any Intellectual Property Rights vested in or licensed to the Service Provider prior to or independently of the performance by the Customer of its obligations under the Contract and including, for the avoidance of doubt, guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs;
"Service Provider's Representative"	means the representative appointed by the Service Provider from time to time in relation to the Contract;
"Service Provider Solution"	means the Service Provider's solution for the provision of the Goods and/or Services as referred to in the Master Contract Schedule and/or another Contract Document referred to in the Form of Contract;
"Service Provider's Confidential Information"	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and Service Providers of the Service Provider, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential;
"Services"	means the services to be supplied as referred to in the Form of Contract, the Master Contract Schedule and the Contract Documents;

"Sites"	means any premises from which the Services are provided or from which the Service Provider manages, organises or otherwise directs the provision or the use of the Services;
"Specification"	means the specification in the Lots at Framework Schedule 1 (Goods and/or Services);
"Staff"	means all persons employed by the Service Provider and/or any Sub-Contractor to perform its obligations under the Contract together with the Service Provider's and/or any Sub-Contractor's servants, consultants, agents, Service Providers and Sub-Contractors used in the performance of its obligations under the Contract;
"Sub-Contract"	means any contract or agreement or proposed contract or agreement between the Service Provider and any third party whereby that third party agrees to provide to the Service Provider the Goods and/or Services or any part thereof or facilities, goods or services necessary for the provision of the Goods and/or Services or any part thereof or necessary for the management, direction or control of the Goods and/or Services or any part thereof;
"Sub-Contractor"	means the third party with whom the Service Provider enters into a Sub-Contract or its servants or agents and any third party with whom that third party enters into a Sub-Contract or its servants or agents;
"Sub-processor"	means any third party appointed to process Personal Data on behalf of the Service Provider related to this Contract;
"Technical Standards"	means the technical standards set out in the Framework Agreement and if applicable the Master Contract Schedule and/or another Contract Document referred to in the Form of Contract;
"Tender"	means the tender submitted by the Service Provider to the Customer in response to the Customer's invitation to Service Providers for formal offers to supply it with the Goods and/or Services pursuant to the Framework Agreement;
"Term"	the period of the Initial Term as may be varied by: (a) any extensions to this Contract which are agreed pursuant to clause 3; or (b) the earlier termination of this Contract in accordance with its terms;
"TFEU"	means the Treaty on the Functioning of the European Union (OJ No. C 115);

"Transferring Goods"	means goods comprised in the Goods and/or Services, title to which transfers between the Parties in accordance with clause 4.6.1;
"Treaties"	means the Treaty of the European Union (OJ No. C 115) and TFEU;
"Undelivered Goods and/or Services "	shall have the meaning given in clause 4.5.7;
"Valid Invoice"	means an invoice issued by the Service Provider to the Customer that complies with clause 11.2.2;
"Variation"	has the meaning given to it in clause 33;
"Variation Procedure"	means the procedure set out in clause 33;
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and
"Working Day"	means any day other than a Saturday or Sunday or public holiday in England and Wales.

1.2 Interpretation

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

- 1.2.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- 1.2.2 words importing the masculine include the feminine and the neuter;
- 1.2.3 the words "include", "includes" and "including" "for example" and "in particular" and words of similar effect are to be construed as if they were immediately followed by the words "without limitation" and shall not limit the general effect of the words which precede them;
- 1.2.4 references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- 1.2.5 the schedules form part of the Contract and shall have effect as if set out in full in the body of the Contract. Any reference to the Contract includes the schedules;
- 1.2.6 references to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;

- 1.2.7 headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract;
- 1.2.8 references to "clauses" and "schedules" are, unless otherwise provided, references to the clauses of and schedules to this Contract. References to "paragraphs" are, unless otherwise provided, references to paragraphs of the schedule in which the references are made;
- 1.2.9 terms or expressions contained in this Contract which are capitalised but which do not have an interpretation in clause 1 shall be interpreted in accordance with the Framework Agreement save for such words as do not have an interpretation in the Framework Agreement in which case they shall be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise they shall be interpreted in accordance with the dictionary meaning;
- 1.2.10 reference to a clause is a reference to the whole of that clause unless stated otherwise; and
- 1.2.11 in the event of and only to the extent of any conflict between the Master Contract Schedule, these Call-Off Terms, any other Contract Document any document referred to in the clauses of the Contract and the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
 - 1.2.11.1 the Framework Agreement;
 - 1.2.11.2 these Call-Off Terms;
 - 1.2.11.3 the Master Contract Schedule; and
 - 1.2.11.4 any other Contract Document or document referred to in these Call-Off Terms.

2. DUE DILIGENCE

- 2.1 The Service Provider acknowledges that it:
 - 2.1.1 has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Customer;
 - 2.1.2 has raised all relevant due diligence questions with the Customer before the Commencement Date; and
 - 2.1.3 has entered into this Contract in reliance on its own due diligence alone.
- 2.2 The Customer hereby confirms that it has all requisite authority to enter into the Contract.

3. CONTRACT PERIOD

- 3.1 This Contract shall take effect on the Commencement Date and shall continue for the Term.
- 3.2 The Customer may extend this Contract beyond the Initial Term by a further period or periods as stated in the Master Contract Schedule (Extension Period). If the Customer wishes to extend this Contract, it shall give the Service Provider three (3) months' written notice of such intention before the expiry of the Initial Term or Extension Period.
- 3.3 If the Customer gives such notice then the Term shall be extended by the period set out in the notice.
- 3.4 If the Customer does not wish to extend this Contract beyond the Initial Term this Contract shall expire on the expiry of the Initial Term and the provisions of clause 20 shall apply.

4. SUPPLY OF GOODS AND/OR SERVICES

4.1 Supply of the Goods and/or Services

- 4.1.1 The Service Provider shall supply the Goods and/or Services in accordance with the Implementation Plan.
- 4.1.2 The Service Provider shall supply the Goods and/or Services during the Contract Period in accordance with the Customer's requirements as set out in this Contract in consideration for the payment of the Contact Charges. The Customer may inspect and examine the manner in which the Service Provider supplies the Goods and/or Services at the Premises during Normal Business Hours on reasonable notice.
- 4.1.3 If the Customer informs the Service Provider in writing that the Customer reasonably believes that any part of the Goods and/or Services does not meet the requirements of the Contract or differs in any way from those requirements, the Service Provider shall at its own expense re-schedule and carry out the Goods and/or Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Customer.
- 4.1.4 The Service Provider accepts responsibility for all damage to, shortage or loss of the Ordered Goods if:
 - 4.1.4.1 the same is notified in writing to the Service Provider within three (3) Working Days of receipt of the Ordered Goods by the Customer; and
 - 4.1.4.2 the Ordered Goods have been handled by the Customer in accordance with the Service Provider's instructions.

- 4.1.5 Where the Service Provider accepts responsibility under clause 4.1.4 it shall, at its sole option, replace or repair the Ordered Goods (or part thereof) which have been proven, to the Service Provider's reasonable satisfaction, to have been lost or damaged in transit.
- 4.1.6 The Service Provider agrees that the Customer relies on the skill and judgment of the Service Provider in the supply of the Goods and/or Services and the performance of its obligations under the Contract.

4.2 **Provision and Removal of Equipment**

- 4.2.1 Unless otherwise stated in the Master Contract Document and/or any other Contract Document, the Service Provider shall provide all the Equipment necessary for the supply of the Goods and/or the Services.
- 4.2.2 The Service Provider shall not deliver any Equipment nor begin any work on the Premises without obtaining Approval.
- 4.2.3 All Equipment brought onto the Premises shall be at the Service Provider's own risk and the Customer shall have no liability for any loss of or damage to any Equipment unless and to the extent that the Service Provider is able to demonstrate that such loss or damage was caused by or contributed to by the Customer's Default. The Service Provider shall be wholly responsible for the haulage or carriage of the Equipment to the Premises and the removal thereof when it is no longer required by the Customer and in each case at the Service Provider's sole cost. Unless otherwise stated in the Contract, Equipment brought onto the Premises will remain the property of the Service Provider.
- 4.2.4 The Service Provider shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.
- 4.2.5 The Service Provider shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
 - 4.2.5.1 remove from the Premises any Equipment which in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with the Contract; and
 - 4.2.5.2 replace such item with a suitable substitute item of Equipment.
- 4.2.6 Upon termination or expiry of the Contract, the Service Provider shall remove the Equipment together with any other materials used by the Service Provider to supply the Goods and/or Services and shall leave the Premises in a clean, safe and tidy condition. The Service Provider is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Service Provider or Service Provider's Staff.

4.3 Quality

- 4.3.1 The Service Provider shall at all times comply with the Technical Standards and the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards' authorisation body. To the extent that the standard to which the Goods and/or Services must be provided has not been specified in the Contract, the Service Provider shall agree the relevant standard for the provision of the Goods and/or Services with the Customer prior to the supply of the Goods and/or Services commencing and in any event, the Service Provider shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.
- 4.3.2 The Service Provider shall ensure that the Staff shall at all times during the Contract Period:
 - 4.3.2.1 faithfully and diligently perform those duties and exercise such powers as necessary in connection with the provision of the Goods and/or Services;
 - 4.3.2.2 obey all lawful instructions and reasonable directions of the Customer and provide the Goods and/or Services to the reasonable satisfaction of the Customer; and
 - 4.3.2.3 apply all due skill, care, diligence and are appropriately experienced, qualified and trained.
- 4.3.3 The Service Provider shall without prejudice to clause 4.1.4 above perform its obligations under the Contract in a timely manner.
- 4.3.4 The Service Provider shall supply the Goods and/or Services and, where relevant, install the Goods in accordance with the Specification in the Framework Agreement (if any) (as a minimum), the Master Contract Schedule and/or any other Contract Document and in accordance with all applicable Laws, including but not limited to, any obligation implied by sections 12, 13 and 14 of the Sale of Goods Act 1979 and section 2 of the Supply of Goods and Services Act 1982.
- 4.3.5 The Service Provider shall at all times during the Contract Period ensure that:
 - 4.3.5.1 the Goods and/or Services conform in all respects with the specifications set out in the Master Contract Schedule and/or any other Contract Document and/or where applicable the Framework Agreement;
 - 4.3.5.2 the Goods and/or Services operate in accordance with the relevant technical specifications and correspond with all requirements set out in the Master Contract Schedule and/or any other Contract Document;

- 4.3.5.3 the Goods and/or Services conform in all respects with all applicable Laws, Quality Standards and Technical Standards;
- 4.3.5.4 the Goods are free from defects in design and workmanship and are fit for the purpose that such Goods are ordinarily used for and for any particular purpose made known to the Service Provider by the Customer; and
- 4.3.5.5 the Goods and/or Services are supplied in accordance with the Service Provider Solution.

4.4 Delivery (Goods only)

- 4.4.1 Without prejudice to the content of clause 4.5 (Delivery) the Service Provider shall make delivery of the Goods specified in the Master Contract Schedule and/or any other Contract Document at the times and in the manner stated therein and as a minimum meet the requirements stated in the Response to the ITT. Delivery shall be at no cost to the Customer and shall be at the sole risk of the Service Provider.
- 4.4.1 Ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Contract Charges or allocation of the relevant Goods by the Customer to an order.
- 4.4.2 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the point when the Goods have been delivered satisfactorily.

4.5 Delivery

- 4.5.1 The Service Provider shall Deliver the Goods and provide the Services in accordance with the Implementation Plan and Milestones.
- 4.5.2 The issue by the Customer of a receipt note for delivered Equipment shall not constitute any acknowledgement of the condition, quantity or nature of that Equipment.
- 4.5.3 Time of delivery in relation to commencing and/or supplying the Goods and/or Services shall be of the essence and if the Service Provider fails to deliver the Goods and/or Services within the time specified in accordance with clause 4.1.1 and/or the Master Contract Schedule and/or any other Contract Document and without prior written Approval, the Customer may release itself from any obligation to accept and pay for the Goods and/or terminate the Contract, in either case without prejudice to any other rights and remedies of the Customer.

