

PANEL AGREEMENT SCHEDULE 4
ORDER FORM AND TERMS AND CONDITIONS

ORDER FORM

SECTION A

- (i) This Order Form dated **01/06/2021** is issued in accordance with the provisions of the Panel Agreement for the provision of general legal services.
- (ii) The Supplier agrees to supply the Ordered Panel Services specified below on and subject to the terms of this Legal Services Contract.
- (iii) For the avoidance of doubt this Legal Services Contract consists of the terms set out in this Order Form and the Terms and Conditions.
- (iv) By signing and returning this Order Form (which may be done by electronic means) the Supplier agrees to enter this Legal Services Contract with the Customer to provide the Ordered Panel Services in accordance with this Order Form and the Terms and Conditions.
- (v) The Parties hereby acknowledge and agree that they have read this Order Form and the Terms and Conditions and by signing below agree to be bound by this Legal Services Contract.
- (vi) In accordance with paragraph 7 of Panel Schedule 5 (Ordering Procedure), the Parties hereby acknowledge and agree that this Legal Services Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this Order Form (together with the Terms and Conditions) from the Supplier within two (2) Working Days from such receipt.

1.1	CQC PSO 217
1.2	Care Quality Commission City Gate Gallowgate Newcastle upon Tyne NE1 4PA ("CUSTOMER")
1.3	[REDACTED]

SECTION B

1. PANEL SERVICES

1.1	<p>Panel Services:</p> <p>The requirement is for the provision of legal services to CQC's Market Oversight team and this is being procured from the CCS General Legal Advice Services framework RM 3786.</p> <p>To provide external expertise, when required, to provide two main types of services:</p> <p>(1) Independent Business Review</p> <p>The legislative framework for Market Oversight enables CQC to arrange for or require the provider to arrange for a person with appropriate professional expertise to carry out an independent business review of the Care Provider's business (an 'IBR') if it considers that there is a significant financial risk to the financial sustainability of the provider's business. The legislation allows CQC to recover such costs incurred in connection with the IBR from the provider (other than its administrative costs in making the arrangements).</p> <p>CQC may require a comprehensive review or may require a narrower review which focuses on particular aspects of legal, financial or commercial risk. This may require very specialist advice which could include but is not limited to detailed commercial, contract, restructuring and insolvency legal expertise. The range of services could include (but is not limited to) providing advice on matters such as:</p> <ul style="list-style-type: none">• The legal impact of a Provider's restructuring proposal in relation to the Provider's financial position and sustainability;• In relation to options outlined within the analysis prepared by a Provider's Administrators/Insolvency Practitioner, the potential impact on the Provider's financial sustainability from a legal perspective;• The implications of the terms of a contract on a Provider's financial sustainability;• The implications of specific contingent liabilities (e.g. pending legal action) on the financial sustainability of a Provider;• The implications of leasehold agreements on the financial sustainability of a Provider;• The impact of a specific incident/event on a Care Provider's financial/insurance agreements and the subsequent implications for a Provider's financial sustainability;• The implications of proposed/completed changes in group structure (including complexities with off-shore companies) and the impact of this on a Care Provider's financial sustainability;• The impact of a Provider's lending agreements/securities on their financial sustainability; and• The impact of a merger/acquisition on a Provider's financial sustainability.
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	<p>(2) Consultancy Services</p> <p>Secondly, there will be areas where the Market Oversight Team will need some external legal expertise to supplement the expertise of the Customer’s in-house in-Legal Team to ensure that CQC arrives at appropriate and proportionate judgements on legal and financial risks, restructuring options together with consequences of the same.</p> <p>These may include:</p> <ul style="list-style-type: none"> • General advice, expertise or training in respect of CQC’s ongoing obligations to assess the financial sustainability of providers within the scheme; and • Assistance in respect of specified providers: issuing, analysing and risk assessing legal, financial and commercial concerns. <p>The Customer is entitled to 2 hours of free consultation and legal advice with each Order. If the Customer’s Order appoints the Supplier to act for the Customer in relation to a class of matters (which may or may not be known or identified at the Commencement Date), the Supplier’s obligation to provide 2 hours of free consultation will apply to each new matter which arises. Under these circumstances, the Customer must specify the arrangement here and expressly state that the 2 hours of free consultation will apply to each new matter arising under the Order.</p> <p>Value added additional services</p> <p>(1) Secondment</p> <p>Over time, there may be opportunities for a secondment directly into CQC’s Market Oversight team. Where this need arises, CQC intends to approach any of the Suppliers on the panel to understand whether this can be supported. The secondment opportunities are likely to be at below partner level for the period in line with the GLAS Framework Agreement Customer Guidance. The financial arrangements for the secondment would be outside of the value of this contract and CQC would seek to ensure that all firms on the panel had the opportunity to support a secondment at an appropriate time.</p> <p>(2) Training</p> <p>To provide training relating to Continuing Professional Development (CPD) of the Market Oversight Team as required. The training will invariably be done in house at CQC’s offices in London or alternatively at a venue to be arranged by the host in London or virtually, given the current COVID restrictions. The expectation is that the training requirement is unlikely to exceed four, 60-minute sessions per annum. The topics to be covered in the training will be determined by changes to the market that necessitate a learning update and will be agreed with a contractor as and when the need arises. There will be no additional cost to CQC for the training with this being considered as an additional added value to the overall service in line with GLAS Framework Agreement Customer Guidance.</p>
1.2	<p>Management and review of the Services</p> <p>Clause 3 shall apply</p>
1.3	<p>Place of performance</p> <p>Care Quality Commission</p>

	2nd Floor 2 Redman Place Stratford London E20 1JQ
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2. CHARGES

2.1a	RM3786 Rate Card (Including VAT) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Roles</th> <th style="width: 20%;">Hourly Rates</th> <th style="width: 20%;">Daily Rates</th> <th style="width: 30%;">Monthly Rates</th> </tr> </thead> <tbody> <tr> <td>Partner (Including Managing)</td> <td>██████</td> <td>██████</td> <td>£██████</td> </tr> <tr> <td>Senior Solicitor, Senior Associate, Legal Director</td> <td>██████</td> <td>██████</td> <td>██████</td> </tr> <tr> <td>Solicitor/Associate</td> <td>██████</td> <td>£██████</td> <td>██████</td> </tr> <tr> <td>Junior Solicitor</td> <td>██████</td> <td>£██████</td> <td>£██████</td> </tr> <tr> <td>Trainee</td> <td>██████</td> <td>██████</td> <td>£██████</td> </tr> <tr> <td>Paralegal</td> <td>██████</td> <td>██████</td> <td>██████</td> </tr> </tbody> </table> <p>Charges for an individual Independent Business Review and Consultancy Services shall be as set out in the respective Letter of Engagement.</p>	Roles	Hourly Rates	Daily Rates	Monthly Rates	Partner (Including Managing)	██████	██████	£██████	Senior Solicitor, Senior Associate, Legal Director	██████	██████	██████	Solicitor/Associate	██████	£██████	██████	Junior Solicitor	██████	£██████	£██████	Trainee	██████	██████	£██████	Paralegal	██████	██████	██████
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Trainee	██████	██████	£██████																										
Paralegal	██████	██████	██████																										
2.1b	<ul style="list-style-type: none"> • Where any Supplier Personnel have completed eight (8) hours of work on any given day, the daily rate will apply irrespective of how many further hours of work are completed on that day. • Where any Supplier Personnel have completed twenty (20) days of work in any given Month, the monthly rate will apply irrespective of how many further hours of work are completed in that Month. 																												
2.2	Estimate of Charges [not used]																												
2.3	Fixed Price [not used]																												
2.4	Capped Price [not used]																												

	The BCDR shall be compliant with the current British Standard (ISO22301) code of practice and specification for business continuity management or equivalent. In particular, the BCDR must show that the Supplier is able to maintain the Ordered Panel Services throughout the term of the contract as far as practicable in the event of a disaster, unforeseen business disruption or emergency event.
3.10	Exit Management: In Schedule 2 (Exit Management)
3.11	Transparency Reports NOT USED
3.12	Call Off Guarantee (Clause 10 of the Legal Service Contract): Not required

4. VARIATIONS TO THE TERMS AND CONDITIONS

4.1	Liability cap 7.1.2 No individual nor any service company of the Supplier employing that individual shall have any personal liability to the Customer for the Ordered Panel Services supplied by that individual on behalf of the Supplier and the Customer shall not bring any claim under the Legal Services Contract against that individual or such service company in respect of the Ordered Panel Services save in the case of Fraud or any liability for death or personal injury. <u>Subject to Clause 7.1.1, the total aggregate liability of the Supplier under this Legal Services Contract shall not exceed five million pounds (£5,000,000).</u> Nothing in this Clause 7.1.2 shall in any way limit the liability of the Supplier in respect of the Ordered Panel Services, and such liability shall be uncapped unless otherwise specified in the Order Form. The total aggregate liability of the Customer under this Legal Services Contract shall be limited to one hundred per cent (100%) of the Charges paid or properly due hereunder [including Fees or other costs where they would ordinarily have been payable but for their exclusion under Clause 6.1.1].
4.2	Conflicts of Interest Clause 3.4.2 and 3.5.1 shall apply.
4.3	Confidentiality Clause 9.2 (Confidentiality) and the Confidentiality provision in the Letter of Engagement shall apply.
4.5	Intellectual Property Rights Clause 8 shall apply
4.6	Other Variations Please see Section C (Variations to the Legal Services Contract Terms and Conditions)

SECTION C

Variations to the Legal Services Contract Terms and Conditions

	Clause 1.2.2 shall be amended
	Clause 2.2 shall be amended
	A new clause 9.1A (Security) shall be inserted
	Contract Schedule 1 (Definitions shall be amended)
	A new Schedule 6 - Security Requirements shall be inserted
	A new Schedule 7 - Business Continuity and Disaster Recovery
	A new Schedule 8 - Award Procedure shall be inserted
	A new Schedule 9 – Form of Letters of Engagement shall be inserted
	A new Schedule 10 – Suppliers Tender Response shall be inserted

Variations to the Legal Services Contract Terms and Conditions

Clause 1.2.2 shall be amended as follows:

1.2.2 in the event of and only to the extent of any conflict between the Letter of Engagement, Order Form, these Terms and Conditions and the provisions of the Panel Agreement, the conflict shall be resolved in accordance with the following order of precedence:

1.2.2.1 the Panel Agreement (excluding Panel Schedule 4 (Template Order Form and Template Terms and Conditions));

1.2.2.2 the Letter of Engagement;

1.2.2.3 the Order Form;

1.2.2.4 these Terms and Conditions;

1.2.2.5 any other document referred to in the Legal Services Contract; and

1.2.2.6 Panel Schedule 21 (Tender).

Clause 2.2 shall be amended as follows:

2.2 The Supplier shall supply the Ordered Panel Services set out in the Order Form and the Letter of Engagement (as the same may be amended or updated in accordance with this Legal Services Contract) to the Customer in accordance with the provisions of the Legal Services Contract and the Letter of Engagement.