- 4.5.4 Except where otherwise provided in the Contract, the Goods shall be installed and the Services provided by the Staff or the Sub-Contractors at such place or places as set out in the Master Contract Schedule and/or any other Contract Document.
- 4.5.5 Where the Goods are delivered by the Service Provider, the point of delivery shall be when the Goods are removed from the transporting vehicle at the Premises. Where the Goods are collected by the Customer, the point of delivery shall be when the Goods are loaded on the Customer's vehicle.
- 4.5.6 Except where otherwise provided in the Contract, delivery shall include the unloading, stacking or installation of the Goods and/or Services by the Staff or the Service Provider's Service Providers or carriers at such place as the Customer or duly authorised person shall reasonably direct.
- 4.5.7 In the event that not all of the Goods and/or Services are Delivered by the relevant Milestone Dates specified in the Implementation Plan ("**Undelivered Goods and/or Services**") then the Customer shall be entitled to withhold payment of the Contract Charges for any Goods and/or Services that were not Delivered in accordance with the corresponding Milestone Date until such time as the Undelivered Goods and/or Services are Delivered.
- 4.5.8 The Customer shall be under no obligation to accept or pay for any Goods Delivered in excess of the quantity specified in the Master Contract Schedule and/or any other Contract Document. If the Customer elects not to accept such over-Delivered Goods it shall give notice in writing to the Service Provider to remove them within five (5) Working Days and to refund to the Customer any expenses incurred by the Customer as a result of such over-Delivery (including but not limited to the costs of moving and storing the Goods), failing which the Customer may dispose of such Goods and charge the Service Provider for the costs of such disposal. The risk in any over-Delivered Goods shall remain with the Service Provider.

4.6 **Ownership and Risk**

- 4.6.1 Ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Contract Charges or allocation of the relevant Goods by the Customer to an order.
- 4.6.2 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the point when the Goods have been delivered satisfactorily.

4.7 Guarantee

The Service Provider hereby guarantees the Transferring Goods for the Guarantee Period against faulty materials and workmanship. If the Customer shall within such Guarantee Period or within twenty five (25) Working Days thereafter give notice in writing to the Service Provider of any defect in any of the Transferring Goods as may have arisen during such Guarantee Period under proper and normal use, the Service Provider shall (without prejudice to any other rights and remedies which the Customer may have) promptly remedy such defects (whether by repair or replacement as the Customer shall elect) free of charge.

5. ASSISTANCE ON EXPIRY OR TERMINATION

- 5.1 In the event that the Contract expires or is terminated, the Service Provider shall, where so requested by the Customer, provide assistance to the Customer to migrate the provision of the Services to a Replacement Service Provider.

6. DISASTER RECOVERY AND BUSINESS CONTINUITY

- 6.1 The Service Provider will maintain in place throughout the Contract Period business continuity arrangements and will review those arrangements at appropriate intervals and if necessary update them, so as to ensure as far as reasonably practical that in the event of unexpected circumstances, either within or external to the Service Provider's organisation, delivery of the Goods and/or Services to the Customer is subject to a minimum of disruption.

7. MONITORING OF CONTRACT PERFORMANCE

- 7.1 The Service Provider shall comply with the monitoring arrangements referred to in the Master Contract Schedule and/or any other Contract Document including, but not limited to, providing such data and information as the Service Provider may be required to produce under the Contract.
- 7.2 Where requested by the Customer, the Service Provider shall supply the Management Information to the Customer in the form and periodically as specified in the Master Contract Schedule.

8. DISRUPTION

- 8.1 The Service Provider shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.
- 8.2 The Service Provider shall immediately inform the Customer of any actual or potential industrial action, whether such action be by the Service Provider's own employees or others, which affects or might affect the Service Provider's ability at any time to perform its obligations under the Contract.

- 8.3 In the event of industrial action by the Staff, the Service Provider shall seek Approval to its proposals for the continuance of the supply of the Goods and/or Services in accordance with its obligations under the Contract.
- 8.4 If the Service Provider's proposals referred to in clause 8.3 are considered insufficient or unacceptable by the Customer acting reasonably then the Contract may be terminated with immediate effect by the Customer by notice in writing.
- 8.5 If the Service Provider is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business caused by the Customer, an appropriate allowance by way of extension of time will be approved by the Customer. In addition, the Customer will reimburse any additional expense reasonably incurred by the Service Provider as a direct result of such disruption.

9. SERVICE LEVELS AND REMEDIES IN THE EVENT OF INADEQUATE PERFORMANCE OF THE SERVICES OR PROVISION OF THE GOODS

- 9.1 The Service Provider shall provide the Services to meet or exceed the Service Levels and any failure to meet the Service Levels shall entitle the Customer to Service Credits calculated in accordance with the provisions of schedule 1 or in the event of a Critical Service Failure shall give rise to a right for the Customer to terminate the Contract with immediate effect upon giving written notice to the Service Provider.
- 9.2 The Service Provider shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Service Provider's performance of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.
- 9.3 Without prejudice to any other right or remedy which the Customer may have, if any Goods and/or Services are not supplied in accordance with, or the Service Provider fails to comply with any of the terms of the Contract then the Customer may (whether or not any part of the Goods and/or Services have been Delivered) do any of the following:
 - 9.3.1 at the Customer's option, give the Service Provider the opportunity at the Service Provider's expense to either remedy any defect in the Goods and/or failure in the performance of the Services together with any damage resulting from such defect or failure (and where such defect or failure is capable of remedy) or to supply replacement Goods and/or Services and carry out any other necessary work to ensure that the terms of the Contract are fulfilled, in accordance with the Customer's instructions;

- 9.3.2 reject the Goods (in whole or in part) and require the Service Provider to remove the Goods (in whole or in part) at the risk and cost of the Service Provider on the basis that a full refund for the Goods so rejected shall be paid to the Customer forthwith by the Service Provider;
- 9.3.3 refuse to accept any further Goods and/or Services to be Delivered but without any liability to the Customer;
- 9.3.4 if the Master Contract Schedule and/or any other Contract Documents provide for the payment of Delay Payments, then the Service Provider shall pay such amounts (calculated in accordance with the Master Contract Schedule and/or any other Contract Document) on demand. The Delay Payments will accrue on a daily basis from the relevant Milestone Date and will continue to accrue until the date when the Milestone is met;
- 9.3.5 carry out at the Service Provider's expense any work necessary to make the Goods and/or Services comply with the Contract;
- 9.3.6 without terminating the Contract, itself supply or procure the supply of all or part of the Goods and/or Services until such time as the Service Provider shall have demonstrated to the reasonable satisfaction of the Customer that the Service Provider will once more be able to supply all or such part of the Goods and/or Services in accordance with the Contract;
- 9.3.7 without terminating the whole of the Contract, terminate the Contract in respect of part of the Goods and/or Services only (whereupon a corresponding reduction in the Contract Charges shall be made) and thereafter itself supply or procure a third party to supply such part of the Goods and/or Services; and/or
- 9.3.8 charge the Service Provider for and the Service Provider shall on demand pay any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Goods and/or Services by the Customer or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Service Provider for such part of the Goods and/or Services and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Goods and/or Services.

9.4 **In the event that the Service Provider:**

- 9.4.1 fails to comply with clause 9.3 above and the failure is materially adverse to the interests of the Customer or prevents the Customer from discharging a statutory duty; or
- 9.4.2 persistently fails to comply with clause 9.3 above,

the Customer may terminate the Contract with immediate effect by giving the Service Provider notice in writing.

10. PAYMENT AND CONTRACT CHARGES

10.1 Contract Charges

- 10.1.1 In consideration of the Service Provider's performance of its obligations under the Contract, the Customer shall pay the Contract Charges in accordance with clause 11.2 (Payment and VAT).
- 10.1.2 The Customer shall, in addition to the Contract Charges and following delivery by the Service Provider of a valid VAT invoice, pay the Service Provider a sum equal to the VAT chargeable on the value of the Goods and/or Services supplied in accordance with the Contract.
- 10.1.3 If at any time during the Contract Period the Service Provider reduces its rates of Charges for any Goods and/or Services which is provided under the Framework Agreement (whether or not such Goods and/or Services are offered in a catalogue which is provided under the Framework Agreement) in accordance with the terms of the Framework Agreement, the Service Provider shall immediately reduce the Contract Price for such Goods and/or Services under the Contract by the same amount.
- 10.1.4 The benefit of any work being done pursuant to the provisions of Schedule 6 (Value for Money) of the Framework Agreement which is specifically commissioned from the Service Provider by another contracting body at any time prior to or during the Contract Period to reduce costs or to improve the quality or efficiency of the Goods and/or Services or to facilitate their delivery shall be offered by the Service Provider to the Customer at no charge.
- 10.1.5 The Parties acknowledge that the Service Provider is required to pay to ESPO and, where relevant, the Trading Company a retrospective rebate based on the value of each call-off contract at a percentage agreed in the Framework Agreement.

10.2 Payment and VAT

- 10.2.1 Where the Service Provider submits an invoice to the Customer, the Customer will consider and verify that invoice in a timely fashion.
- 10.2.2 The Service Provider shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Goods supplied and/or the Services provided and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice. The Customer shall accept and process for payment an electronic invoice submitted for payment by the Service Provider where

the invoice is undisputed and where it complies with the following standard on electronic invoicing: the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.

- 10.2.3 The Customer shall pay the Service Provider any sums due under such an invoice no later than a period of 30 days from the date on which the Customer has determined that the invoice is valid and undisputed.
- 10.2.4 Where the Customer fails to comply with clause 11.2.1 and there is an undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purposes of clause 11.2.2 after a reasonable time has passed.
- 10.2.5 Where the Service Provider enters into a Sub-Contract, the Service Provider shall include in that Sub-Contract:
- (a) provisions having the same effect as clauses 11.2.1 – 11.2.3 of this Contract; and
 - (b) a provision requiring the counterparty to that Sub-Contract to include any Sub-Contract which it awards provisions have the same effect as clauses 11.1.1 – 11.1.4 of this Contract.

For the purposes of this sub clause 11.2.5 “Sub-Contract” means a contract between two or more suppliers, at any stage of remoteness from the Customer in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or part of this Contract.

- 10.2.6 The Service Provider shall indemnify the Customer on demand and on a continuing basis against any liability, including without limitation any interest, penalties or costs, which are suffered or incurred by or levied, demanded or assessed on the Customer at any time in respect of the Service Provider's failure to account for or to pay any VAT relating to payments made to the Service Provider under the Contract. Any amounts due under this clause 11.2.6 shall be paid by the Service Provider to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.
- 10.2.7 The Service Provider shall not suspend the supply of the Services and/or Goods (as applicable) unless the Service Provider is entitled to terminate the Contract under clause 26 (Termination on Default) for failure to pay undisputed sums of money. Interest shall be payable by the Customer on the late payment of any undisputed sums of money properly invoiced at 3% above the Bank of England base rate.

10.3 Recovery of Sums Due

- 10.3.1 Wherever under the Contract any sum of money is recoverable from or payable by the Service Provider (including any sum which the Service Provider is liable to pay to the Customer in respect of any breach of the Contract), the Customer may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Service Provider under the Contract or under any other agreement or contract with the Customer.
- 10.3.2 Any overpayment by either Party, whether of the Contract Charges 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.
- 10.3.3 The Service Provider shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Service Provider has a valid court order requiring an amount equal to such deduction to be paid by the Customer to the Service Provider.
- 10.3.4 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.

10.4 Euro

- 10.4.1 Any requirement of Law to account for the Goods and/or Services in Euro, (or to prepare for such accounting) instead of and/or in addition to Sterling, shall be implemented by the Service Provider free of charge to the Customer.
- 10.4.2 The Customer shall provide all reasonable assistance to facilitate compliance with clause 11.4.1 by the Service Provider.

11. KEY PERSONNEL

- 11.1 The Parties have agreed to the appointment of the Key Personnel. The Service Provider shall and shall procure that any Sub-Contractor shall obtain Approval before removing or replacing any Key Personnel during the Contract Period.
- 11.2 The Service Provider shall provide the Customer with at least one (1) Month's written notice of its intention to replace any member of Key Personnel.
- 11.3 The Customer shall not unreasonably delay or withhold its Approval to the removal or appointment of a replacement for any relevant Key Personnel by the Service Provider or Sub-Contractor.
- 11.4 The Service Provider acknowledges that the persons designated as Key Personnel from time to time are essential to the proper provision of the Goods and/or Services to the Customer. The Service Provider shall ensure that the role

of any Key Personnel is not vacant for any longer than ten (10) Working Days and that any replacement shall be as qualified and experienced or more qualified and experienced as the previous incumbent and fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced.

- 11.5 The Customer may also require the Service Provider to remove any Key Personnel that the Customer considers in any respect unsatisfactory. The Customer shall not be liable for the cost of replacing any Key Personnel.

12. SERVICE PROVIDER'S STAFF

- 12.1 The Customer may, by written notice to the Service Provider, refuse to admit onto, or withdraw permission to remain on, the Customer's Premises:

12.1.1 any member of the Staff; or

12.1.2 any person employed or engaged by any member of the Staff,

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

- 12.2 At the Customer's written request, the Service Provider shall provide a list of the names and addresses of all persons who may require admission to the Customer's Premises in connection with the Contract, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Customer may reasonably request.
- 12.3 Staff engaged within the boundaries of the Customer's Premises shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when at or within the boundaries of those Customer's Premises.
- 12.4 If the Service Provider fails to comply with clause 13.2 within three (3) weeks of the date of the request, the Customer may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Customer.
- 12.5 The decision of the Customer as to whether any person is to be refused access to the Premises and as to whether the Service Provider and Staff have failed to comply with clause 13.2 shall be final and conclusive.

Children and Vulnerable Adults

- 13.6 Where the provision of the Goods and/or Services requires any of the Service Provider's employees or volunteers to work in a Regulated Activity with children and/or vulnerable adults, the Service Provider will make checks in respect of such employees and volunteers with the Disclosure & Barring Service (DBS) for the purpose of checking at an enhanced level of disclosure for the existence of any criminal convictions subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) or other relevant information and that the appropriate check of the Children's Barred List relating to the protection of children.

- 13.7 The Service Provider will comply with the requirements of the Safeguarding of Vulnerable Groups Act 2006 (as amended by the Protection of Freedoms Act 2012 and any other subsequent relevant legislation) in respect of such employees and volunteers that work in a Regulated Activity.
- 13.8 The Service Provider will ensure that all enhanced checks for a Regulated Activity including the appropriate barred list check or checks are renewed every three years.
- 13.9 The Service Provider will not employ any person or continue to employ any person to provide the Regulated Activities who is prevented from carrying out such activities under the Safeguarding of Vulnerable Groups Act 2006 and will notify the Customer immediately of any decision to employ such a person in any role connected with this Contract or any other agreement or arrangement with the Customer.
- 13.10 Where the provision of the Goods and/or Services does not require any of the Service Provider's employees or volunteers to work in a Regulated Activity but where the Service Provider's employees or volunteers may nonetheless have contact with children and/or vulnerable adults the Service Provider will in respect of such employees and volunteers:
 - a) carry out Employment Checks; and
 - b) carry out such other checks as may be required by the Disclosure & Barring Service from time to time through the Contract Period.
- 13.11 Where the principle obligation of the Service Provider is to effect delivery of goods to a site and does not require any element of on-site working including installation and commissioning of Goods in a private dwelling, neither the Service Provider nor any sub-contractors are to have direct contact with children and/or vulnerable adults during any delivery or attendance at the premises. The Service Provider shall ensure that those engaged in undertaking the duties under this contract, including employees, servants, agents and others are of suitable standing and good character and provide them with copies of the Specification and secure their written acknowledgement of receipt and understanding.

13. STAFFING SECURITY

- 13.1 The Service Provider shall comply with the Customer's staff vetting procedures (where provided to the Service Provider) in respect of all Service Provider Staff employed or engaged in the provision of the Goods and/or Services. The Service Provider confirms that all Staff employed or engaged by the Service Provider at the Commencement Date were vetted and recruited on a basis that is equivalent to and no less strict than the Customer's staff vetting procedures.
- 13.2 The Service Provider shall provide training on a continuing basis for all Staff employed or engaged in the provision of the Goods and/or Services to ensure compliance with the Customer's staff vetting procedures.

14. INTELLECTUAL PROPERTY RIGHTS

- 14.1 Save as granted under this Contract, neither the Customer nor the Service Provider shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights.
- 14.2 The Service Provider shall ensure and procure that the availability, provision and use of the Goods and/or Services and the performance of the Service Provider's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.
- 14.3 With respect to the Service Providers obligations under the Contract, the Service Provider warrants and represents that:
 - 14.3.1 it owns, has obtained or shall obtain valid licences for all Intellectual Property Rights that are necessary to perform its obligations under this Contract;
 - 14.3.2 it has and shall continue to take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Customer's Confidential Information (held in electronic form) owned by or under the control of, or used by the Customer;
- 14.4 The Service Provider shall during and after the Contract Period of the Contract indemnify and keep indemnified the Customer on demand in full from and against all claims, proceedings, suits, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages and any other liabilities whatsoever arising from, out of, in respect of or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the:
 - 14.4.1 availability, provision or use of the Goods and/or Services (or any parts thereof); and
 - 14.4.2 performance of the Service Provider's responsibilities and obligations hereunder.
- 14.5 The Service Provider shall promptly notify the Customer if any claim or demand is made or action brought against the Service Provider for infringement or alleged infringement of any Intellectual Property Right that may affect the availability, provision or use of the Goods and/or Services (or any parts thereof) and/or the performance of the Service Provider's responsibilities and obligations hereunder.
- 14.6 If a claim or demand is made or action brought to which clause 16.3 and/or 16.4 may apply, or in the reasonable opinion of the Service Provider is likely to be made or brought, the Service Provider may at its own expense and within a reasonable time either:

- 14.6.1 modify any or all of the affected Goods and/or Services without reducing the performance and functionality of the same, or substitute alternative goods and/or services of equivalent performance and functionality for any or all of the affected Goods and/or Services, so as to avoid the infringement or the alleged infringement, provided that the terms herein shall apply mutatis mutandis to such modified or substituted goods and/or services; or
- 14.6.2 procure a licence to use the Goods and/or Services on terms that are reasonably acceptable to the Customer; and
- 14.6.3 in relation to the performance of the Service Provider's responsibilities and obligations hereunder, promptly re-perform those responsibilities and obligations.

14.7 **Customer Data**

- 14.7.1 The Service Provider shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- 14.7.2 The Service Provider shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Service Provider of its obligations under the Contract or as otherwise expressly Approved by the Customer.
- 14.7.3 To the extent that Customer Data is held and/or processed by the Service Provider, the Service Provider shall supply that Customer Data to the Customer as requested by the Customer and in the format specified in this Contract (if any) and in any event as specified by the Customer from time to time in writing.
- 14.7.4 To the extent that Customer Data is held and/or processed by the Service Provider, the Service Provider shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- 14.7.5 The Service Provider shall ensure that any system on which the Service Provider holds any Customer Data, including back-up data, is a secure system that complies with the security policy reasonably requested by the Customer.
- 14.7.6 If the Customer Data is corrupted, lost or sufficiently degraded as a result of the Service Provider's Default so as to be unusable, the Customer may:
 - 14.7.6.1 require the Service Provider (at the Service Provider's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with any BCDR Plan and the Service Provider shall do so as soon as practicable but in accordance with the time period notified by the Customer; and/or

14.7.6.2 itself restore or procure the restoration of Customer Data, and shall be repaid by the Service Provider any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in any BCDR Plan.

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

14.8 **Protection of Personal Data**

14.8.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, where the Customer has completed the second column of the table in section 9 of the Master Contract Schedule to specify the processing of Personal Data it requires the Service Provider to perform, the Customer is the Controller and the Service Provider is the Processor. The only processing that the Service Provider is authorised to do is listed in section 9 of the Master Contract Schedule by the Customer and may not be determined by the Service Provider.

14.8.2 The Service Provider shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.

14.8.3 The Service Provider shall provide all reasonable assistance to the Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Customer, include:

14.8.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;

14.8.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Goods and/or Services;

14.8.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and

14.8.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

14.8.4 The Service Provider shall, in relation to any Personal Data processed in connection with its obligations under this Contract:

14.8.4.1 process that Personal Data only in accordance with section 9 of the Master Contract Schedule, unless the Service Provider

is required to do otherwise by Law. If it is so required, the Service Provider shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;

14.8.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Customer as appropriate to protect against a Data Loss Event 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;

14.8.4.3 ensure that:

- (i) the Service Provider Personnel do not process Personal Data except in accordance with this Contract (and in particular section 9 of the Master Contract Schedule);
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Service Provider Personnel (including any sub-processors or third-party processors) who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Service Provider's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Service Provider 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 Customer or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and

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

- (i) (the Customer or the Service Provider has provided appropriate safeguards in relation to the transfer

(whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Customer;

- (ii) the Data Subject has enforceable rights and effective legal remedies;
- (iii) the Service Provider 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 Customer in meeting its obligations); and
- (iv) the Service Provider complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data; and

14.8.4.5 at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of this Contract unless the Service Provider is required by Law to retain the Personal Data.

14.8.5 Subject to clause 16.8.6, the Service Provider shall notify the Customer immediately if it:

14.8.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);

14.8.5.2 receives a request to rectify, block or erase any Personal Data;

14.8.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

14.8.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;

14.8.5.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or

14.8.5.6 becomes aware of a Data Loss Event.

14.8.6 The Service Provider's obligation to notify under clause 16.8.5 shall include the provision of further information to the Customer in phases, as details become available.

14.8.7 Taking into account the nature of all processing, the Service Provider shall provide the Customer with full assistance in relation to either

Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 16.8.5 (and insofar as possible within the timescales reasonably required by the Customer) including by promptly providing:

- 14.8.7.1 the Customer with full details and copies of the complaint, communication or request;
 - 14.8.7.2 such assistance as is reasonably requested by the Customer to enable the Customer to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 14.8.7.3 the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 14.8.7.4 assistance as requested by the Customer following any Data Loss Event;
 - 14.8.7.5 assistance as requested by the Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Customer with the Information Commissioner's Office.
- 14.8.8 The Service Provider shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Service Provider employs fewer than 250 staff, unless:
- 14.8.8.1 the Customer determines that the processing is not occasional;
 - 14.8.8.2 the Customer determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - 14.8.8.3 the Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 14.8.9 The Service Provider shall allow for audits of its Data Processing activity by the Customer or the Customer's designated auditor.
- 14.8.10 The Service Provider shall designate a data protection officer if required by the Data Protection Legislation.
- 14.8.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Service Provider must:

14.8.11.1 notify the Customer in writing of the intended Sub-processor and processing;

14.8.11.2 obtain the written consent of the Customer;

14.8.11.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 16.8 such that they apply to the Sub-processor; and

14.8.11.4 provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.

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

14.8.13 The Customer 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).

14.8.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 Working Days' notice to the Service Provider amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

14.9 **Security of Premises**

14.9.1 The Customer shall be responsible for maintaining the security of the Customer's Premises in accordance with its standard security requirements. The Service Provider shall comply with all reasonable security requirements of the Customer while on the Customer's Premises and shall ensure that all Staff comply with such requirements.

14.9.2 The Customer shall provide the Service Provider upon request copies of its written security procedures and shall afford the Service Provider upon request an opportunity to inspect its physical security arrangements.

14.10 **Confidentiality**

14.10.1 Except to the extent set out in this clause 16.10 or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:

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

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

14.10.2 Clause 16.10.1 shall not apply to the extent that:

14.10.2.1 such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 19.11 (Freedom of Information);

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

14.10.2.3 such information was obtained from a third party without obligation of confidentiality;

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

14.10.2.5 it is independently developed without access to the other Party's Confidential Information.

14.10.3 The Service Provider may only disclose the Customer's Confidential Information to the Staff who are directly involved in the provision of the Goods and/or 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.

14.10.4 The Service Provider shall not, and shall procure that the Staff do not, use any of the Customer's Confidential Information received otherwise than for the purposes of this Contract.

14.10.5 At the written request of the Customer, the Service Provider shall procure that those members of Staff identified in the Customer's notice sign a confidentiality undertaking prior to commencing any work in accordance with this Contract.

14.10.6 In the event that any default, act or omission of any Staff causes or contributes (or could cause or contribute) to the Service Provider breaching its obligations as to confidentiality under or in connection with this Contract, the Service Provider shall take such action as may be appropriate in the circumstances, including the use of disciplinary procedures in serious cases. To the fullest extent permitted by its own obligations of confidentiality to any Staff, the Service Provider shall provide such evidence to the Customer as the Customer may reasonably require (though not so as to risk compromising or prejudicing any disciplinary or other proceedings to demonstrate that the Service Provider is taking appropriate steps to comply with this clause, including copies of any written communications to and/or from Staff, and any minutes of meeting and any other records which provide

an audit trail of any discussions or exchanges with Staff in connection with obligations as to confidentiality.