A new clause 9.1A (Security) shall be inserted as follows:

9.1A Security

9.1A.1 The Customer shall be responsible for maintaining the security of the Customer's Premises in accordance with its standard security requirements. The Supplier shall comply with all security requirements of the Customer while on the Customer's Premises, and shall ensure that all Staff comply with such requirements.

9.1A.2 The Supplier shall ensure that the Security Plan produced by the Supplier fully complies with the Security Policy.

9.1A.3 The Supplier shall comply, and shall procure compliance of its Staff, with the Security Requirements, Policy and Plan set out in Schedule 6.

9.1A.4 The Customer shall notify the Supplier of any changes or proposed changes to the Security Policy.

9.1A.5 The Supplier shall, as an enduring obligation during the Contract Period, use the latest versions of anti-virus definitions available from an industry accepted anti-virus software vendor to check for and delete malicious software from the ICT environment.

9.1A.6 Notwithstanding clause 9.1A.5, if malicious software is found, the Parties shall cooperate to reduce the effect of the malicious software and, particularly if malicious software causes loss of operational efficiency or loss or corruption of the customer data, assist each other to mitigate any losses and to restore the provision of Services to their desired operating efficiency and the Supplier shall immediately take all reasonable steps necessary to:

- (a) minimise the extent of actual or potential harm caused by any Breach of Security;
- (b) remedy such Breach of Security to the extent possible and protect the integrity of the Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
- (c) prevent a further Breach of Security or attempted Breach of Security in the future exploiting the same root cause failure; and
- (d) as soon as reasonably practicable provide the Customer with full details of the Breach of Security or attempted Breach of Security, including a root cause analysis where required by the Customer.

9.1A.7 Any cost arising out of the actions of the Parties taken in compliance with clause 9.1A.6 shall be borne by the Parties as follows:

- (a) by the Supplier where the malicious software originates from the Supplier Software, the Third Party Software or the Customer Data (whilst the Customer Data was under the control of the Supplier); and
- (b) by the Customer if the malicious software originates from the Customer's Software or Customer Data (whilst the Customer Data was under the control of the Customer).

9.1A.8 The Supplier controlled architecture and environment used to process or store Customer Data will be certified to the NCSC Cyber Essentials Plus certification scheme.

9.1A.9 The Supplier shall be liable for and shall indemnify the Customer against all Losses suffered or incurred by the Customer and/or any third party arising from and/or in connection with any Breach of Security or attempted Breach of Security (to the extent that such Losses were not caused by any act or omission by the Customer).

Contract Schedule 1 (Definitions) shall be amended as follows:

The following new definitions shall be inserted into Contract Schedule 1 (Definitions):

1.1 Definitions

"Award procedure" means the procedure appended hereto in Schedule 8 for awarding independent business review and/or consultancy work contracts to the Supplier;

"Breach of Security" means any incident that result in unauthorised access of data, applications, services, works and/or devices by bypassing their underlying security mechanisms;

"Care Provider" means the organisation providing Adult Social Care services that is the subject of an independent business review;

"Group Undertakings" means any holding company or subsidiary, and any subsidiary of such holding company (as such terms are defined in section 1159 of the Companies Act 2006) of the Care Provider.

"Charges" means the:

- a) Fees (exclusive of any applicable VAT and, where relevant, inclusive of any milestone payments),

b) any Secondment Charges, Disbursements, Reimbursable Expenses and any other costs payable to the Supplier by the Customer as identified in the relevant Letter of Engagement used under this Legal Services Contract, as set out in the Order Form, for the full and proper performance by the Supplier of the Ordered Panel Services less any Deductions;

“Fees” means the fees payable by the Customer identified under the relevant Letter of Engagement to the Supplier which shall be based on:

- a) the relevant rates set out in paragraph 2.1 of Section B of the Order Form; or
- b) the capped price set out in paragraph 2.3 of Section B of the Order Form; or
- c) the fixed price set out in the paragraph 2.4 of Section B of the Order Form; or
- d) any combination of the above; or
- e) any rates/prices set out in Section C;”

“Letter(s) of Engagement” means the order submitted by the Customer to the Supplier in the forms set out in Contract Schedule 9 for either an Independent Business Review (“IBR”) Services or Consultancy Services and signed on behalf of the Customer, the Supplier, and in the case of IBR the Care Provider;

“Security Policy” means the Customer’s security policy;

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

“Supplier Software” means software which is proprietary to the Supplier, including software which is or will be used by the Supplier for the purposes of providing the Services;

“Third Party Software” means software which is proprietary to any third party which is or will be used by the Supplier for the purposes of providing the Services.

New Schedules 6, 7, 8 and 9 have been inserted into the Legal Services Contract Terms and Conditions.

Part 2 – Terms and Conditions

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RECITALS

- A. NOT USED
- B. The Customer has followed the call off procedure set out in paragraph 1.3 of Panel Schedule 5 (Ordering Procedure) and has awarded this Legal Services Contract to the Supplier by way of a Further Competition Procedure.
- C. The Customer issued its Statement of Requirements for the provision of the Ordered Panel Services on 26/02/2021.
- D. In response to the Statement of Requirements the Supplier submitted a Tender to the Customer on the 23/03/2021 through which it provided to the Customer its solution for providing the Ordered Panel Services.
- E. On the basis of the Tender, the Customer selected the Supplier to provide the Ordered Panel Services to the Customer in accordance with the terms of this Legal Service Contract.

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

- 1.1.1 In this Legal Services Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Contract Schedule 1 (Definitions) or the relevant Contract Schedule in which that capitalised expression appears.
- 1.1.2 If a capitalised expression does not have an interpretation in Contract Schedule 1 (Definitions) or relevant Contract Schedule, it shall have the meaning given to it in the Panel Agreement. If no meaning is given to it in the Panel Agreement, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning

1.2 Interpretation

- 1.2.1 The interpretation and construction of the Legal Services Contract shall be subject to the following provisions:
 - 1.2.1.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
 - 1.2.1.2 words importing the masculine include the feminine and the neuter;
 - 1.2.1.3 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;
 - 1.2.1.4 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown;
 - 1.2.1.5 references to any statute, enactment, order, regulation, code, official guidance or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation, code, official guidance or instrument as amended or replaced by any subsequent enactment, modification, order, regulation, code, official guidance or instrument (whether such amendment or replacement occurs before or after the date of the Legal Services Contract);

- 1.2.1.6 headings are included in the Legal Services Contract for ease of reference only and shall not affect the interpretation or construction of the Legal Services Contract;
- 1.2.1.7 references to “Clauses” and the “Contract Schedules” are, unless otherwise provided, references to the clauses of and the schedules to this Legal Services Contract and references in any Contract Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Contract Schedule in which these references appear;
- 1.2.1.8 a reference to a Clause is a reference to the whole of that Clause unless stated otherwise; and
- 1.2.2 in the event of and only to the extent of any conflict between the Order Form, these Terms and Conditions and the provisions of the Panel Agreement, the conflict shall be resolved in accordance with the following order of precedence:
 - 1.2.2.1 the Panel Agreement (excluding Panel Schedule 4 (Template Order Form and Template Terms and Conditions));
 - 1.2.2.2 the Order Form;
 - 1.2.2.3 these Terms and Conditions;
 - 1.2.2.4 any other document referred to in the Legal Services Contract; and
 - 1.2.2.5 Panel Schedule 21 (Tender).

2. The Ordered Panel Services

- 2.1 This Legal Services Contract shall commence on the Commencement Date set out at section A, paragraph 1.4 (Commencement Date) of the Order Form and expire either as set out at section A, paragraph 1.5 (Term) of the Order Form or on the completion of the Ordered Panel Services, unless extended or terminated earlier in accordance with these Terms and Conditions.
- 2.2 The Supplier shall supply the Ordered Panel Services set out in the Order Form (as the same may be amended or updated in accordance with this Legal Services Contract) to the Customer in accordance with the provisions of the Legal Services Contract.

3. Delivery and management of the Ordered Panel Services

- 3.1 Within a reasonable period of time of the Commencement Date (having regard to the circumstances), the Supplier shall take proactive steps (in a manner and to an extent proportionate to the size and nature of the Order) to plan and agree the Ordered Panel Services to be provided with the Customer to clarify and document (to the extent that the above have not been done prior to or at the Commencement Date and included at paragraph 1.2 of section B (the Ordered Panel Services) of the Order Form):
 - 3.1.1 the legal advice required;
 - 3.1.2 how legal input will be structured to minimise costs and maximise efficiency;
 - 3.1.3 whether and how work previously undertaken for central Government can be re-used to reduce cost;
 - 3.1.4 the levels and names of Supplier Personnel working on performing the Ordered Panel Services, including the Key Personnel identified in the Order Form and/or pursuant to Clause 5 (below);

- 3.1.5 which of the Customer's Personnel can provide instructions and authorise additional work; and
 - 3.1.6 the general management of the Ordered Panel Services and the provision by the Supplier thereof.
- 3.2 During the performance of the Ordered Panel Services the Supplier shall conduct reviews at intervals specified at paragraph 1.2 of section B (the Ordered Panel Services) of the Order Form (if so specified) but in any event no less than once every three (3) Months to:
- 3.2.1 review adherence to the plans (whether original plans or plans as subsequently amended under this Clause 3.2, as the case may be) for the Ordered Panel Services prepared pursuant to clause 3.1 (above); and
 - 3.2.2 ensure optimisation of efficiency and value for money in provision of the Ordered Panel Services.
- 3.3 The Supplier shall:
- 3.3.1 confirm to the Customer that any review required has, in each case, been completed; and
 - 3.3.2 report to the Customer on the outcome of the review (including documenting the same in such form as the Customer may reasonably require); and
 - 3.3.3 make and apply such adjustments to the plans for the delivery of the Ordered Panel Services as the Customer may direct.
- 3.4 The Supplier shall:
- 3.4.1 comply with all reasonable instructions given to the Supplier and the Supplier Personnel by the Customer in relation to the Ordered Panel Services from time to time, including reasonable instructions to reschedule or alter the Ordered Panel Services;
 - 3.4.2 without prejudice to Clause 3.4.1, immediately report to the Customer's Representative any matters which involve or could potentially involve an actual or potential Conflict of Interest and/or of Clause 9.2 (Confidentiality) and shall follow any direction made by the Customer in respect of the proper management and mitigation of the same;
 - 3.4.3 co-operate in a timely and prompt manner with the Customer and the Customer's other professional advisers in relation to the Ordered Panel Services as required by the Customer;
 - 3.4.4 comply with the Customer's internal policies and procedures and Government codes and practices in force from time to time (including policies, procedures, codes and practices relating to vetting, security, equality and diversity, confidentiality undertakings and sustainability) in each case as notified to the Supplier in writing by the Customer; and
 - 3.4.5 save to the extent expressly set out in the Order Form, obtain Approval from the Customer's Representative before advising the Customer on:
 - (a) EU law (including State aid and public procurement); or
 - (b) public law (including national security); or
 - (c) the Transfer of Undertakings (Protection of Employment) Regulations 1981 (or any subsequent enactment thereof); or

(d) any other issue as may be notified to the Supplier from time to time by the Customer's Representative,

and where Approval is given, if the advice is given orally, confirm in writing, to the Customer's Representative, any advice given to the Customer.

3.5 The Supplier shall not:

3.5.1 knowingly act at any time during the term of the Legal Services Contract in any capacity for any person, firm or company in circumstances where a Conflict of Interest between such person, firm or company and the Customer will thereby arise or exist in relation to the Ordered Panel Services; or

3.5.2 incur any expenditure which would result in any estimated figure for any element of the Ordered Panel Services being exceeded without the Customer's written agreement; or

3.5.3 without the prior written consent of the Customer, accept any commission, discount, allowance, direct or indirect payment, or any other consideration from any third party in connection with the provision of the Ordered Panel Services; or

3.5.4 pledge the credit of the Customer in any way; or

3.5.5 engage in any conduct which in the reasonable opinion of the Customer is prejudicial to the Customer, the Authority or the Crown.

3.6 Both Parties shall take all necessary measures to ensure the health and safety of the other Party's employees, consultants and agents visiting their premises.

3.7 Where the Supplier is more than one firm or organisation acting as a Group of Economic Operators, each firm or organisation that is a member of the Group of Economic Operators shall be jointly and severally liable for performance of the Supplier's obligations under the Legal Services Contract.

3.8 Upon expiry of this Legal Services Contract, or as the Ordered Panel Services to be performed under it near completion, as seems appropriate to the Customer under the circumstances, the Supplier shall conduct a knowledge transfer exercise where requested to do so by the Customer. This exercise shall:

3.8.1 document, collate and transfer to the Customer any significant know-how, learning and/or practices generated, developed and/or used by the Supplier during this Legal Services Contract;

3.8.2 compile and transfer to the Customer a document bible(s) (including electronic versions of the same if the Customer so requires) comprising the contractual and/or other documents and/or advice generated, developed and/or used by the Supplier during this Legal Services Contract;

3.8.3 be completed within one (1) Month of the later of completion of the relevant Ordered Panel Services, or the request to conduct the exercise made by the Customer, or the expiry of this Legal Services Contract; and

3.8.4 be performed at no additional cost or charge to the Customer.

Records, Audit Access and Open Book Data

3.9 The Supplier shall keep and maintain for seven (7) years after the Expiry Date (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of this Legal Services Contract including the Ordered Panel Services provided under it, any Sub-Contracts and the amounts paid by the Customer.

3.10 The Supplier shall:

- 3.10.1 keep the records and accounts referred to in Clause 3.9 in accordance with Good Industry Practice and Law; and
- 3.10.2 afford any Auditor access to the records and accounts referred to in Clause 3.9 at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same, as may be required by any of the Auditors from time to time during the Term and the period specified in Clause 3.9, in order that the Auditor(s) may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Legal Services Contract including in order to:
- (a) verify the accuracy of the Charges and any other amounts payable by the Customer under this Legal Services Contract (and proposed or actual variations to them in accordance with this Legal Services Contract);
 - (b) verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Ordered Panel Services;
 - (c) verify the Open Book Data;
 - (d) verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
 - (e) identify or investigate an actual or suspected Prohibited Act, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Customer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
 - (f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Panel Guarantor and/or the Call Off Guarantor and/or any Sub-Contractors or their ability to perform the Ordered Services
 - (g) obtain such information as is necessary to fulfil the Customer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
 - (h) review any books of account and the internal contract management accounts kept by the Supplier in connection with this Legal Services Contract;
 - (i) carry out the Customer's internal and statutory audits and to prepare, examine and/or certify the Customer's annual and interim reports and accounts;
 - (j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
 - (k) verify the accuracy and completeness of any information delivered or required by this Legal Services Contract;
 - (l) review the Supplier's quality management systems (including any quality manuals and procedures);
 - (m) review the Supplier's compliance with the Standards;
 - (n) inspect the Customer assets, including the Customer's IPRs, equipment and facilities, for the purposes of ensuring that the Customer assets are secure and that any register of assets is up to date; and/or

- (o) review the integrity, confidentiality and security of the Customer Data.
- 3.11 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Ordered Panel Services save insofar as the Supplier accepts and acknowledges that control over the conduct of audits carried out by the Auditor(s) is outside of the control of the Customer.
- 3.12 Subject to the Supplier's rights in respect of Confidential Information, the Supplier shall on demand provide the Auditor(s) with all reasonable co-operation and assistance in:
 - 3.12.1 all reasonable information requested by the Customer within the scope of the audit;
 - 3.12.2 reasonable access to sites controlled by the Supplier and to any Supplier Equipment used in the provision of the Ordered Panel Services; and
 - 3.12.3 access to the Supplier Personnel.
- 3.13 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations in respect of records, audit access and open book data, unless the audit reveals a breach by the Supplier in which case the Supplier shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

4. Variation and Extension

- 4.1.1 The Customer may request:
 - 4.1.1.1 a variation to the Ordered Panel Services;
 - 4.1.1.2 an extension to the Term specified at paragraph 1.5 of section A of the Order Form); and/or
 - 4.1.1.3 a variation to any other part of the Order Form; and/or
 - 4.1.1.4 a variation to any other term of these Terms and Conditions, at any time during the Term.
- 4.1.2 Any request by the Customer for a variation to the Ordered Panel Services shall be by written notice to the Supplier:
 - 4.1.2.1 giving sufficient information for the Supplier to assess the extent of the variation and any additional costs that may be incurred (where any element of the Charges is composed of a fixed price or a capped price); and
 - 4.1.2.2 specifying the timeframe within which the Supplier must respond to the request, which shall be reasonable and the Supplier shall respond to such request within such timeframe.
- 4.1.3 In the event that the Supplier and the Customer are unable to agree any change to the Charges in connection with any requested variation to the Ordered Panel Services, the Customer may agree that the Supplier should continue to perform its obligations under the Legal Services Contract without the variation or may terminate the Legal Services Contract in accordance with Clause 11.8 (Termination in relation to Variation).

5. Personnel

Key Personnel

- 5.1 Where Key Personnel have been specified in the Order Form this Clause 5 and the following provisions shall apply:

- 5.1.1 The Order Form lists the Key Personnel who the Supplier shall appoint to fill the Key Roles (where identified) at the Commencement Date;
- 5.1.2 the Supplier shall ensure that the Key Personnel fulfil the Key Roles at all times during the Term;
- 5.1.3 the Customer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Personnel;
- 5.1.4 the Supplier shall not remove or replace any Key Personnel (including when carrying out its obligations under Contract Schedule 2 (Exit Management) unless :
 - 5.1.4.1 requested to do so by the Customer;
 - 5.1.4.2 the relevant person concerned resigns, retires or dies or takes any extended absences such as maternity leave or long-term sick leave;
 - 5.1.4.3 the person's employment or contractual arrangement with the Supplier or a Sub-Contractor is terminated for material breach of contract by the employee; or
 - 5.1.4.4 the Supplier obtains the Customer's prior written consent (such consent not to be unreasonably withheld or delayed);
- 5.1.5 the Supplier shall:
 - 5.1.5.1 notify the Customer promptly of the absence of any Key Personnel (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
 - 5.1.5.2 ensure that any Key Role is not vacant for any longer than five (5) Working Days;
 - 5.1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Personnel and, except in the cases of death, unexpected ill health or a material breach of the Key Personnel's employment contract, this will mean at least three (3) Months' notice;
 - 5.1.5.4 ensure that all arrangements for planned changes in Key Personnel provide adequate periods during which incoming and outgoing personnel work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Ordered Panel Services; and
 - 5.1.5.5 ensure that any replacement for a Key Role:
 - (a) has a level of qualifications and experience appropriate to the relevant Key Role; and
 - (b) is fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced;
 - 5.1.5.6 shall and shall procure that any Sub-Contractor shall not remove or replace any Key Personnel during the Term without Approval; and
 - 5.1.5.7 the Supplier shall not charge, and the Customer shall have no liability to pay, for any additional costs incurred by the Supplier in respect of reading-in time by any replacement Key Personnel.

- 5.2 The Customer may direct the Supplier to end the involvement in the provision of the Ordered Panel Services of any of the Supplier Personnel:
- 5.2.1 whom the Customer believes does not have the required levels of training and expertise; or
 - 5.2.2 whose performance, in the Customer's opinion, has been unsatisfactory; or
 - 5.2.3 where the Customer has other reasonable grounds for doing so.
- 5.3 The Customer will consult with and provide reasons to the Supplier where it is able to and where it is appropriate for the Customer to do so, provided that the decision of the Customer shall be final and it shall not be obliged to provide any reasons. The Customer shall not be liable for the cost of replacing any such Key Personnel.