14.10.7 Nothing in this Contract shall prevent the Customer from disclosing the Service Provider's Confidential Information (including the Management Information obtained under clause 7.2):

14.10.7.1 to any Contracting Authority. All Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority;

14.10.7.2 to any consultant, contractor or other person engaged by the Customer or any person conducting an Office of Government Commerce gateway review;

14.10.7.3 for the purpose of the examination and certification of the Customer's accounts; or

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

14.10.8 The Customer shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or Sub-Contractor to whom the Service Provider's Confidential Information is disclosed pursuant to clause 16.10.7 is made aware of the Customer's obligations of confidentiality.

14.10.9 Nothing in this clause 16.10 shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other Party's Confidential Information or an infringement of IPR.

14.10.10 In the event that the Service Provider fails to comply with clause 16.10.1 to clause 16.10.6, the Customer reserves the right to terminate the Contract with immediate effect by notice in writing.

14.10.11 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in performance of the Contract, the Service Provider undertakes to maintain adequate security arrangements that meet the requirements of Good Industry Practice.

14.11 **Freedom of Information**

14.11.1 The Service Provider acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information

Regulations and shall assist and cooperate with the Customer to enable the Customer to comply with its Information disclosure obligations.

14.11.2 The Service Provider shall and shall procure that its Sub-Contractors shall:

14.11.2.1 transfer to the Customer all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;

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

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

14.11.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in the Contract or any other Contract whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.

14.11.4 In no event shall the Service Provider respond directly to a Request for Information unless authorised in writing to do so by the Customer.

14.11.5 The Service Provider acknowledges that (notwithstanding the provisions of clause 16.10) the Customer may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("**the Code**"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Service Provider or the Goods and/or Services:

14.11.5.1 in certain circumstances without consulting the Service Provider; or

14.11.5.2 following consultation with the Service Provider and having taken their views into account,

provided always that where clause 16.11.5 applies the Customer shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Service Provider advanced notice, or failing that, to draw the disclosure to the Service Provider's attention after any such disclosure.

14.11.6 The Service Provider shall ensure that all Information is retained for disclosure in accordance with the provisions of the Contract and in any event in accordance with the requirements of Good Industry Practice and shall permit the Customer to inspect such records as requested from time to time.

14.11.7 The Service Provider acknowledges that the Commercially Sensitive Information is of indicative value only and that the Customer may be obliged to disclose it in accordance with clause 16.11.5.

14.12 Transparency

14.12.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Contract is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

14.12.2 Notwithstanding any other term of the Contract, the Service Provider hereby gives his consent for the Customer to publish the Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time agreed changes to the Agreement, to the general public.

14.12.3 The Customer may consult with the Service Provider to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.

14.12.4 The Service Provider shall assist and cooperate with the Customer to enable the Customer to publish this Contract.

15. WARRANTIES AND REPRESENTATIONS

15.1 The Service Provider warrants, represents and undertakes to the Customer that:

15.1.1 it has full capacity and authority and all necessary consents licences, permissions (statutory, regulatory, contractual or otherwise) (including where its procedures so require, the consent of its Parent Company) to enter into and perform its obligations under the Contract;

15.1.2 the Contract is executed by a duly authorised representative of the Service Provider;

- 15.1.3 in entering the Contract it has not committed any Fraud;
- 15.1.4 it has not committed any offence under the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010;
- 15.1.5 this Contract shall be performed in compliance with all Laws (as amended from time to time) and all applicable Standards;
- 15.1.6 as at the Commencement Date, all information, statements and representations contained in the Tender for the Goods and/or Services are true, accurate and not misleading save as may have been specifically disclosed in writing to the Customer prior to execution of the Contract and it will advise the Customer of any fact, matter or circumstance of which it may become aware which would render any such information, statement or representation to be false or misleading and all warranties and representations contained in the Tender shall be deemed repeated in this Contract;
- 15.1.7 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 its assets which will or might affect its ability to perform its obligations under the Contract;
- 15.1.8 it is not subject to any contractual obligation, compliance with which is likely to have an adverse effect on its ability to perform its obligations under the Contract;
- 15.1.9 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 Service Provider 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 Service Provider's assets or revenue;
- 15.1.10 it owns, has obtained or is able to obtain valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract and shall maintain the same in full force and effect;
- 15.1.11 at the Commencement Date it has not been convicted of any offence involving slavery and human trafficking; nor has it been the subject of any investigation, inquiry or enforcement proceedings regarding any offence or alleged offence of or in connection with slavery and human trafficking; and

15.1.12 at the Commencement Date it has not: (1) communicated to any person other than the Customer the amount or approximate amount of the proposed price tendered in any Further Competition Procedure, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender; (2) entered into any agreement or arrangement with any person that it shall refrain from tendering or as to the amount of any tender submitted in any Further Competition Procedure; or (3) offered to pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to the proposed price tendered in any Further Competition Procedure any act or thing of the sort described in this clause 17.1.12. In the context of this clause 17.1.12 the word 'person' includes any persons and any body or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

15.2 The Service Provider warrants represents and undertakes to the Customer that:

15.2.1 the Goods and/or Services shall be provided and carried out by appropriately experienced, qualified and trained Staff with all due skill, care and diligence;

15.2.2 it shall discharge its obligations hereunder (including the provision of the Goods and/or Services) with all due skill, care and diligence including in accordance with Good Industry Practice and its own established internal procedures;

15.2.3 the Goods and/or Services are and will continue to be during the Contract Period:

15.2.3.1 of satisfactory quality; and

15.2.3.2 in conformance with the relevant specifications set out in this Contract, the relevant order and (if applicable) the manufacturer's specifications and documentation;

15.2.4 in the three (3) Years prior to the Commencement Date:

- 15.2.4.1 it has conducted all financial accounting and reporting activities in all material respects in compliance with the generally accepted accounting principles that apply to it in any country where it files accounts; and
- 15.2.4.2 it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established;
- 15.2.4.3 it has not done or omitted to do anything which could have an adverse effect on its assets, financial condition or position as an on-going business concern or its ability to fulfil its obligations under the Contract; and
- 15.2.4.4 for the Contract Period that all Staff will be vetted in accordance with Good Industry Practice, the Security Policy and the Quality Standards.

15.3 For the avoidance of doubt, the fact that any provision within this Contract is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Service Provider.

15.4 The Service Provider acknowledges and agrees that:

- 15.4.1 the warranties, representations and undertakings contained in this Contract are material and are designed to induce the Customer into entering into this contract; and
- 15.4.2 the Customer has been induced into entering into this Contract and in doing so has relied upon the warranties, representations and undertakings contained herein.

16. LIABILITIES

16.1 Liability

- 16.1.1 Nothing in the Contract shall be construed to limit or exclude either Party's liability for:
 - 16.1.1.1 death or personal injury caused by its negligence or that of its Staff;
 - 16.1.1.2 Fraud or fraudulent misrepresentation by it or that of its Staff;
 - 16.1.1.3 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;

- 16.1.1.4 any claim under clause 15.1;
 - 16.1.1.5 any claim under the indemnity in clauses 11.2.6, [14], 16.4, in respect of a breach of clause 16.10; or
 - 16.1.1.6 any other matter which, by Law, may not be excluded or limited.
- 16.1.2 Subject to clause 18.1.4 and clause 18.1.5 the Service Provider shall on demand indemnify and keep indemnified the Customer in full from and against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or late or purported late supply or non-supply, of the Goods and/or Services or the performance or non-performance by the Service Provider of its obligations under the Contract or the presence of the Service Provider 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 Service Provider, or any other loss which is caused directly by any act or omission of the Service Provider.
- 16.1.3 The Service Provider 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 Customer or by breach by the Customer of its obligations under the Contract.
- 16.1.4 Subject always to clause 18.1.1 and clause 18.1.5, the aggregate liability of either Party for each Year of this Contract under or in relation to this Contract:
- 16.1.4.1 all defaults resulting in direct loss to the property of the other Party shall in no event exceed ten million pounds (£10,000,000); and
 - 16.1.4.2 in respect of all other Defaults, claims, losses or damages, whether arising from breach of contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed ten million pounds sterling (£10,000,000).
- 16.1.5 Subject to clause 18.1.1, in no event shall either Party be liable to the other for any:
- 16.1.5.1 loss of profits;
 - 16.1.5.2 loss of business;
 - 16.1.5.3 loss of revenue;

- 16.1.5.4 loss of or damage to goodwill;
- 16.1.5.5 loss of savings (whether anticipated or otherwise); and/or
- 16.1.5.6 any indirect, special or consequential loss or damage.
- 16.1.6 The provisions of 18.1.1 shall not be taken as limiting the right of the Customer to recover as a direct loss:
 - 16.1.6.1 any additional operational and/or administrative expenses arising from the Service Provider's Default;
 - 16.1.6.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Service Provider's Default;
 - 16.1.6.3 the additional cost of procuring replacement services for the remainder of the Contract Period following termination of the Contract as a result of a Default by the Service Provider; and
 - 16.1.6.4 any losses, costs, damages, expenses or other liabilities suffered or incurred by the Customer which arise out of or in connection with the loss of, corruption or damage to or failure to deliver Customer Data by the Service Provider.
- 16.1.7 Nothing in the Contract shall impose any liability on the Customer in respect of any liability incurred by the Service Provider to any other person, but this shall not be taken to exclude or limit any liability of the Customer to the Service Provider that may arise by virtue of either a breach of the Contract or by negligence on the part of the Customer, or the Customer's employees, servants or agents.

16.2 Insurance

- 16.2.1 The Service Provider shall effect and maintain with a reputable insurance company a policy or policies of insurance providing which may be incurred by the Service Provider, arising out of the Service Provider'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 Service Provider. Such insurance shall be maintained for the Contract Period.
- 16.2.2 The Service Provider shall hold employers liability insurance in respect of Staff with a minimum limit of ten million pounds sterling (£10,000,000) for any one occurrence.
- 16.2.3 The Service Provider shall effect and maintain a public liability insurance policy to cover all risks in the performance of this Contract

from time to time with a minimum limit of ten million pounds sterling (£10,000,000) for any one occurrence.

- 16.2.4 The Service Provider shall effect and maintain a professional indemnity insurance policy to cover all risks in the performance of this Contract with the minimum limit of indemnity of two million pounds sterling (£2,000,000) for any one claim and in the aggregate, or such higher limit as required by law from time to time and shall ensure that all agents, professional consultants and Sub-Contractors involved in the supply of the Services effect and maintain appropriate professional indemnity insurance during the Contract Period.
- 16.2.5 The Service Provider shall give the Customer, 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.
- 16.2.6 If, for whatever reason, the Service Provider fails to give effect to and maintain the insurances required by the provisions of the Contract the Customer may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Service Provider.
- 16.2.7 The provisions of any insurance or the amount of cover shall not relieve the Service Provider of any liabilities under the Contract. It shall be the responsibility of the Service Provider to determine the amount of insurance cover that will be adequate to enable the Service Provider to satisfy any liability referred to in clause 18.
- 16.2.8 The Service Provider shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as avoided in whole or part. The Service Provider shall use all reasonable endeavours to notify the Customer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or avoid any insurance, or any cover or claim under any insurance in whole or in part.

16.3 Taxation, National Insurance and Employment Liability

- 16.3.1 The Parties acknowledge and agree that the Contract constitutes a contract for the provision of Services and not a contract of employment. The Service Provider shall at all times indemnify the Customer and keep the Customer indemnified in full from and against all claims, proceedings, actions, damages, costs, expenses, liabilities and demands whatsoever and howsoever arising by reason of any circumstances whereby the Customer is alleged or determined to have been assumed or imposed with the liability or responsibility for the Staff (or any of them) as an employer of the Staff and/or any liability or responsibility to HM Revenue or Customs as an employer of the Staff whether during the Contract Period or arising from termination or expiry of the Contract.