Supplier Personnel

- 5.4 The Supplier shall:
- 5.4.1 provide a list of the names of all Supplier Personnel requiring admission to Customer Premises, specifying the capacity in which they require admission and giving such other particulars as the Customer may reasonably require;
 - 5.4.2 ensure that all Supplier Personnel:
 - 5.4.2.1 are appropriately qualified, trained and experienced to provide the Ordered Panel Services with all reasonable skill, care and diligence;
 - 5.4.2.2 are vetted in accordance with Good Industry Practice and, where applicable, the Security Policy and the Standards;
 - 5.4.2.3 obey all lawful instructions and reasonable directions of the Customer (including, if so required by the Customer, the ICT Policy) and provide the Ordered Panel Services to the reasonable satisfaction of the Customer; and
 - 5.4.2.4 comply with all reasonable requirements of the Customer concerning conduct at the Customer Premises, including the any security requirements as notified to the Supplier by the Customer from time to time;
 - 5.4.3 subject to Contract Schedule 3 (Staff Transfer), retain overall control of the Supplier Personnel at all times so that the Supplier Personnel shall not be deemed to be employees, agents or contractors of the Customer;
 - 5.4.4 be liable at all times for all acts or omissions of Supplier Personnel, so that any act or omission of a member of any Supplier Personnel which results in a breach under this Legal Services Contract shall be a breach by the Supplier;
 - 5.4.5 use all reasonable endeavours to minimise the number of changes in Supplier Personnel;
 - 5.4.6 replace (temporarily or permanently, as appropriate) any Supplier Personnel as soon as practicable if any Supplier Personnel have been removed or are unavailable for any reason whatsoever;
 - 5.4.7 bear the programme familiarisation and other costs associated with any replacement of any Supplier Personnel; and
 - 5.4.8 procure that the Supplier Personnel shall vacate any Customer Premises immediately upon the Expiry Date.
- 5.5 If the Customer reasonably believes that any of the Supplier Personnel are unsuitable to undertake work in respect of this Legal Services Contract, it may:

- 5.5.1 refuse admission to the relevant person(s) to the Customer Premises; and/or
 - 5.5.2 direct the Supplier to end the involvement in the provision of the Ordered Panel Services of the relevant person(s).
- 5.6 The decision of the Customer as to whether any person is to be refused access to the Customer Premises shall be final and conclusive.

Staff Transfer

- 5.7 The Parties agree that:
- 5.7.1 where the commencement of the provision of the Ordered Panel Services or any part of the Ordered Panel Services results in one or more Relevant Transfers, Contract Schedule 3 (Staff Transfer) shall apply as follows:
 - (a) where the Relevant Transfer involves the transfer of Transferring Customer Employees, Part A of Contract Schedule 4 (Staff Transfer) shall apply;
 - (b) where the Relevant Transfer involves the transfer of Transferring Former Supplier Employees, Part B of Contract Schedule 3 (Staff Transfer) shall apply;
 - (c) where the Relevant Transfer involves the transfer of Transferring Customer Employees and Transferring Former Supplier Employees, Parts A and B of Contract Schedule 3 (Staff Transfer) shall apply; and
 - (d) Part C of Contract Schedule 3 (Staff Transfer) shall not apply;
 - 5.7.2 where commencement of the provision of the Ordered Panel Services or a part of the Services does not result in a Relevant Transfer, Part C of Contract Schedule 3 (Staff Transfer) shall apply and Parts A and B of Contract Schedule 3 (Staff Transfer) shall not apply; and
 - 5.7.3 Part D of Contract Schedule 3 (Staff Transfer) shall apply on the expiry or termination of the Ordered Panel Services or any part of the Ordered Panel Services;
- 5.8 The Supplier shall both during and after the Term indemnify the Customer against all Employee Liabilities that may arise as a result of any claims brought against the Customer by any person where such claim arises from any act or omission of the Supplier or any Supplier Personnel.

Appointment of Sub-Contractors

- 5.9 The Supplier shall exercise due skill and care in the selection of any Sub-Contractors to ensure that the Supplier is able to:
- 5.9.1 manage any Sub-Contractors in accordance with Good Industry Practice;
 - 5.9.2 comply with its obligations under this Legal Services Contract in the provision of the Ordered Panel Services; and
 - 5.9.3 assign, novate or otherwise transfer to the Customer or any Replacement Supplier any of its rights and/or obligations under each Sub-Contract that relates exclusively to this Legal Services Contract.
- 5.10 Prior to sub-contacting any of its obligations under this Legal Services Contract, the Supplier shall notify the Customer and provide the Customer with:
- 5.10.1 the proposed Sub-Contractor's name, registered office and company registration number;

- 5.10.2 the scope of any Ordered Panel Services to be provided by the proposed Sub-Contractor; and
 - 5.10.3 where the proposed Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Customer that the proposed Sub-Contract has been agreed on "arm's-length" terms.
- 5.11 If requested by the Customer within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 5.10, the Supplier shall also provide:
- 5.11.1 a copy of the proposed Sub-Contract; and
 - 5.11.2 any further information reasonably requested by the Customer.
- 5.12 The Customer may, within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 5.10 (or, if later, receipt of any further information requested pursuant to Clause 5.11), object to the appointment of the relevant Sub-Contractor if they consider that:
- 5.12.1 the appointment of a proposed Sub-Contractor may prejudice the provision of the Ordered Panel Services or may be contrary to the interests respectively of the Customer under this Legal Services Contract;
 - 5.12.2 the proposed Sub-Contractor is unreliable and/or has not provided reliable goods and or reasonable services to its other customers; and/or
 - 5.12.3 the proposed Sub-Contractor employs unfit persons,
in which case, the Supplier shall not proceed with the proposed appointment.
- 5.13 If:
- 5.13.1 the Customer has not notified the Supplier that it objects to the proposed Sub-Contractor's appointment by the later of ten (10) Working Days of receipt of:
 - (a) the Supplier's notice issued pursuant to Clause 5.10; and
 - (b) any further information requested by the Customer pursuant to Clause 5.11; and
 - 5.13.2 the proposed Sub-Contract is not a Key Sub-Contract which shall require the written consent of the Authority and the Customer,
the Supplier may proceed with the proposed appointment.

Appointment of Key Sub-Contractors

- 5.14 The Authority and the Customer have consented to the engagement of the Key Sub-Contractors listed in Panel Schedule 7 (Key Sub-Contractors).
- 5.15 Where the Supplier wishes to enter into a new Key Sub-Contract or replace a Key Sub-Contractor, it must obtain the prior written consent of the Authority and the Customer (the decision to consent or otherwise not to be unreasonably withheld or delayed). The Authority and/or the Customer may reasonably withhold its consent to the appointment of a Key Sub-Contractor if any of them considers that:
- 5.15.1 the appointment of a proposed Key Sub-Contractor may prejudice the provision of the Ordered Panel Services or may be contrary to its interests;
 - 5.15.2 the proposed Key Sub-Contractor is unreliable and/or has not provided reliable goods and/or reasonable services to its other customers; and/or
 - 5.15.3 the proposed Key Sub-Contractor employs unfit persons.
- 5.16 Except where the Authority and the Customer have given their prior written consent under Clause 5.14, the Supplier shall ensure that each Key Sub-Contract shall include:

- 5.16.1 provisions which will enable the Supplier to discharge its obligations under this Legal Services Contract;
- 5.16.2 a right under CRTPA for the Customer to enforce any provisions under the Key Sub-Contract which confer a benefit upon the Customer;
- 5.16.3 a provision enabling the Customer to enforce the Key Sub-Contract as if it were the Supplier;
- 5.16.4 a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to the Customer or any Replacement Supplier;
- 5.16.5 obligations no less onerous on the Key Sub-Contractor than those imposed on the Supplier under this Legal Services Contract in respect of:
 - (a) data protection requirements set out in Clause 9.1 (Protection of Personal Data);
 - (b) FOIA requirements set out in Clause 9.4 (Freedom of Information);
 - (c) the obligation not to embarrass the Customer or otherwise bring the Customer into disrepute set out in Clause 13.3;
 - (d) the keeping of records in respect of the Ordered Panel Services being provided under the Key Sub-Contract, including the maintenance of Open Book Data;
 - (e) the conduct of audits set out in Clause 3 under the heading of Records, Audit Access & Open Book Data;
- 5.16.6 provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Customer under Clause 11 (Termination) and Clause 12 (Consequences of Expiry or Termination) of this Legal Services Contract;
- 5.16.7 a provision restricting the ability of the Key Sub-Contractor to Sub-Contract all or any part of the provision of the Ordered Panel Services provided to the Supplier under the Sub-Contract without first seeking the written consent of the Customer;
- 5.16.8 a provision, where a provision in Contract Schedule 3 (Staff Transfer) imposes an obligation on the Supplier to provide an indemnity, undertaking or warranty, requiring the Key Sub-Contractor to provide such indemnity, undertaking or warranty to the Customer, Former Supplier or the Replacement Supplier as the case may be.

Appointment of Key Sub-Contractors

- 5.17 The Supplier shall ensure that all Sub-Contracts contain a provision:
 - 5.17.1 requiring the Supplier to pay any undisputed sums which are due from it to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a valid invoice;
 - 5.17.2 requiring that any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion and that undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed;
 - 5.17.3 requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards suitable provisions to impose, as between the parties to that Sub-

Contract, requirements to the same effect as those required by sub-clauses 5.17.1 and 5.17.2 directly above; and

- 5.17.4 conferring a right to the Customer to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.
- 5.18 The Supplier shall pay any undisputed sums which are due from it to a Sub-Contractor within thirty (30) days from the receipt of a valid invoice.
- 5.19 Any invoices submitted by a Sub-Contractor to the Supplier shall be considered and verified by the Supplier in a timely fashion. Undue delay in doing so shall not be sufficient justification for the Supplier failing to regard an invoice as valid and undisputed.
- 5.20 Notwithstanding any provision of Clauses 9.2 (Confidentiality) and 13 (Publicity, Media and Official Enquiries) if the Supplier notifies the Customer that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Customer otherwise discovers the same, the Customer shall be entitled to publish the details of the late or non-payment (including on Government websites and in the press).

Termination of Sub-Contracts

- 5.21 The Customer may require the Supplier to terminate:
 - 5.21.1 a Sub-Contract where:
 - (a) the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Customer's right of termination pursuant to any of the termination events in Clause 11 (Termination) except Clause 11.5 (Termination on Notice); and/or
 - (b) the relevant Sub-Contractor or its Affiliates embarrassed the Customer or otherwise brought the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Ordered Panel Services or otherwise; and/or
 - 5.21.2 a Key Sub-Contract where there is a Change of Control of the relevant Key Sub-Contractor, unless:
 - (a) the Customer has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
 - (b) the Customer has not served its notice of objection within six (6) months of the later of the date the Change of Control took place or the date on which the Customer was given notice of the Change of Control.

Competitive Terms

- 5.22 If the Customer is able to obtain from any Sub-Contractor or any other third party more favourable commercial terms with respect to the supply of any materials, equipment, software, goods or services used by the Supplier or the Supplier Personnel in the supply of the Ordered Panel Services, then the Customer may:
 - 5.22.1 require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by the Customer in respect of the relevant item; or
 - 5.22.2 subject to the Clauses allowing termination of Sub-Contracts, enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.

- 5.23 If the Customer exercises the option pursuant to Clause 5.22, then the Charges shall be reduced by an amount that is agreed in accordance with Clause 4 (Variation and Extension).
- 5.24 The Customer's right to enter into a direct agreement for the supply of the relevant items is subject to:
- 5.24.1 the Customer making the relevant item available to the Supplier where this is necessary for the Supplier to provide the Ordered Panel Services; and
 - 5.24.2 any reduction in the Charges taking into account any unavoidable costs payable by the Supplier in respect of the substituted item, including in respect of any licence fees or early termination charges.

Retention of Legal Obligations

- 5.25 Notwithstanding the Supplier's right to Sub-Contract, the Supplier 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.

6. CHARGES AND INVOICING

6.1 Charges and VAT

- 6.1.1 In consideration of the Supplier's performance of its obligations under this Legal Services Contract, the Customer shall pay the undisputed Charges in accordance with this Clause 6 (Charges and Invoicing).
- 6.1.2 The Customer shall, in addition to the Charges and following receipt of a valid invoice, pay the Supplier a sum equal to the VAT chargeable on the value of the Ordered Panel Services supplied.
- 6.1.3 The provisions of Panel Schedule 3 (Panel Prices and Charging Structure) of the Panel Agreement shall apply in relation to the Ordered Panel Services.
- 6.1.4 The Supplier 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 Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under the Legal Services Contract. Any amounts due under this Clause 6.1.4 shall be paid by the Supplier 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.

6.2 Invoicing

- 6.2.1 The Customer shall pay all undisputed sums properly due and payable to the Supplier in respect of the Ordered Panel Services in cleared funds by no later than thirty (30) calendar days after the date of a validly issued invoice for such sums.
- 6.2.2 The Supplier shall ensure that each invoice (whether submitted electronically or in a paper form) contains all appropriate references and a detailed breakdown of the Ordered Panel Services provided and any Reimbursable Expenses and/or Disbursements and/or any other costs (where the Customer has indicated in the Order Form that these are payable) and that it is supported by Supporting Documentation.
- 6.2.3 The Supplier shall ensure that all invoices submitted to the Customer for the Ordered Panel Services are exclusive of the Management Charge payable to the Authority in respect of the Ordered Panel Services. The Supplier shall not be entitled to increase the Charges by an amount equal to such Management

Charge or to recover such Management Charge as a surcharge or disbursement.

- 6.2.4 The Supplier shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Supplier has a valid court order requiring an amount equal to such deduction to be paid by the Customer to the Supplier.
- 6.2.5 Subject always to the provisions of Clause 16, if the Supplier enters into a Sub-Contract in respect of the Ordered Panel Services (or any part of them), it shall ensure that a provision is included in such Sub-Contract which requires payment to be made of all sums due by the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) calendar days from the receipt of a validly issued invoice, in accordance with the terms of the Sub-Contract.
- 6.2.6 The Supplier shall not suspend the supply of the Ordered Panel Services unless:
 - 6.2.6.1 the Supplier is entitled to terminate the Legal Services Contract under Clause 11.2.2 on the grounds of the Customer's failure to pay undisputed sums of money. Interest shall be payable by the Customer in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 on the late payment of any undisputed sums of money properly invoiced by the Supplier in respect of the Services; and
 - 6.2.6.2 the Supplier has provided ten (10) Working Days notice of its intention to suspend the provision of the Ordered Panel Services.
- 6.2.7 The Supplier shall accept the Government Procurement Card as a means of payment for the Ordered Panel Services where such card is agreed with the Customer to be a suitable means of payment. The Supplier shall be solely liable to pay any merchant fee levied for using the Government Procurement Card and shall not be entitled to recover this charge from the Customer.
- 6.2.8 All payments due hereunder shall be made in cleared funds to such bank or building society account as is specified at paragraph 3.6 of section B of the Order Form or otherwise as the recipient Party may from time to time direct by notice in writing.

6.3 Recovery of Sums Due

- 6.3.1 Wherever under the Legal Services Contract any sum of money is recoverable from or payable by the Supplier (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Legal Services Contract), the Customer may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Supplier under the Legal Services Contract.
- 6.3.2 Any overpayment by either Party, whether of the 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.

7. LIABILITY AND INSURANCE

7.1 Liability

- 7.1.1 Neither Party excludes or limits its liability for:
 - 7.1.1.1 death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors; or
 - 7.1.1.2 bribery or Fraud by it or its employees or agents; or

- 7.1.1.3 any other liability than cannot be excluded or limited under Law.
- 7.1.2 No individual nor any service company of the Supplier employing that individual shall have any personal liability to the Customer for the Ordered Panel Services supplied by that individual on behalf of the Supplier and the Customer shall not bring any claim under the Legal Services Contract against that individual or such service company in respect of the Ordered Panel Services save in the case of Fraud or any liability for death or personal injury. Nothing in this Clause 7.1.2 shall in any way limit the liability of the Supplier in respect of the Ordered Panel Services, and such liability shall be uncapped unless otherwise specified in the Order Form. The total aggregate liability of the Customer under this Legal Services Contract shall be limited to one hundred per cent (100%) of the Charges paid or properly due hereunder [including Fees or other costs where they would ordinarily have been payable but for their exclusion under Clause 6.1.1].
- 7.1.3 The Supplier shall fully indemnify and keep indemnified the Customer on demand in full from and against all claims, proceedings, actions, damages, costs, expenses and any other liabilities whatsoever arising out of, in respect of or in connection with, the supply, purported supply or late supply of the Ordered Panel Services or the performance or non-performance by the Supplier of its obligations under the Panel Agreement and the Customer's financial loss arising from any advice given or omitted to be given by the Supplier, or any other loss which is caused by any act or omission of the Supplier.
- 7.1.4 Subject to Clauses 7.1.1 and 7.1.5, in no event shall either Party be liable to the other for any:
- 7.1.4.1 loss of profits;
 - 7.1.4.2 loss of business;
 - 7.1.4.3 loss of revenue;
 - 7.1.4.4 loss of or damage to goodwill;
 - 7.1.4.5 loss of anticipated savings; and/or
 - 7.1.4.6 any indirect, special or consequential loss or damage.
- 7.1.5 The Supplier shall be liable for the following types of loss, damage, cost or expense which shall be regarded as direct and shall (without in any way, limiting other categories of loss, damage, cost or expense which may be recoverable by the Customer) be recoverable by the Customer:
- 7.1.5.1 any additional operational and/or administrative costs and expenses incurred by the Customer, including costs relating to time spent by or on behalf of the Customer in dealing with the consequences of any Material Breach;
 - 7.1.5.2 any wasted expenditure or charges;
 - 7.1.5.3 the additional cost of procuring, implementing and operating any alternative or replacement services to the Services which shall include any incremental costs associated with the replacement of such services above those which would have been payable under this Legal Services Contract;
 - 7.1.5.4 any compensation or interest paid to a third party by the Customer; and

- 7.1.5.5 any regulatory losses, fines, penalties, expenses or other losses incurred by the Customer pursuant to any Law.
- 7.1.6 No enquiry, inspection, approval, sanction, comment, consent, decision or instruction at any time made or given by or on behalf of the Customer to any document or information provided by the Supplier in its provision of the Services, and no failure of the Customer to discern any defect in or omission from any such document or information shall operate to exclude or limit the obligation of the Supplier to exercise all the obligations of a professional Supplier employed in a customer/supplier relationship.
- 7.1.7 Save as otherwise expressly provided, the obligations of the Customer under the Legal Services Contract are obligations of the Customer in its capacity as a contracting counterparty and nothing in the Legal Services Contract shall operate as an obligation upon, or in any other way fetter or constrain the Customer in any other capacity, nor shall the exercise by the Customer of its duties and powers in any other capacity lead to any liability under the Legal Services Contract (howsoever arising) on the part of the Customer to the Supplier.

7.2 Insurance

- 7.2.1 Notwithstanding any benefit to the Customer of the policy or policies of insurance referred to in Clause 31 (Insurance) of the Panel Agreement, the Supplier shall effect and maintain further policy or policies of insurance or extensions to such existing policy or policies of insurance procured under the Panel Agreement in respect of all risks which may be incurred by the Supplier arising out of its performance of its obligations under this Legal Services Contract. Such policy or policies shall include professional indemnity cover in respect of any financial loss to the Customer arising from any advice given or omitted to be given by the Supplier under the Legal Services Contract or otherwise in connection with the provision of the Ordered Panel Services. Such insurance shall be maintained for so long as the Supplier may have any liability to the Customer hereunder.
- 7.2.2 It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability arising in respect of the risks referred to in Clause 7.2.1.
- 7.2.3 If, for whatever reason, the Supplier fails to give effect to and maintain the insurances required by Clause 7.2.1, the Customer may make alternative arrangements to protect its interests and may set-off the costs of such arrangements against the Charges.
- 7.2.4 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the Legal Services Contract.
- 7.2.5 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the 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 void any insurance, or any cover or claim under any insurance in whole or in part.

8. INTELLECTUAL PROPERTY RIGHTS

- 8.1 Unless otherwise provided in the Order Form, Intellectual Property Rights in the output from the Ordered Panel Services shall vest in the Supplier who shall grant to the Customer a non-exclusive, free of charge, unlimited, transferable, irrevocable licence to use, exploit and sub-licence the same.
- 8.2 Subject to Clause 8.1 and save as expressly granted elsewhere under the Legal Services Contract, the Customer shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Supplier or its licensors and the Supplier shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Customer or its licensors.
- 8.3 The Supplier shall on demand fully indemnify and keep fully indemnified and hold the Customer and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Customer and or the Crown may suffer or incur as a result of any claim that the performance by the Supplier of the Ordered Panel Services infringes or allegedly infringes a third party's Intellectual Property Rights (any such claim being a "**Claim**").
- 8.4 If a Claim arises, the Customer shall notify the Supplier in writing of the Claim and the Customer shall not make any admissions which may be prejudicial to the defence or settlement of the Claim. The Supplier shall at its own expense conduct all negotiations and any litigation arising in connection with the Claim provided always that the Supplier:
- 8.4.1 shall consult the Customer on all substantive issues which arise during the conduct of such litigation and negotiations;
 - 8.4.2 shall take due and proper account of the interests of the Customer;
 - 8.4.3 shall consider and defend the Claim diligently using competent counsel and in such a way as not to bring the reputation of the Customer into disrepute; and
 - 8.4.4 shall not settle or compromise the Claim without the prior written approval of the Customer (not to be unreasonably withheld or delayed).
- 8.5 The Supplier shall have no rights to use any of the Customer's names, logos or trademarks without the Approval of the Customer, which the Customer shall have the absolute right to grant or deny.