17. TERMINATION

17.1 Termination on insolvency

- 17.1.1 The Customer may terminate the Contract with immediate effect by giving notice in writing to the Service Provider where the Service Provider is a company and in respect of the Service Provider:
- 17.1.1.1 a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or
 - 17.1.1.2 a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or
 - 17.1.1.3 a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to Section 98 of the Insolvency Act 1986; or
 - 17.1.1.4 a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
 - 17.1.1.5 an application order is made either for the appointment of an administrator or for an administration order, an

- administrator is appointed, or notice of intention to appoint an administrator is given; or
 - 17.1.1.6 it is or becomes insolvent within the meaning of Section 123 of the Insolvency Act 1986 ; or
 - 17.1.1.7 being a "small company" within the meaning of section 82(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
 - 17.1.1.8 any event similar to those listed in clause 19.1.1.1 to 19.1.1.7 occurs under the law of any other jurisdiction.
- 17.1.2 The Customer may terminate the Contract with immediate effect by notice in writing where the Service Provider is an individual and:
- 17.1.2.1 an application for an interim order is made pursuant to Sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Service Provider's creditors; or
 - 17.1.2.2 a petition is presented and not dismissed within 14 days or order made for the Service Provider's bankruptcy; or
 - 17.1.2.3 a receiver, or similar officer is appointed over the whole or any part of the Service Provider's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
 - 17.1.2.4 the Service Provider is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of Section 268 of the Insolvency Act 1986; or
 - 17.1.2.5 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 Service Provider's assets and such attachment or process is not discharged within 14 days; or
 - 17.1.2.6 he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983; or
 - 17.1.2.7 the Service Provider suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

17.2 Termination on Change of Control

17.2.1 The Service Provider shall notify the Customer immediately if the Service Provider undergoes a change of control within the meaning of Section 450 of the Corporation Tax Act 2010 ("**Change of Control**") and provided this does not contravene any Law shall notify the Customer immediately in writing of any circumstances suggesting that a Change of Control is planned or in contemplation. The Customer may terminate the Contract by notice in writing with immediate effect within six months of:

17.2.1.1 being notified that a Change of Control has occurred or is planned or in contemplation; or

17.2.1.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,

but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

For the purposes of clause 19.2.1 any transfer of shares or of any interest in shares by a person to its Affiliate where such transfer forms part of a bona fide reorganisation or restructuring shall be disregarded.

17.3 Termination on Default

17.3.1 The Customer may terminate the Contract with immediate effect by giving written notice to the Service Provider if the Service Provider commits a Default and if:

17.3.1.1 the Service Provider has not remedied the Default to the satisfaction of the Customer within thirty (30) Working Days or such other longer period as may be specified by the Customer, after issue of a written notice specifying the Default and requesting it to be remedied; or

17.3.1.2 the Default is not, in the opinion of the Customer, capable of remedy; or

17.3.1.3 the Default is a material breach of the Contract; or

17.3.1.4 the Default concerns the Service Provider's obligations under this Contract in relation to the Modern Slavery Act 2015.

17.3.2 In the event that through any Default of the Service Provider, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded so as to be unusable, the Service Provider shall be liable for the cost of reconstitution of that data and shall reimburse

the Customer in respect of any charge levied for its transmission and any other costs charged in connection with such Default of the Service Provider.

- 17.3.3 If the Customer fails to pay the Service Provider undisputed sums of money when due, the Service Provider shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums within the period specified in clause 11.2, the Service Provider 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 Customer exercising its rights under clause 11.3 (Recovery of Sums Due).

17.4 **Termination of Framework Agreement**

The Customer may terminate the Contract by giving written notice to the Service Provider with immediate effect if the Framework Agreement is fully or partly terminated for any reason whatsoever.

17.5 **Termination on Financial Standing**

The Customer may terminate this Contract by serving notice on the Service Provider in writing with effect from the date specified in such notice where (in the reasonable opinion of the Customer), there is a material detrimental change in the financial standing and/or the credit rating of the Service Provider (as measured from the Commencement Date) which:

- 17.5.1 adversely impacts on the Service Provider's ability to supply the Goods and/or Services under this Contract; or
- 17.5.2 could reasonably be expected to have an adverse impact on the Service Providers ability to supply the Goods and/or Services under this Contract.

17.6 **Termination on Audit**

The Customer may terminate this Contract by serving notice in writing with effect from the date specified in such notice if the Service Provider commits a Default of clauses 26.1 to 26.5 or clause 26.7 (Records and Audit Access).

17.7 **Termination in relation to Benchmarking**

The Customer may terminate this Contract by serving notice on the Service Provider in writing with effect from the date specified in such notice if the Service Provider refuses or fails to comply with its obligations as set out in Schedule 6 of the Framework Agreement (Value for Money).

17.8 **Partial Termination**

If the Customer is entitled to terminate this Contract pursuant to this clause 19, it may (at its sole discretion) terminate all or part of this Contract.

19.9 Termination in compliance with Public Contracts Regulations 2015

The Customer may terminate Contracts where:

- 19.9.1 the Contract has been subject to a substantial modification which would require a new procurement procedure in accordance with regulation 72 (9) of the PCR 2015;
- 19.9.2 the Service Provider has, at the time of the contract award, been in one of the situations referred to in regulation 57 (1) of the PCR 2015, including as a result of the application of regulation 57 (2), and should therefore have been excluded from the procurement procedure; or
- 19.9.3 the Contract should not have been awarded to the Service Provider in view of a serious infringement of the obligations under the Treaties and the Public Contracts Directive that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU.

19.10 Termination without Cause

Subject to the content of clause 20.2 the Customer shall have the right to terminate the Contract at any time by giving not less than twelve (12) months written notice to the Service Provider.

19.11 Termination on termination of the Mirror Framework

In the event that any Mirror Framework is terminated or otherwise expires, the Customer may elect to terminate this Contract by serving notice in writing with effect from the date specified in such notice.

18. CONSEQUENCES OF EXPIRY OR TERMINATION

- 18.1 Where the Customer terminates the Contract under clauses 19.3 (Termination on Default), 19.6 (Financial Standing), 19.7 (Audit), 19.8 (Benchmarking) and then makes other arrangements for the supply of Goods and/or the Services, the Customer may recover from the Service Provider the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period. The Customer shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clauses 19.3, 19.6, 19.7 and 19.8, no further payments shall be payable by the Customer to the Service Provider until the Customer has established the final cost of making those other arrangements.

- 18.2 Subject to clause 20 where the Customer terminates the Contract under clause 19.10 (Termination without Cause), the Customer shall indemnify the Service Provider against any reasonable and proven commitments, liabilities or expenditure which would otherwise represent an unavoidable direct loss by the Service Provider by reason of the termination of the Contract, provided that the

Service Provider takes all reasonable steps to mitigate such loss. Where the Service Provider holds insurance, the Service Provider shall reduce its unavoidable costs by any insurance sums available. The Service Provider shall submit a fully itemised and costed list of such loss, with supporting evidence, of losses reasonably and actually incurred by the Service Provider as a result of termination under clause 19.10 (Termination without Cause).

18.3 The Customer shall not be liable under clause 20.2 to pay any sum which:

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

18.3.2 when added to any sums paid or due to the Service Provider under the Contract, exceeds the total sum that would have been payable to the Service Provider if the Contract had not been terminated prior to the expiry of the Contract Period.

18.4 On the termination of the Contract for any reason, the Service Provider shall:

18.4.1 immediately return to the Customer all Confidential Information, Personal Data and Customer's Pre-Existing IPRs and the Project Specific IPRs in its possession or in the possession or under the control of any permitted Service Providers or Sub-Contractors, which was obtained or produced in the course of providing the Goods and/or Services;

18.4.2 cease to use the Customer Data and, at the direction of the Customer provide the Customer and/or the Replacement Service Provider with a complete and uncorrupted version of the Customer Data in electronic form in the formats and on media agreed with the Customer and/or the Replacement Service Provider;

18.4.3 except where the retention of Customer Data is required by Law, on the earlier of the receipt of the Customer's written instructions or 12 months after the date of expiry or termination, destroy all copies of the Customer Data and promptly provide written confirmation to the Customer that the data has been destroyed.

18.4.4 immediately deliver to the Customer all Property (including materials, documents, information and access keys) provided to the Service Provider under clause 4.2. Such property shall be handed back to the Customer in good working order (allowance shall be made for reasonable wear and tear);

18.4.5 transfer to the Customer and/or the Replacement Service Provider (as notified by the Customer) such of the Licensed Goods and/or contracts as are notified to it by the Service Provider and/or the Customer in return for payment of the costs (if any) notified to the Customer by the

Service Provider in respect of such Licensed Goods and/or contracts and/or any other items of relevance;

- 18.4.6 assist and co-operate with the Customer to ensure an orderly transition of the provision of the Services to the Replacement Service Provider and/or provide all such assistance and co-operation as the Customer may reasonably require;
 - 18.4.7 return to the Customer any sums prepaid in respect of the Goods and/or Services not provided by the date of expiry or termination (howsoever arising); and
 - 18.4.8 promptly provide all information concerning the provision of the Goods and/or Services which may reasonably be requested by the Customer for the purposes of adequately understanding the manner in which the Goods and/or Services have been provided or for the purpose of allowing the Customer or the Replacement Service Provider to conduct due diligence.
- 18.5 If the Service Provider fails to comply with clause 20.4.1 and 20.4.8, the Customer may recover possession thereof and the Service Provider grants a licence to the Customer or its appointed agents to enter (for the purposes of such recovery) any premises of the Service Provider or its permitted agents or Sub-Contractors where any such items may be held.
- 18.6 Where the end of the Contract Period arises due to the Service Provider's Default, the Service Provider shall provide all assistance under clause 20.4.5 and 20.4.8 free of charge. Otherwise, the Customer shall pay the Service Provider's reasonable costs of providing the assistance and the Service Provider shall take all reasonable steps to mitigate such costs.
- 18.7 At the end of the Contract Period (howsoever arising) the licence granted pursuant to clause 10.2.1 shall automatically terminate without the need to serve notice.
- 18.8 Save as otherwise expressly provided in the Contract:
- 18.8.1 termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at the time of such termination or expiry; and
 - 18.8.2 termination of the Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Service Provider under clauses 11.2 (Payment and VAT), 11.3 (Recovery of Sums Due), 16 (Intellectual Property Rights), 16.8 (Protection of Personal Data), 16.10

(Confidentiality), 16.11 (Freedom of Information), 18 (Liabilities), 20 (Consequences of Expiry or Termination), 25 (Prevention of Bribery and Corruption), 26 (Records and Audit Access), 27 (Prevention of Fraud), 31 (Cumulative Remedies), 37 (Conflicts of Interest), 39 (The Contracts (Rights of Third parties) Act 1999) and 42.1 (Governing Law and Jurisdiction).

19. PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES

- 19.1 The Service Provider shall not make any press announcements or publicise the Contract in any way without Approval and shall take reasonable steps to ensure that its servants, agents, employees, Sub-Contractors, Service Providers, professional advisors and consultants comply with this clause 19. Any such press announcements or publicity proposed under this clause 21.1 shall remain subject to the rights relating to Confidential Information and Commercially Sensitive Information,
- 19.2 Subject to the rights in relation to Confidential Information and Commercially Sensitive Information, the Customer shall be entitled to publicise the Contract in accordance with any legal obligation upon the Customer, including any examination of the Contract by the Auditor.
- 19.3 The Service Provider shall not do anything or permit to cause anything to be done, which may damage the reputation of the Customer or bring the Customer into disrepute.

20. ANTI-DISCRIMINATION

- 20.1 The Service Provider shall not unlawfully discriminate within the meaning and scope of Equality Legislation or any other law, enactment, order, or regulation relating to discrimination (whether in age, race, gender, religion, disability, sexual orientation or otherwise) in employment.
- 20.2 The Service Provider shall take all reasonable steps to secure the observance of clause 23.1 by all Staff employed in performance of this Contract.
- 20.3 The Service Provider shall notify the Customer forthwith in writing as soon as it becomes aware of any investigation of or proceedings brought against the Service Provider under Equality Legislation or any other law, enactment, order or regulation.
- 20.4 Where any investigation is undertaken by a person or body empowered to conduct such investigation and/or proceedings are instituted in connection with any matter relating to the Service Provider's performance of this Contract being in contravention of Equality Legislation or any other law, enactment, order or regulation relating to discrimination, the Service Provider shall, free of charge provide any information requested in the timescale allotted; attend any meetings as required and permit the Service Provider's Staff to attend; promptly allow access to and investigation of any documents or data deemed to be relevant;

allow the Service Provider and any of the Service Provider's Staff to appear as witness in any ensuing proceedings; and cooperate fully and promptly in every way required by the person or body conducting such investigation during the course of that investigation.