9. PROTECTION OF INFORMATION

9.1 Protection of Personal Data

- 9.1.1 With respect to Personal Data provided by one Party to another Party (as further described in Contract Schedule 5 - Record of Personal Data Transfer) for which each Party acts as Controller but which is not under the Joint Control each Party undertakes to comply with the applicable Data Protection Legislation in respect of their processing of such Personal Data as Controller.
- 9.1.2 Each Party shall process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
- 9.1.3 Where a Party has provided Personal Data to the other Party in accordance with this Clause 9, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.

- 9.1.4 The Parties shall be responsible for their own compliance with Articles 13 and 14 GDPR in respect of the processing of Personal Data for the purposes of this Legal Services Contract.
- 9.1.5 The Parties shall only provide Personal Data to each other:
- 9.1.5.1 to the extent necessary to perform the respective obligations under this Legal Services Contract;
 - 9.1.5.2 in compliance with the Data Protection Legislation (including by ensuring all required fair processing information has been given to affected Data Subjects); and
 - 9.1.5.3 where it has recorded it in Contract Schedule 5 – Record of Personal Data.
- 9.1.6 Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its processing of Personal Data as independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the GDPR.
- 9.1.7 A Party processing Personal Data for the purposes of this Legal Services Contract shall maintain a record of its processing activities in accordance with Article 30 GDPR and shall make the record available to the other Party upon reasonable request.
- 9.1.8 Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to this Legal Services Contract (“Request Recipient”):
- 9.1.8.1 the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the party receiving the Request Recipient; or
 - 9.1.8.2 where the request or correspondence is directed to the other party and/or relates to the other party's Processing of the Personal Data, the Request Recipient will:
 - (A) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other party that it has received the same and shall forward such request or correspondence to the other party; and
 - (B) provide any information and/or assistance as reasonably requested by the other party to help it respond to the request or correspondence in the

timeframes specified by Data Protection Legislation.

- 9.1.9 Each Party shall promptly notify the other party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to this Legal Services Contract and shall:
- 9.1.9.1 do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
 - 9.1.9.2 implement any measures necessary to restore the security of any compromised Personal Data;
 - 9.1.9.3 work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
 - 9.1.9.4 not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
- 9.1.10 Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under this Legal Services Contract as specified in Contract Schedule 5.
- 9.1.11 Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under this Legal Services Contract which is specified in Contract Schedule 5.
- 9.1.12 Where an employee of a Party is seconded to the other Party, the host Party shall be the Controller of Personal Data, and the seconded employee shall be a third party of that Controller for purposes of the GDPR.
- 9.1.13 In the event that the one Party acts a Controller and the other Party acts as its Processor in respect of Personal Data under this Legal Services Contract, the Parties shall implement clauses in respect of the Controller to Processor relationship contained in Procurement Policy Note 02/18 (or any update to it thereof) in respect of that Personal Data in an Annex to Contract Schedule 5.
- 9.1.14 In the event that Parties act as Joint Controllers in respect of Personal Data under this Legal Services Contract, the parties shall implement clauses in respect of Joint Control that are necessary to comply with GDPR Article 26 as an Annex to Contract Schedule 5.
- 9.1.15 Notwithstanding Clause 9.1.13 and 9.1.14, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with Clause 9.1.2 to 9.1.11.

9.2 Confidentiality

- 9.2.1 Except to the extent set out in this Clause 9.2 or where disclosure is expressly permitted elsewhere in the Legal Services Contract, each Party shall:
- 9.2.1.1 treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
 - 9.2.1.2 not disclose the other Party's Confidential Information to any other person without the owner's prior written consent.
- 9.2.2 Clause 9.2.1 shall not apply to the extent that:
- 9.2.2.1 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 9.4 (Freedom of Information); or
 - 9.2.2.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner; or
 - 9.2.2.3 such information was obtained from a third party without obligation of confidentiality; or
 - 9.2.2.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of the Legal Services Contract; or
 - 9.2.2.5 it is independently developed without access to the other Party's Confidential Information.
- 9.2.3 The Supplier may only disclose the Customer's Confidential Information to those members of the Supplier's Personnel who are directly involved in the provision of the Ordered Panel Services and who need to know the information, and shall ensure that such individuals are aware of and shall comply with these obligations as to confidentiality.
- 9.2.4 The Supplier shall not, and shall procure that the Supplier's Personnel do not, use any of the Customer's Confidential Information received otherwise than for the purposes of the Legal Services Contract.
- 9.2.5 At the written request of the Customer, the Supplier shall procure that those members of the Supplier's Personnel identified in the Customer's notice sign a confidentiality undertaking prior to commencing any work in accordance with the Legal Services Contract.
- 9.2.6 Nothing in the Legal Services Contract shall prevent the Customer from disclosing the Supplier's Confidential Information (including the Management Information obtained pursuant to clause 27 of the Panel Agreement):
- 9.2.6.1 to any Crown body, or any Other Panel Customer on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown body or any Other Panel Customer save as required by Law;
 - 9.2.6.2 to any consultant, contractor or other person engaged by the Customer for any purpose relating to or connected with the Legal Services Contract or the Panel Agreement (on the basis that the information shall be held by such consultant, contractor or other person in

confidence and is not to be disclosed to any third party) or any person conducting an Office of Government Commerce gateway review or any additional assurance programme;

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

9.2.6.4 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.

9.2.7 The Customer shall use all reasonable endeavours to ensure that any government department, employee, third party or Sub-Contractor to whom the Supplier's Confidential Information is disclosed pursuant to Clause 9.2.6 is made aware of the Customer's obligations of confidentiality.

9.2.8 Nothing in this Clause 9.2 shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of the Legal Services 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.

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

9.2.10 The Supplier shall, at all times during and after the performance of the Legal Services Contract, indemnify the Customer and keep the Customer fully indemnified on demand against all losses, damages, costs or expenses and other liabilities (including legal fees) incurred by, awarded against or agreed to be paid by the Customer arising from any breach of the Supplier's obligations under this Clause 9.2 except and to the extent that such liabilities have resulted directly from the Customer's instructions.

9.3 Official Secrets Acts 1911 to 1989; section 182 of the Finance Act 1989

9.3.1 The Supplier shall comply with and shall ensure that the Supplier Personnel comply with, the provisions of:

9.3.1.1 the Official Secrets Acts 1911 to 1989; and

9.3.1.2 section 182 of the Finance Act 1989.

9.4 Freedom of Information

9.4.1 The Supplier 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.

9.4.2 The Supplier shall and shall procure that its Sub-Contractors shall:

9.4.2.1 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;

9.4.2.2 provide the Customer with a copy of all Information relating to a Request for 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

- 9.4.2.3 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.
- 9.4.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in the Legal Services Contract or any other contract whether the Commercially Sensitive Information and/or any other Information including Supplier's Confidential Information, is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.
- 9.4.4 In no event shall the Supplier respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 9.4.5 The Supplier acknowledges and agrees that (notwithstanding the provisions of Clause 9.2) the Customer may, acting in accordance with the Ministry of Justice Codes, be obliged under the FOIA or the Environmental Information Regulations to disclose information concerning the Supplier or the ~~Legal Services Contract~~ Ordered Panel Services:
- 9.4.5.1 in certain circumstances without consulting the Supplier; or
- 9.4.5.2 following consultation with the Supplier and having taken the Supplier's views into account,
- provided always that where Clause 9.4.6 applies the Customer shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Supplier advance notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.
- 9.4.6 The Supplier shall ensure that all information is retained for disclosure in accordance with the provisions of the Legal Services Contract and in any event in accordance with the requirements of Good Industry Practice and shall permit the Customer on reasonable notice to inspect such records as requested from time to time.
- 9.4.7 The Supplier acknowledges that the Commercially Sensitive Information is of an indicative nature only and that the Customer may be obliged to disclose it in accordance with Clause 9.4.5.

9.5 Transparency

- 9.5.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA or Environmental Information Regulations, the content of this Legal Services Contract and any Transparency Reports under it is not Confidential Information and shall be made available in accordance with the procurement policy note 13/15 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458554/Procurement_Policy_Note_13_15.pdf and the Transparency Principles referred to therein. The Customer shall determine whether any of the content of the Legal Services Contract is exempt from disclosure in accordance with the provisions of the FOIA or Environmental Information Regulations.
- 9.5.2 Notwithstanding any other term of the Legal Services Contract, the Supplier hereby gives consent to the Customer to publish the Legal Services Contract to the general public in its entirety (subject only to redaction of any information which is exempt from disclosure in accordance with the provisions of the FOIA or Environmental Information Regulations), including any changes to the Legal Services Contract agreed from time to time.

- 9.5.3 The Customer may consult with the Supplier to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.
- 9.5.4 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Legal Services Contract and in the preparation of the Transparency Reports in accordance with Contract Schedule 4 (Transparency Reports).

10. WARRANTIES, REPRESENTATIONS AND UNDERTAKINGS

- 10.1 The Supplier warrants, represents and undertakes to the Customer that:
 - 10.1.1 it has full capacity and authority and all necessary consents, licences, permissions (statutory, regulatory, contractual or otherwise) to enter into and perform its obligations under the Legal Services Contract;
 - 10.1.2 the Legal Services Contract is executed by a duly authorised representative of the Supplier;
 - 10.1.3 in entering the Legal Services Contract it has not committed any Fraud;
 - 10.1.4 it has not committed any offence under the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010;
 - 10.1.5 all information, statements and representations contained in the Supplier's tender or other submission to the Customer for the award of the Legal Services Contract (if applicable) are true, accurate and not misleading save as specifically disclosed in writing to the Customer prior to execution of the Legal Services 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;
 - 10.1.6 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 Legal Services Contract;
 - 10.1.7 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 Legal Services Contract;
 - 10.1.8 it has not done or omitted to do anything which could have an adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Legal Services Contract;
 - 10.1.9 no proceedings or other steps have been taken and not discharged or dismissed (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue;
 - 10.1.10 it has taken and shall continue to take all steps, in accordance with Good Industry Practice, to prevent the unauthorised use of, modification, access, introduction, creation or propagation of any disruptive element, virus, worms and/or trojans, spyware or other malware into the computing environment (including the hardware, software and/or telecommunications networks or equipment), data, software or Confidential Information (held in electronic form) owned by or under the control of, or used by, the Customer; and

10.1.11 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 Legal Services Contract and shall maintain the same in full force and effect for so long as is necessary for the proper provision of the Legal Services Contract Services.