- 20.5 Where any investigation is conducted or proceedings are brought under Equality Legislation or any other law, enactment, order or regulation relating to discrimination which arise directly or indirectly out of any act or omission of the Service Provider, its agents or Sub-Contractors, or the Service Provider's Staff, and where there is a finding against the Service Provider in such investigation or proceedings, the Service Provider shall indemnify the Customer with respect to all costs, charges and expenses (including legal and administrative expenses) arising out of or in connection with any such investigation or proceedings and such other financial redress to cover any payment the Customer may have been ordered or required to pay to a third party.
- 20.6 The Service Provider must ensure that all written information produced or used in connection with this Contract is as accessible as possible to people with disabilities and to people whose level of literacy in English is limited.
- 20.7 The Service Provider acknowledges that the Customer may carry out an impact analysis as defined under the Equality Act 2010 in respect of any aspect of the provision of the Services and the Service Provider shall provide all necessary assistance and information to the Customer as may be required in relation to the performance of an impact analysis by the Customer. The Service Provider shall implement any changes or adjustments that are required as a result of, or in connection with the outcome of the impact analysis undertaken by the Customer.

21. HEALTH AND SAFETY

- 21.1 The Service Provider shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Customer shall promptly notify the Service Provider of any health and safety hazards which may exist or arise at the Customer's Premises and which may affect the Service Provider in the performance of its obligations under the Contract.
- 21.2 While on the Customer's Premises, the Service Provider shall comply with any health and safety measures implemented by the Customer in respect of Staff and other persons working there.
- 21.3 The Service Provider shall notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- 21.4 The Service Provider shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other

persons working on the Premises in the supply of the Goods and/or Services under the Contract.

- 21.5 The Service Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Customer on request.

22. ENVIRONMENTAL REQUIREMENTS

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

23. PREVENTION OF BRIBERY AND CORRUPTION

- 23.1 The Service Provider shall not:

- 23.1.1 offer or give, or agree to give, to any employee, agent, servant or representative of the Customer, or any other public body or person employed by or on behalf of the Customer, any gift or other consideration of any kind which could act as an inducement or a reward for any act or failure to act in relation to this Contract;
- 23.1.2 engage in and shall procure that all Service Provider's Staff, consultants, agents or Sub-Contractors or any person acting on the Service Provider's behalf shall not commit, in connection with this Contract, a Prohibited Act under the Bribery Act 2010, or any other relevant laws, statutes, regulations or codes in relation to bribery and anti-corruption; and
- 23.1.3 commit any offences under the Prevention of Corruption Acts 1889 to 1916.

- 23.2 The Service Provider warrants, represents and undertakes that it has not:

- 23.2.1 paid commission or agreed to pay commission to the Customer or any other public body or any person employed by or on behalf of the Customer or a public body in connection with the Contract; and
- 23.2.2 entered into this Contract with knowledge, that, in connection with it, any money has been, or will be, paid to any person working for or engaged by the Customer or any other public body or any person employed by or on behalf of the Customer in connection with the Contract, or that an agreement has been reached to that effect, unless

details of any such arrangement have been disclosed in writing to the Customer and ESPO before execution of this Contract;

23.3 The Service Provider shall:

- 23.3.1 in relation to this Contract, act in accordance with the Ministry of Justice Guidance pursuant to Section 9 of the Bribery Act 2010;
- 23.3.2 immediately notify the Customer and ESPO if it suspects or becomes aware of any breach of this clause 25;
- 23.3.3 respond promptly to any of the Customer's enquiries regarding any breach, potential breach or suspected breach of this clause 25 and the Service Provider shall co-operate with any investigation and allow the Customer to audit Service Provider's books, records and any other relevant documentation in connection with the breach;
- 23.3.4 if so required by the Customer, within twenty (20) Working Days of the Commencement Date, and annually thereafter, certify to the Customer in writing of the Service Provider and all persons associated with it or other persons who are supplying the Goods and/or Services in connection with this Contract compliance with this clause 25. The Service Provider shall provide such supporting evidence of compliance as the Customer may reasonably request;
- 23.3.5 have and maintain an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it any of its Staff, consultants, agents or Sub-Contractors, or any person acting on the Service Provider's behalf from committing a Prohibited Act and shall enforce it where appropriate.

23.4 If the Service Provider, its Staff, consultants, agents or Sub-Contractors or any person acting on the Service Provider's behalf, in all cases whether or not acting with the Service Provider's knowledge breaches:

- 23.4.1 this clause 25; or
- 23.4.2 the Bribery Act 2010 in relation to this Contract or any other contract with the Customer or any other public body or any person employed by or on behalf of the Customer or a public body in connection with the Contract,

the Customer shall be entitled to terminate this Contract by written notice with immediate effect.

23.5 Without prejudice to its other rights and remedies under this clause 25, the Customer shall be entitled to recover in full from the Service Provider and the Service Provider shall on demand indemnify the Customer in full from and against:

- 23.5.1 the amount of value of any such gift, consideration or commission; and

- 23.5.2 any other loss sustained by the Customer in consequence of any breach of this clause 25.

24. RECORDS AND AUDIT ACCESS

- 24.1 The Service Provider shall keep and maintain for six (6) Years after the date of termination or expiry (whichever is the earlier) of the Contract (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of the Contract including the Goods and/or Services provided under it, the amounts paid by the Customer and records to trace the supply chain of all Goods and/or Services provided to the Customer in connection with this Contract.
- 24.2 The Service Provider shall keep the records and accounts referred to in clause 26.1 above in accordance with Good Industry Practice and generally accepted accounting principles.
- 24.3 The Service Provider shall afford the Customer and the Auditors access to the records and accounts referred to in clause 26.2 at the Service Provider's premises and/or provide copies of such records and accounts and/or permit Auditors to meet the Service Provider's Staff, as may be required by the Customer and/or the Auditors from time to time, in order that the Customer and/or the Auditors may carry out an inspection including for the following purposes:
- 24.3.1 to verify the accuracy of the Contract Price (and proposed or actual variations to them in accordance with this Contract), and/or the costs of all Service Provider (including Sub-Contractors) of the Services;
 - 24.3.2 to review the integrity, confidentiality and security of the Customer Data held or used by the Service Provider;
 - 24.3.3 to review the Service Provider's compliance with the DPA in accordance with this Contract and any other Laws;
 - 24.3.4 to review the Service Provider's compliance with its continuous improvement and benchmarking obligations set out in schedule 6 of the Framework Agreement;
 - 24.3.5 to review the Service Provider's compliance with its security obligations set out in clause 16;
 - 24.3.6 to review any books of account kept by the Service Provider in connection with the provision of the Service;
 - 24.3.7 to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
 - 24.3.8 to inspect the Customer's assets, including the Intellectual Property Rights, equipment, facilities and maintenance, for the purposes of

ensuring that the Customer's assets are secure and that any register of assets is up to date; and/or

- 24.3.9 to ensure that the Service Provider is complying with its obligations under this Contract, including but not limited to its obligations thereunder relating to the Modern Slavery Act 2015.
- 24.4 The Service Provider shall on request afford the Customer, the Customer's representatives and/or the Auditor access to such records and accounts as may be required by the Customer from time to time.
- 24.5 The Service Provider shall provide such records and accounts (together with copies of the Service Provider's published accounts) on request during the Contract Period and for a period of six (6) Years after termination or expiry of the Contract Period or the last Contract (whichever is the later) to the Customer and/or its Auditors.
- 24.6 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Service Provider or delay the provision of the Services or supply of Goods save insofar as the Service Provider accepts and acknowledges that control over the conduct of audits carried out by the Auditor is outside of the control of the Customer.
- 24.7 Subject to the Service Provider's rights in respect of Confidential Information, the Service Provider shall on demand provide the Auditors with all reasonable co-operation and assistance in relation to each audit, including:
 - 24.7.1 all reasonable information requested by the Customer within the scope of the audit;
 - 24.7.2 reasonable access to sites controlled by the Service Provider and to Equipment used in the provision of the Goods and/or Services; and
 - 24.7.3 access to the Staff.
- 24.8 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause 26, unless the audit reveals a material Default by the Service Provider in which case the Service Provider shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

25. PREVENTION OF FRAUD

- 25.1 The Service Provider shall take all reasonable steps, in accordance with Good Industry Practice, to prevent any Fraud by Staff and the Service Provider (including its shareholders, members and directors) in connection with the receipt of monies from the Customer.
- 25.2 The Service Provider shall notify the Customer immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur save where complying with this provision would cause the Service Provider or its Staff

to commit an offence under the Proceeds of Crime Act 2002 or the Terrorism Act 2000.

25.3 If the Service Provider or its Staff commits any Fraud in relation to this or any other contract with a Contracting Authority or the Customer, the Customer may:

25.3.1 terminate the Contract with immediate effect by giving the Service Provider notice in writing; and/or

25.3.2 recover in full from the Service Provider and the Service Provider shall on demand indemnify the Customer in full from any loss sustained by the Customer in consequence of any breach of this clause 27 including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Goods and/or Services and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period.

26. TRANSFER AND SUB-CONTRACTING

26.1 The Service Provider shall not assign, novate, Sub-Contract or in any other way dispose of the Contract or any part of it without Approval.

26.2 The Service Provider shall not substitute or remove a Sub-Contractor or appoint an additional Sub-Contractor without the prior written consent of ESPO and the Customer. Notwithstanding any permitted Sub-Contract in accordance with this clause 28, the Service Provider shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

27. FORCE MAJEURE

27.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Contract (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under the Contract for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under the Contract for a period in excess of 6 Months, either Party may terminate the Contract with immediate effect by notice in writing to the other Party.

27.2 Any failure or delay by the Service Provider in performing its obligations under the Contract which results from any failure or delay by an agent, Sub-Contractor or Service Provider shall be regarded as due to Force Majeure only if that agent, Sub-Contractor or Service Provider is itself impeded by Force Majeure from complying with an obligation to the Service Provider.

27.3 If either Party becomes aware of a Force Majeure event or occurrence which gives rise to or is likely to give rise to any such failure or delay on its part as described in clause 29.1 it shall immediately notify the other by the most

expeditious method then available and shall inform the other of the period during which it is estimated that such failure or delay shall continue.

- 27.4 If an event of Force Majeure event affects the Services, the Customer may direct the Service Provider to procure those Goods and/or Services from a third party Service Provider in which case the Service Provider will be liable for payment for the provision of those Goods and/or Services for as long as the delay in performance continues.
- 27.5 The Service Provider will not have the right to any payment from the Customer under this Contract where the Service Provider is unable to provide the Goods and/or Services because of an event of Force Majeure. However if the Customer directs the Service Provider to use a replacement Service Provider pursuant to sub-clause 29.4, then the Customer will pay the Service Provider (a) the Contract Price; and (b) the difference between the Contract Price and the new Service Provider's costs if, in respect of the Goods and/or Services that are subject to Force Majeure, the new Service Provider's costs are greater than the Contract Price.

28. WAIVER

- 28.1 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.
- 28.2 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 38 (Notices).
- 28.3 A waiver by either Party 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.

29. CUMULATIVE REMEDIES

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

30. FURTHER ASSURANCES

Each Party undertakes at the request of the other, and at the cost of the requesting party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Contract.

31. VARIATION

No variation of this agreement shall be effective unless it is in writing and signed by the Parties (or their authorised representatives).

32. SEVERABILITY

- 32.1 If any provision of the Contract is held invalid, illegal or unenforceable for any reason, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated.
- 32.2 In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, the Customer and the Service Provider shall immediately commence good faith negotiations to remedy such invalidity.

33. MISTAKES IN INFORMATION

- 35.1 The Service Provider shall be responsible for the accuracy of all drawings, documentation and information supplied to the Customer by the Service Provider in connection with the supply of the Goods and/or Services and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein, except where such mistakes are the fault of the Customer.

34. SERVICE PROVIDER'S STATUS

- 36.1 At all times during the Contract Period the Service Provider 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.