10.2 The Supplier warrants, represents and undertakes to the Customer that:

10.2.1 it has read and fully understood the Order Form and these Terms and Conditions and is capable of performing the Ordered Panel Services in all respects in accordance with the Legal Services Contract;

10.2.2 the Supplier and each of its Sub-Contractors has all personnel, equipment and experience necessary for the proper performance of the Ordered Panel Services; and

10.2.3 it will at all times:

10.2.3.1 perform its obligations under the Legal Services Contract with all reasonable care, skill and diligence and in accordance with Good Industry Practice;

10.2.3.2 comply with all the KPIs;

10.2.3.3 carry out the Ordered Panel Services within the timeframe agreed with the Customer; and

10.2.3.4 without prejudice to its obligations under Clause 5 (Personnel), ensure to the satisfaction of the Customer that the Ordered Panel Services are provided and carried out by such appropriately qualified, skilled and experienced personnel as are necessary for the proper performance of the Ordered Panel Services.

10.3 The Supplier shall promptly notify the Customer in writing:

10.3.1 of any material detrimental change in the financial standing and/or credit rating of the Supplier;

10.3.2 if the Supplier undergoes a Change of Control; and

10.3.3 provided this does not contravene any Law, of any circumstances suggesting that a Change of Control is planned or in contemplation.

10.4 For the avoidance of doubt, the fact that any provision within the Legal Services Contract is expressed as a warranty shall not preclude any right of termination the Customer would have in respect of breach of that provision by the Supplier if that provision had not been so expressed.

10.5 The Supplier acknowledges and agrees that:

10.5.1 the warranties, representations and undertakings contained in the Legal Services Contract are material and are designed to induce the Customer into entering into the Legal Services Contract; and

10.5.2 the Customer has been induced into entering into the Legal Services Contract and in doing so has relied upon the warranties, representations and undertakings contained in the Legal Services Contract.

Call Off Guarantee

10.6 Where the Customer has stipulated in the Call Off Order Form that this Call Off Contract shall be conditional upon receipt of a Call Off Guarantee, then, on or prior to

the Call Off Commencement Date or on any other date specified by the Customer, the Supplier shall deliver to the Customer:

10.6.1 an executed Call Off Guarantee from a Call Off Guarantor; and

10.6.2 a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.

10.7 The Customer may in its sole discretion at any time agree to waive compliance with the requirement in Clause 10.6 by giving the Supplier notice in writing.

11. TERMINATION

11.1 Termination on Insolvency

11.1.1 The Customer may terminate this Legal Services Contract with immediate effect by giving notice in writing where:

11.1.1.1 an Insolvency Event affecting the Supplier occurs; or

11.1.1.2 the Supplier demerges into two or more firms, merges with another form, incorporates or otherwise changes its legal form and the new entity has or could reasonably be expected to have a materially less good financial standing or weaker credit rating than the Supplier.

11.2 Termination on Material Breach

11.2.1 The Customer may terminate the Legal Services Contract with immediate effect by giving written notice to the Supplier if:

11.2.1.1 the Supplier commits a Material Breach and if:

(a) the Supplier has not within ten (10) Working Days or such other longer period as may be specified by the Customer, after issue of a written notice to the Supplier specifying the Material Breach and requesting it to be remedied:

(i) remedied the Material Breach; and

(ii) put in place measures to ensure that such Material Breach does not recur,

in each case to the satisfaction of the Customer; or

(b) the Material Breach is not, in the opinion of the Customer, capable of remedy; or

11.2.1.2 in the event of an investigation by the Solicitors Regulation Authority into the Supplier's organisation; or

11.2.1.3 in the event of conviction for dishonesty of the Supplier (if an individual) or any one or more of the Supplier's directors, partners or members (if the Supplier is a firm or firms), which conviction might reasonably be expected to lead to the striking off from the Roll of the individual(s) concerned.

11.2.2 If the Customer fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums within five (5) calendar days from the receipt of a such notice, the Supplier may terminate the Legal Services Contract by ten (10) Working Days' written notice to the Customer.

11.3 Termination on Change of Control

11.3.1 The Customer may terminate the Legal Services Contract by notice in writing with immediate effect within six (6) Months of:

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

11.3.1.2 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 the Customer's written consent to the continuation of the Legal Services Contract was granted prior to the Change of Control.

11.4 Termination for breach of Regulations

11.4.1 The Customer may terminate this Legal Services Contract by notice in writing to the Supplier on the occurrence of any of the statutory provisos contained in Regulation 73 (1) (a) to (c).

11.5 Termination on Notice

11.5.1 The Customer shall have the right to suspend the Legal Services Contract (whether with immediate effect or otherwise) at any time by giving written notice (which shall include the date on which the suspension is to take effect) to the Supplier.

11.5.2 The Customer shall have the right to terminate the Legal Services Contract (whether with immediate effect or otherwise) at any time by giving written notice of the termination to the Supplier, which shall include the date on which termination is to take effect. The Customer shall:

11.5.2.1 where such Charges are calculated by reference to rates or a capped price, pay the undisputed Charges properly incurred, invoiced and due hereunder up till the date of termination; or

11.5.2.2 where such Charges are calculated as a fixed price, pay a pro rata proportion of the fixed price reflecting the degree to which the Ordered Panel Services relating to the relevant fixed price have been performed as at the date of termination.

11.6 Termination in Relation to Panel Agreement

11.6.1 The Customer may terminate the Legal Services Contract with immediate effect by giving written notice to the Supplier if the Panel Agreement is terminated for any reason whatsoever.

11.7 Termination in Relation to Benchmarking

11.7.1 The Customer may terminate this Legal Services Contract with immediate effect by giving written notice to the Supplier if the Supplier refuses or fails to comply with its obligations as set out in paragraphs 1 and 2 of Panel Schedule 12 (Continuous Improvement and Benchmarking).

11.8 Termination in Relation to Variation

11.8.1 The Customer may terminate this Legal Services Contract with immediate effect by giving written notice to the Supplier for failure of the Parties to agree or the Supplier to implement a variation pursuant to Clause 4.1.3.

11.9 Partial Termination

11.9.1 Where the Customer is entitled to terminate the Legal Services Contract pursuant to this Clause 11, the Customer shall be entitled to terminate all or part of the Legal Services Contract provided always that the parts of the Legal Services Contract not terminated can operate effectively to deliver the intended purpose of the Legal Services Contract or a part thereof.

11.10 Termination in Relation to Call Off Guarantee

11.10.1 Where this Legal Services Contract is conditional upon the Supplier procuring a Call Off Guarantee pursuant to Clause 10, the Customer may terminate this Legal Services Contract by issuing a termination notice in writing to the Supplier where:

11.10.1.1 the Call Off Guarantor withdraws the Call Off Guarantee for any reason whatsoever;

11.10.1.2 the Call Off Guarantor is in breach or anticipatory breach of the Call Off Guarantee;

11.10.1.3 an Insolvency Event occurs in respect of the Call Off Guarantor;
or

11.10.1.4 the Call Off Guarantee becomes invalid or unenforceable for any reason whatsoever,

and in each case the Call Off Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Customer; or

11.10.1.5 the Supplier fails to provide the documentation required by Clause 10.6 by the date so specified by the Customer.

12. CONSEQUENCES OF EXPIRY OR TERMINATION

12.1 Subject to Clause 12.2, where the Customer terminates the Legal Services Contract pursuant to Clause 11 (Termination) and then makes other arrangements for the supply of the Services:

12.1.1 the Customer may recover from the Supplier the cost reasonably incurred in making those other arrangements and any additional expenditure incurred by the Customer in securing the Services in accordance with the requirements of the Legal Services Contract;

12.1.2 the Customer shall take all reasonable steps to mitigate such additional expenditure; and

12.1.3 no further payments shall be payable by the Customer to the Supplier until the Customer has established the final cost of making those other arrangements, whereupon the Customer shall be entitled to deduct an amount equal to the final cost of such other arrangements from the further payments then due to the Supplier.

12.2 Clause 12.1 shall not apply where the Customer terminates the Legal Services Contract:

12.2.1 solely pursuant to Clause 11.3 or Clause 11.5; or

12.2.2 solely pursuant to Clause 11.6 if termination pursuant to Clause 11.6 occurs as a result of termination of the Panel Agreement pursuant to the provisions of clauses 19.1.4, 33.5 or 33.7 thereof.

- 12.3 On the termination of the Legal Services Contract for any reason, the Supplier shall, at the request of the Customer and at the Supplier's cost:
- 12.3.1 immediately return to the Customer all Confidential Information and the Customer's Personal Data in its possession or in the possession or under the control of any permitted suppliers or Sub-Contractors, which was obtained or produced in the course of providing the Ordered Panel Services;
 - 12.3.2 except where the retention of Customer's Personal Data is required by Law, promptly destroy all copies of the Customer Data and provide written confirmation to the Customer that the Customer Data has been destroyed.
 - 12.3.3 immediately deliver to the Customer in good working order (but subject to allowance for reasonable wear and tear) all the property (including materials, documents, information and access keys but excluding real property and IPR) issued or made available to the Supplier by the Customer in connection with the Legal Services Contract provided to the Supplier;
 - 12.3.4 vacate, and procure that the Supplier's Personnel vacate, any premises of the Customer occupied for the purposes of providing the Ordered Panel Services;
 - 12.3.5 return to the Customer any sums prepaid in respect of the Ordered Panel Services not provided by the date of expiry or termination (howsoever arising); and
 - 12.3.6 promptly provide all information concerning the provision of the Ordered Panel Services which may reasonably be requested by the Customer for the purposes of properly understanding the manner in which the Ordered Panel Services have been provided or for the purpose of allowing the Customer or any replacement Supplier to conduct due diligence.
- 12.4 Without prejudice to any other right or remedy which the Customer may have, if any Ordered Panel Services are not supplied in accordance with, or the Supplier fails to comply with any of the terms of the Legal Services Contract then the Customer may (whether or not any part of the Ordered Panel Services have been delivered) do any one or more of the following:
- 12.4.1 at the Customer's option, give the Supplier the opportunity (at the Supplier's expense) to remedy any failure in the performance of the Ordered Panel Services together with any damage resulting from such defect or failure (where such defect or failure is capable of remedy) and carry out any other necessary work to ensure that the terms of the Legal Services Contract are fulfilled, in accordance with the Customer's instructions;
 - 12.4.2 without terminating the Legal Services Contract, itself supply or procure the supply of all or part of the Legal Services Contract Services until such time as the Supplier shall have demonstrated to the reasonable satisfaction of the Customer that the Supplier will once more be able to supply all or such part of the Legal Services Contract Services in accordance with the Legal Services Contract;
 - 12.4.3 without terminating the whole of the Legal Services Contract, terminate the Legal Services Contract in respect of part of the Ordered Panel Services only and thereafter itself supply or procure a third party to supply such part of the Ordered Panel Services; and/or
 - 12.4.4 charge the Supplier for, whereupon the Supplier 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 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 Supplier for such part of the Ordered Panel Services and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Ordered Panel Services.