35. CONFLICTS OF INTEREST

- 35.1 The Service Provider shall take appropriate steps to ensure that neither the Service Provider nor any Staff are placed in a position where (in the reasonable opinion of the Customer), there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Service Provider or Staff and the duties owed to the Customer under the provisions of the Contract.
- 35.2 The Service Provider shall promptly notify the Customer (and provide full particulars to the Customer) if any conflict referred to in clause 37.1 above arises or is reasonably foreseeable.
- 35.3 The Customer reserves the right to terminate the Contract immediately by giving notice in writing to the Service Provider and/or to take such other steps it deems necessary where, in the reasonable opinion of the Customer, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Service Provider and the duties owed to the Customer under the provisions of the Contract. The actions of the Customer pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the either party.

35.4 This clause shall apply during the Contract Period and for a period of two (2) Years after expiry of the Contract Period.

36. ENTIRE AGREEMENT

36.1 This Contract constitutes the entire agreement and understanding between the Parties in respect of the matters dealt with in it and supersedes, cancels or nullifies any previous agreement between the Parties in relation to such matters.

36.2 Each of the Parties acknowledges and agrees that in entering into the Contract it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or undertaking (whether negligently or innocently made) other than as expressly set out in the Contract.

36.3 The Service Provider acknowledges that it has:

36.3.1 entered into the Contract in reliance on its own due diligence alone; and

36.3.2 received sufficient information required by it in order to determine whether it is able to provide the Goods and/or Services in accordance with the terms of the Contract.

36.4 Nothing in clauses 38.1 and 38.2 shall operate to exclude Fraud or fraudulent misrepresentation.

36.5 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.

37. THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

37.1 A person who is not a Party to the Contract except ESPO or, as appropriate, the Trading Company in relation to its right to claim retrospective rebate from the Service Provider under the payment clause has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties, but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

37.2 No consent of any third party is necessary for any rescission, variation (including any release or compromise in whole or in part of liability) or termination of this Contract or any one or more clauses of it.

38. NOTICES

38.1 Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party sending the communication.

- 38.2 Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, post, registered post or by the recorded delivery service), or by electronic mail (confirmed by letter). Such letters shall be addressed to the other Party in the manner referred to in clause 38.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given two (2) Working Days after the day on which the letter was posted, or four (4) hours, in the case of electronic mail or sooner where the other Party acknowledges receipt of such letters, facsimile transmission or item of electronic mail.
- 38.3 For the purposes of clause 40.2, the address, email address of each Party shall be the address and email address set out in the Master Contract Schedule and/or any other Contract Document.
- 38.4 Either Party may change its address for service by serving a notice in accordance with this clause.

39. LEGISLATIVE CHANGE & LOCAL GOVERNMENT REORGANISATION

- 41.1 The Service Provider shall neither be relieved of its obligations under this Contract nor be entitled to an increase in the Contract Price as the result of a general change in law.
- 41.2 The Parties acknowledge that during the Term of this Contract the local government structure in the Customer's administrative areas may be subject to change. These administrative changes may give rise to the need for the Customer to terminate this Contract and/or seek its potential variation with any successor or assignee of the Customer. The Customer shall not be liable for any loss of any kind including, but not limited to, lost opportunity that may arise as a consequence of local government reorganisation.

40. DISPUTES AND LAW

40.1 Governing Law and Jurisdiction

The Contract shall be governed by and interpreted in accordance with the laws of England and Wales and the Parties agree to submit to the exclusive jurisdiction of the English courts any dispute that arises in connection with the Contract.

40.2 Dispute Resolution

- 40.2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within twenty (20) Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the level of the Customer's Representative and the Service Provider's Representative.
- 40.2.2 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.

- 40.2.3 If the dispute cannot be resolved by the Parties pursuant to clause 42.2.1 the Parties shall refer it to mediation pursuant to the procedure set out in clause 42.2.5 unless:
- 40.2.3.1 the Customer considers that the dispute is not suitable for resolution by mediation; or
- 40.2.3.2 the Service Provider does not agree to mediation.
- 40.2.4 The obligations of the Parties under the Contract shall not be suspended, cease or be delayed by the reference of a dispute to mediation and the Service Provider and the Staff shall comply fully with the requirements of the Contract at all times.
- 40.2.5 The procedure for mediation is as follows:
- 40.2.5.1 a neutral adviser or mediator ("**the Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within ten (10) Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from the date of the proposal to appoint a Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution ("**CEDR**") to appoint a Mediator;
- 40.2.5.2 the Parties shall within 10 Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the mediation provider appointed by CEDR to provide guidance on a suitable procedure;
- 40.2.5.3 unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings;
- 40.2.5.4 if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives;

- 40.2.5.5 failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative opinion in writing. 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
- 40.2.5.6 if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts.

SCHEDULE 1

SERVICE LEVELS AND SERVICE CREDITS (where appropriate)

1. SCOPE

This schedule 1 sets out the Service Levels which the Service Provider is required to achieve when delivering the Services, the mechanism by which Service Failures will be managed and the method by which the Service Provider's performance of the Services by the Service Provider will be monitored. This schedule comprises:

Part A: Service Levels;

Appendix to Part A - Service Levels and Service Credits; and

Part B: Performance Monitoring.

PART A

SERVICE LEVELS

2. PRINCIPAL POINTS

2.1 The objectives of the Service Levels and Service Credits are to:

- 2.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;
- 2.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Service Provider's failure to deliver the level of Service for which it has contracted to deliver; and
- 2.1.3 incentivise the Service Provider to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.

3. SERVICE LEVELS

- 3.1 The Appendix to this Part A of this schedule sets out Service Levels the performance of which the Parties have agreed to measure.
- 3.2 The Service Provider shall monitor its performance of each of the Services referred to in Appendix A by reference to the Service Level(s) for that part of the Service and shall send the Customer a report detailing the level of service which was achieved in accordance with the provisions of part B of this schedule 1.
- 3.3 If the level of performance of the Service Provider of any element of the Services during Contract Period:

- 3.3.1 fails to achieve a Service Level in respect of each element of the Service, then the Customer shall make a deduction from the Contract Charges in accordance with Appendix A to this schedule 1; or
- 3.3.2 constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract pursuant to clause 19.3

Guidance contained in this document is intended for use by ESPO employees however it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

APPENDIX TO PART A

SERVICE LEVELS AND SEVERITY LEVELS

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	Response via email to initial request from the Customer within 2 Working Days.	95% 100% within 5 Working Days
2	Service Delivery	Provision of quote for services within 5 Working Days of initial request by the Customer.	95% 100% within 5 Working Days
3	Service Delivery	Placement of advertisements on date agreed with the Customer.	100%
4	Service Delivery	Provision of all creative services within agreed timescales.	100%
5	Account Management	Completion of all Milestones within agreed timeframes.	100%
6	Account Management	All queries or complaints raised by the Customer shall be acknowledged within 24 hours and an agreed solution provided within 2 Working Days.	100%
7	Service Delivery	The Service Provider shall respond to amendments, changes to any advertisements placed or in transit within 2 Working Days of notification by the Customer.	100%

PART B

PERFORMANCE MONITORING

1. PRINCIPAL POINTS

1.1 This Part B provides the methodology for monitoring the Services:

- 1.1.1 to ensure that the Service Provider is complying with the Service Levels; and
 - 1.1.2 for identifying any failures to achieve Service Levels in the performance of the Service Provider and/or delivery of the Services ("**Performance Monitoring System**").
- 1.2 Within 20 Working Days of the Commencement Date the Service Provider shall provide the Customer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

2. REPORTING OF SERVICE FAILURES

- 2.1 The Customer shall report all failures to achieve Service Levels and any Critical Service Failure to the Customer in accordance with the processes agreed in paragraph 1.2 above.

3. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

- 3.1 The Service Provider shall provide the Customer with reports in accordance with the process and timescales agreed pursuant to paragraph 1.2 above which shall contain, as a minimum, the following information in respect of the relevant period just ended:
 - 3.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant period;
 - 3.1.2 a summary of all failures to achieve Service Levels that occurred during that period;
 - 3.1.3 any Critical Service Failures and details in relation thereto;
 - 3.1.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 3.1.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
 - 3.1.6 such other details as the Customer may reasonably require from time to time.
- 3.2 The Parties shall attend meetings to discuss Service Level reports ("Performance Review Meetings") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Service Provider and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):
 - 3.2.1 take place within one (1) week of the reports being issued by the Service Provider;

- 3.2.2 take place at such location and time (within Normal Business Hours) as the Customer shall reasonably require unless otherwise agreed in advance;
 - 3.2.3 be attended by the Service Provider's Representative and the Customer's Representative; and
 - 3.2.4 be fully minuted by the Service Provider. The prepared minutes will be circulated by the Service Provider to all attendees at the relevant meeting and also to the Customer's representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Service Provider's representative and the Customer's Representative at each meeting.
- 3.3 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.
 - 3.4 The Service Provider shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance by the Service Provider and the calculations of the amount of Service Credits for any specified period.

4. SATISFACTION SURVEYS

- 4.1 In order to assess the level of performance of the Service Provider, the Customer may undertake satisfaction surveys in respect of the Service Provider's provision of the Services.
- 4.2 The Customer shall be entitled to notify the Service Provider of any aspects of their performance of the Services which the responses to the satisfaction surveys reasonably suggest are not in accordance with the Contract.
- 4.3 All other suggestions for improvements to the Services shall be dealt with as part of the continuous improvement programme pursuant to paragraph 3 of schedule 6 of the Framework Agreement.

SCHEDULE 2

IMPLEMENTATION PLAN AND MILESTONES

1. IMPLEMENTATION PLAN

- 1.1 The Service Provider shall supply the Goods and/or Services in accordance with the Implementation Plan that it submitted to the Customer prior to the Commencement Date which shall be incorporated into the Master Contract Schedule and/or any other Contract Document.
- 1.2 If so required by the Customer, the Service Provider shall produce a further version of the Implementation Plan (based on the plan specified in the Master Contract Schedule or any other Contract Document) in such further detail as the Customer may reasonably require. The Service Provider shall ensure that each version of the Implementation Plan is subject to Approval. The Service Provider shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation of the Services and/or provision of the Goods.
- 1.3 The Customer shall have the right to require the Service Provider to include any reasonable changes or provisions in each version of the Implementation Plan.

2. MILESTONES

- 2.1 The Service Provider shall perform its obligations so as to meet each Milestone by the Milestone Date.
- 2.2 Changes to the Milestones shall only be made in accordance with the Variation Procedure and provided that the Service Provider shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Customer Default which affects the Service Provider's ability to achieve a Milestone by the relevant Milestone Date).
- 2.3 If a Milestone has not been achieved by the relevant Milestone Date, the Service Provider shall pay to the Customer Delay Payments in accordance with the table above for each day of delay from and including the relevant Milestone Date until and including the date on which the relevant Milestone criteria are actually achieved and the Customer provides the Service Provider with confirmation in writing of its satisfaction that the Milestone has been met.
- 2.4 No payment or concession to the Service Provider by the Customer or other act or omission of the Customer shall in any way affect the rights of the Customer to recover the Delay Payments pursuant to the provisions of this Schedule or be deemed to be a waiver of the right of the Customer to recover any such damages unless such waiver has been signed by the Customer, expressly made in writing by the Customer and refers specifically to a waiver of the Customer's rights to claim Delay Payments.
- 2.5 The Customer's rights to claim Delay Payments pursuant to this Contract shall be without prejudice to any right of the Customer to claim damages for breach.

Annex A – Statement of Requirements

DISCLOSURE AND BARRING SERVICE

STATEMENT OF REQUIREMENTS

FOR

DBS Recruitment Advertising Services 2023

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1. PURPOSE

- 1.1 The Disclosure and Barring Service (DBS) (the "Customer"), intends to let a Call-Off Contract with a single Service Provider for the provision of a range of recruitment advertising services in accordance with the terms of the ESPO Framework 3A_20 Advertising Solutions 2.
- 1.2 The Service Provider shall provide recruitment advertising services in:
 - 1.2.1 Printed press (mainstream newspapers, local/regional newspapers, specialist journals, trade magazines, etc.);
 - 1.2.2 Digital media (social media, search engine optimisation, on-line job boards, employer branded websites, job microsites, banners, buttons, etc.);
 - 1.2.3 Any other media channels as specified by the Customer (talent pools, network forums and career events, television, radio, etc.); and
 - 1.2.4 A blended, multi-channel approach, combining elements of all the above.

2. BACKGROUND TO THE CUSTOMER

- 2.1 The Customer delivers Disclosure and Barring functions on behalf of government. This includes DBS checks for England, Wales, Jersey, Guernsey and the Isle of Man, and Barring functions for England, Wales and Northern Ireland. The Customer operates out of sites located in Darlington and Liverpool.
- 2.2 The organisation known as the Disclosure and Barring Service was formed in 2012 under the provisions of the Protection of Freedoms Act 2012. The Customer is a non-departmental public body (NDPB), accountable to Parliament through the Secretary of State for the Home Office. The Customer provides an important service helping to safeguard and protect people in our society, while ensuring proportionality and protecting the rights of individuals.
- 2.3 The Customer enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, particularly work that involves children or vulnerable adults.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Customer currently employs approximately 1,270 staff at sites in Liverpool and Darlington. In the last 12 months, the Customer has completed around 170 recruitment campaigns.

The Customer anticipates that it will have a number of general and niche vacancies (including Digital, IT and Finance) which it will need to advertise across a range of media platforms. Anticipated numbers for the Contract Period are between 50-60 external recruitment campaigns needed to support the delivery of key services across DBS.

4. DEFINITIONS

Expression or Acronym	Definition
ISO9001	ISO9001 certification – 2015 standard
Commencement Date	the date set out in the Master Contract Schedule and/or the Form of Contract Document

5. SCOPE OF REQUIREMENT

5.1 The main objective of this Call-Off Contract is to ensure that recruitment advertising activities reach the target audience and generate suitable candidates for recruitment exercises. Requirement is only the placement of advertising and creative services and related activities, as set out in section 6 of this document. There is no requirement to place successful candidates.

5.2 To support this, the Service Provider shall:

5.2.1 work with the Customer to review, update and create advertising briefs for both routine and creative advertising;

5.2.2 provide routine advertising and transactional services including the placement of adverts where no creative element is needed; and

5.2.3 provide creative advertising and strategic services, including the provision of professional advice for specific recruitment advertising and campaigns. This shall include provision of advice with regard to media and recruitment topics, i.e. advert content, appropriate media selection, cost effective solutions, alternative media services where appropriate (social media etc.), etc.

6. THE REQUIREMENT

6.1 The Services shall include, but not be limited to the following:

6.1.1 development and placement of advertisements for job vacancies (both routine and creative, via various media channels);

6.1.2 provision of all services in relation to production (including proof reading, copy editing, copywriting, typesetting, etc.);

6.1.3 media and recruitment research;

6.1.4 provision of all services in relation to creative work (including design, specialist artwork, print work, etc.);

6.1.5 creation of candidate information packs which shall be attached to job adverts as a measure to increase candidate engagement for the Customer's vacancies. The candidate packs shall provide potential candidates with information regarding who DBS is, what the organisation does, including key information about the job that is being recruited. The packs shall include the DBS logo, information and guidance on the recruitment process, including a timeline of the process for

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candidates. An example candidate pack is included in Annex B. Example job advertisements have been included as context within Annex C;

- 6.1.6 management of the quality of the final advert produced; and
- 6.1.7 provision of an analysis of advertising outcomes (including reports on end-to-end campaigns).
- 6.2 Where so required by the Customer, the Service Provider shall forward details of any externally advertised vacancies to Jobcentre Plus.
- 6.3 Additional ad hoc services may be required by the Customer during the Term of the Call-Off Contract. These shall be provided at an additional cost (such cost to be agreed by the Customer prior to any work being undertaken by the Service Provider). This may include but not be limited to the preparation of campaigns, projects and specialist artwork and printed matter (e.g. brochures), etc.
- 6.4 The Service Provider shall support the Customer's commitment for an inclusive and diverse workforce by providing advice and guidance to support the Customer in ensuring recruitment campaigns target under-represented groups (e.g. Black, Asian and minority ethnic communities) to help increase representation across the business.
- 6.5 The Customer reserves the right to make any changes and amendments to any adverts at any time before the advert becomes live.

7. SECURITY AND CONFIDENTIALITY

- 7.1 All documentation and information shared with the Service Provider by the Customer shall be treated as OFFICIAL under the Government Security Classification (GSC) scheme. Only the information which is approved by the Customer for publication shall be shared by the Service Provider.

8. PUBLIC SECTOR EQUALITY DUTY (THE EQUALITY DUTY) (PSED) COMPLIANCE

- 8.1 As part of the Customer's work on equality, diversity and inclusion, we are committed to developing a talented and diverse workforce. The Service Provider shall ensure our recruitment advertising activity is accessible and inclusive. The Service Provider shall provide support to the DBS Recruitment team and recruiting manager with accessing publications and other services that support our approach in reaching underrepresented groups (e.g. Black, Asian and minority ethnic communities).

9. KEY MILESTONES AND DELIVERABLES

- 9.1 The following Milestones/Deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
-----------------------	-------------	----------------------------

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1	Call-Off Contract award	03/04/2023
2	Start-up meeting between the Customer and Service Provider	Within 2 weeks of award date.
3	Exit Plan to be produced by Service Provider and agreed with the Customer.	Within 3 months of Commencement Date.
4	Quarterly review meetings with named Customer contact and Service Provider Call-Off Contract Manager to review Service Levels and Performance.	Quarterly
5	Provision of monthly Management Information.	5 th Working Day of each month.

10. MANAGEMENT INFORMATION/REPORTING

- 10.1 The Service Provider shall provide quarterly updates to the Customer lead on progress of the Call-Off Contract.
- 10.2 The reports shall clearly demonstrate the Service Provider's performance against the SLAs and Call-Off Contract spend to date. This shall include number of hits and views received per vacancy.

11. VOLUMES

- 11.1 It is anticipated that the Customer will have approximately 50-60 recruitment campaigns which will need to be advertised during the Contract Period. These will range from administrative roles to senior leadership roles across the Customer's organisation.
- 11.2 Volumes provided are an estimate for illustration only. The Call-Off Contract will not include any volume commitment.

12. CONTINUOUS IMPROVEMENT

- 12.1 The Service Provider shall continually improve the way in which the Services are delivered throughout the Term.
- 12.2 The Service Provider shall present new ways of working to the Customer during quarterly Call-Off Contract review meetings.
- 12.3 Changes to the way in which the Services are to be delivered shall be brought to the Customer's attention and agreed prior to any changes being implemented.

13. SUSTAINABILITY

- _13.1 as detailed within the ESPO Framework 3A_20 Advertising Solutions 2.

14. QUALITY

- 14.1 The Service Provider shall have ISO9001 accreditation linking to the final products produced during the delivery of services under this Call-Off Contract.
- 14.2 The Service Provider shall meet the quality standards as defined in the ESPO Framework Reference 3A_20.

15. PRICE

- 15.1 The bidder shall provide the Customer with a clear breakdown of all costs associated with its bid, excluding expenses.
- 15.2 The Service Provider shall charge back all direct costs associated with the placement of advertisements. This means any cost which the media publication charges for publishing the advertisement. All chargeable direct costs shall be supported with evidence when invoiced to the Customer.
- 15.3 The Service Provider shall provide a breakdown of all costs associated to the placement of adverts across both print and digital media for both routine and creative services. Costs shall be agreed in advance with the Customer before services commence.

15.4 Prices are to be submitted via Attachment 4 excluding VAT.

15.5 Prices shall be held firm for the Term.

16. STAFF AND CUSTOMER SERVICE

- 16.1 The Service Provider shall provide a sufficient level of resource throughout the Term of the Call-Off Contract in order to consistently deliver a quality service.
- 16.2 The Service Provider Personnel assigned to the Call-Off Contract shall have the relevant qualifications and experience to deliver the Call-Off Contract to the required standard.
- 16.3 The Service Provider shall ensure that Service Provider Personnel understand the Customer's vision and objectives and shall provide excellent customer service to the Customer throughout the Term of the Call-Off Contract.

17. SERVICE LEVELS AND PERFORMANCE

17.1 The Customer will measure the quality of the Service Provider's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	Response via email to initial request from the Customer within 2 Working Days.	95% 100% within 5 Working Days
2	Service Delivery	Provision of quote for services within 5 Working Days of initial request by the Customer.	95% 100% within 5 Working Days

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3	Service Delivery	Placement of advertisements on date agreed with the Customer.	100%
4	Service Delivery	Provision of all creative services within agreed timescales.	100%
5	Account Management	Completion of all Milestones within agreed timeframes.	100%
6	Account Management	All queries or complaints raised by the Customer shall be acknowledged within 24 hours and an agreed solution provided within 2 Working Days.	100%
7	Service Delivery	The Service Provider shall respond to amendments, changes to any advertisements placed or in transit within 2 Working Days of notification by the Customer.	100%

18. PAYMENT AND INVOICING

18.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

18.2 Following approval from the nominated Customer employee, all invoices should be sent to:

Disclosure and Barring Service

Shared Services Connected Ltd

PO Box 5112

Newport, Gwent

NP10 8FZ

Tel: 0345 010 0125

Email: DBSSupplierinvoices@db.s.gov.uk

VAT Number GB: 888818055

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18.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

18.4 Separate invoices required for each service provided, clearly listing the recruitment campaign the service provided relates to.

18.5 A copy of each invoice should be sent to Angela.Robinson@dbb.gov.uk for receipting purposes. This should also be sent to the People Support Team (DBSPeopleSupportTeam@dbb.gov.uk).

18.6 Within 10 Working Days of receipt of the Service Provider's countersigned copy of the Call-Off Contract, the Buyer will send the Service Provider a unique purchase order number. The Service Provider must be in receipt of a valid purchase order number before submitting an invoice.

18.7 To avoid delay in payment it is important that each invoice is compliant and that it includes a valid purchase order number, purchase order number item number (if applicable) and the details (name and telephone number) of the Customer's contact (i.e. Call-Off Contract manager). Non-compliant invoices will be sent back to the Service Provider, which may lead to a delay in payment.

18.8 If the Service Provider has a query regarding an outstanding payment, the Service Provider should contact the Customer's Accounts Payable section either by email to finance-ap-enquiries@homeoffice.gov.uk or by telephone on 0345 010 0125 between 09:00-17:00 on Working Days.

19. CONTRACT MANAGEMENT

19.1 The Service Provider shall attend quarterly Call-Off Contract review meetings. These are most likely to be virtual, although the Customer reserves the right to require that these take place face-to-face at its sole discretion.

20. LOCATION

20.1 The Services shall be carried out virtually via Microsoft Teams, however, in the unlikely event that the Service Provider is required to attend a meeting onsite, the Services shall be carried out at:

Shannon Court

10 Princes Parade

Princes Dock

Liverpool

L3 1QY;

- 20.2 Should the Supplier be required at the Customer's discretion to attend either of the Customer locations, expenses shall be agreed in advance and will be paid at the prevailing rates as set out in the DBS Travel and Subsistence policy on production of receipts. The policy is contained in Annex A and may be updated from time to time by the Customer.

ANNEX 1

All expenses:

- will be restricted to Home Office/DBS Travel & Subsistence rates;
- will only charge for expenses incurred and will re-charge these at cost; and
- must be supported by receipts.

The current DBS Travel & Subsistence rates are shown in the table below: -

Standard Rate Mileage	40p per mile
Bed & Breakfast	Maximum £90 outside London Maximum £125 in Central London
Rail Travel	Rail travel is to be taken at the lowest practicable cost. For intercity journeys, tickets should be booked as far in advance as possible to take advantage of the lowest fare available - advance and off-peak tickets should normally be used - 'First Class' & 'Anytime' tickets (previously known as open tickets), should not be booked.
Subsistence (where a meal or refreshment is purchased at a greater cost than if you were at your permanent station)	Absence over 5 hours £4.25; or Absence over 10 hours £9.30; or Overnight 24 hours £26.00

EXPENSES – will be restricted to DBS Travel & Subsistence rates and re-charged at cost and supported by receipts.

Annex 2: Example Candidate Pack



DBS Candidate
Pack.pdf

Annex 3: Example Job Adverts



Annex D - Example
Job adverts.pdf

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Annex B – Pricing Schedule



Attachment 4_Price
Schedule_ASG.xlsx