12.5 The Parties shall comply with the exit management provisions set out in Schedule 2 (Exit Management).

12.6 Save as otherwise expressly provided in the Legal Services Contract:

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

12.6.2 termination of the Legal Services Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Supplier under the following Clauses: Clause 6 (Charges and Invoicing); Clause 7 (Liability and Insurance); Clause 8 (Intellectual Property Rights); Clause 9 (Protection of Information); Clause 14 (Prevention of Fraud and Bribery); Clause 22 (Contracts (Rights of Third Parties) Act); Clause 24.1 (Governing Law and Jurisdiction) and, without limitation to the foregoing, any other provision or Contract Schedule of the Legal Services Contract which expressly or by implication is to be performed or observed notwithstanding termination or expiry shall survive the termination or expiry of the Legal Services Contract.

13. PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES

13.1 The Supplier shall not, and shall procure that its Sub-Contractors shall not, make any press announcements or publicise the Legal Services Contract in any way without Approval and shall take reasonable steps to ensure that the Supplier's Personnel and professional advisors comply with this Clause 13. Any such press announcements or publicity proposed under this Clause 13 shall remain subject to the rights relating to Confidential Information and Commercially Sensitive Information.

13.2 Subject to the rights in relation to Confidential Information and Commercially Sensitive Information, the Customer shall be entitled to publicise the Legal Services Contract in accordance with any legal obligation upon the Customer including any examination of the Legal Services Contract by the Auditors.

13.3 The Supplier 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.

14. PREVENTION OF FRAUD AND BRIBERY

14.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Commencement Date:

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

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

14.2 The Supplier shall not during the Term:

14.2.1 commit a Prohibited Act; and/or

- 14.2.2 do or suffer anything to be done which would cause the Customer or any of the Customer's employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- 14.3 The Supplier shall during the Term:
- 14.3.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;
 - 14.3.2 keep appropriate records of its compliance with its obligations under Clause 14.3.1 and make such records available to the Customer on request;
 - 14.3.3 if so required by the Customer, within twenty (20) Working Days of the Commencement Date, and annually thereafter, certify to the Customer in writing that the Supplier and all persons associated with it or its Sub-Contractors or other persons who are supplying the Ordered Panel Services in connection with this Legal Services Contract are compliant with the Relevant Requirements. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request; and
 - 14.3.4 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.
- 14.4 The Supplier shall immediately notify the Customer in writing if it becomes aware of any breach of Clause 14.1, or has reason to believe that it has or any of the Supplier Personnel have:
- 14.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - 14.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
 - 14.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Legal Services Contract or otherwise suspects that any person or Party directly or indirectly connected with this Legal Services Contract has committed or attempted to commit a Prohibited Act.
- 14.5 If the Supplier makes a notification to the Customer pursuant to Clause 14.4, the Supplier shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit any books, records and/or any other relevant documentation.
- 14.6 If the Supplier breaches Clause 14.3, the Customer may by notice:
- 14.6.1 require the Supplier to remove from performance of this Legal Services Contract any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
 - 14.6.2 immediately terminate this Legal Services Contract.
- 14.7 Any notice served by the Customer under Clause 14.4 shall specify the nature of the Prohibited Act, the identity of the Party who the Customer believes has committed the

Prohibited Act and the action that the Customer has elected to take (including, where relevant, the date on which this Legal Services Contract shall terminate).

15. NON-DISCRIMINATION

15.1 The Supplier shall:

- 15.1.1 perform its obligations under this Panel Agreement (including those in relation to the provision of the Panel Services) in accordance with:
 - 15.1.1.1 all applicable equality Law (whether in relation to race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise); and
 - 15.1.1.2 other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality Law;
- 15.1.2 take all necessary steps, and inform the Authority of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation);
- 15.1.3 have in place plans and policies which shall:
 - 15.1.3.1 promote a diverse and inclusive workforce and working environment;
 - 15.1.3.2 seek to effectively prevent discrimination, bullying and harassment of underrepresented groups (including those with caring responsibilities); and
 - 15.1.3.3 promote recruitment from the widest pool of individuals, and these plans and policies shall be robustly monitored using management information;
- 15.1.4 ensure that all managers and those involved in recruitment undertake unconscious bias training; and
- 15.1.5 where possible, avoid the use of single sex recruitment panels.

16. ASSIGNMENT AND NOVATION

- 16.1 The Supplier shall not assign, novate, sub-contract or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Legal Services Contract or any part of it without Approval.
- 16.2 The Customer may assign, novate or otherwise dispose of its rights and obligations under the Legal Services Contract or any part thereof to:
 - 16.2.1 any other Panel Customer; or
 - 16.2.2 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or
 - 16.2.3 any private sector body which substantially performs the functions of the Customer,

and the Supplier shall, at the Customer's request, enter into a novation agreement in such form as the Customer shall reasonably specify in order to enable the Customer to exercise its rights pursuant to this Clause 16.2. Any change in the legal status of the Customer such that it ceases to be a Panel Customer shall not, subject to Clause 16.3, affect the validity of the Legal Services Contract. In such circumstances, the Legal Services Contract shall bind and inure to the benefit of any successor body to the Customer.

- 16.3 If the rights and obligations under the Legal Services Contract are assigned, novated or otherwise disposed of pursuant to Clause 16.2 to a body which is not a Panel Customer or a Central Government Body or if there is a change in the legal status of the Customer such that it ceases to be a Panel Customer or Central Government Body (in the remainder of this Clause any such body being referred to as a "**Transferee**"):
- 16.3.1 the rights of termination of the Customer in Clause 11 shall be available to the Supplier in the event of, respectively, the bankruptcy or insolvency, or default of the Transferee; and
- 16.3.2 the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Legal Services Contract or any part thereof with the previous consent in writing of the Supplier, which shall not be unreasonably withheld or delayed.
- 16.4 The Customer may disclose to any Transferee any Confidential Information of the Supplier which relates to the performance of the Supplier's obligations under the Legal Services Contract. In such circumstances the Customer shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Supplier's obligations under the Legal Services Contract and for no other purposes and shall take reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.
- 16.5 For the purposes of Clause 16.3 each Party shall at its own cost and expense carry out, or use all reasonable endeavours to ensure the carrying out of, whatever further actions (including the execution of further documents) the other Party reasonably requires from time to time for the purpose of giving that other Party the full benefit of the provisions of the Legal Services Contract.

17. WAIVER AND CUMULATIVE REMEDIES

- 17.1 The rights and remedies under this Legal Services Contract may be waived only by notice in accordance with Clause 23 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Legal Services Contract or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that right or remedy.
- 17.2 Unless otherwise provided in this Legal Services Contract, rights and remedies under this Legal Services Contract are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

18. FURTHER ASSURANCES

- 18.1 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 the Legal Services Contract.

19. SEVERABILITY

- 19.1 If any provision of the Legal Services Contract (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Legal Services Contract are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Legal Services Contract shall not be affected.
- 19.2 In the event that any deemed deletion under Clause 17.1 is so fundamental as to prevent the accomplishment of the purpose of this Legal Services Contract or materially alters the balance of risks and rewards in this Legal Services Contract, either Party may give

notice to the other Party requiring the Parties to commence good faith negotiations to amend this Legal Services Contract so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Legal Services Contract and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.

20. RELATIONSHIP OF THE PARTIES

20.1 Except as expressly provided otherwise in this Legal Services Contract, nothing in this Legal Services Contract, nor any actions taken by the Parties pursuant to this Legal Services Contract, shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

21. ENTIRE AGREEMENT

21.1 The Legal Services Contract, together with a completed, signed and dated Panel Agreement and the other documents referred to in them constitute the entire agreement and understanding between the Parties in respect of the matters dealt with in them and supersede, cancel and nullify any previous agreement between the Parties in relation to such matters.

21.2 Each of the Parties acknowledges and agrees that in entering into the Legal Services 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 Legal Services Contract.

21.3 The Supplier acknowledges and agrees that it has:

21.3.1 entered into the Legal Services Contract in reliance on its own due diligence alone; and

21.3.2 received sufficient information required by it in order to determine whether it is able to provide the Services in accordance with the terms of the Legal Services Contract.

21.4 Nothing in Clauses 21.1 and 21.2 shall operate to exclude liability for Fraud or fraudulent misrepresentation.

22. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT

22.1 A person who is not a party to the Legal Services Contract 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, provided that this Clause 21.1 does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

22.2 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 the Legal Services Contract or any one or more Clauses of it.

22.3 The Supplier agrees that the Customer may enforce any of the provisions of the Panel Agreement referred to in clause 45.1 as if they were terms of the Legal Services Contract (reading references in those provisions to Panel Customer and the Supplier as references to the Customer and the Supplier respectively).

23. NOTICES

- 23.1 Except as otherwise expressly provided in the Legal Services Contract, no notice or other communication from one Party to the other shall have any validity under the Legal Services Contract unless given or made in writing by or on behalf of the Party sending the communication.
- 23.2 Any notice or other communication given or made by either Party to the other shall:
- 23.2.1 be given by letter (sent by hand, post or a recorded signed for delivery service), facsimile or electronic mail confirmed by letter; and
 - 23.2.2 unless the other Party acknowledges receipt of such communication at an earlier time, be deemed to have been given:
 - 23.2.2.1 if delivered personally, at the time of delivery;
 - 23.2.2.2 if sent by pre-paid post or a recorded signed for service two (2) Working Days after the day on which the letter was posted provided the relevant communication is not returned as undelivered;
 - 23.2.2.3 if sent by electronic mail, upon receipt of a read receipt; and
 - 23.2.2.4 if sent by facsimile, on the day of transmission if sent before 16:00 hours on any Working Day and otherwise at 9:00 hours on the next Working Day and provided that at time of transmission of the facsimile an error-free transmission report is received by the Party sending the communication.
- 23.3 For the purposes of Clause 23.2, the address, email address and fax number of each Party shall be the address, email address and fax number specified in the Order Form.
- 23.4 Either Party may change its address for service by serving a notice in accordance with this Clause 23.

24. DISPUTES AND LAW

24.1 Governing Law and Jurisdiction

- 24.1.1 The Legal Services 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 Legal Services Contract.

24.2 Dispute Resolution

- 24.2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Legal Services 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 representative of each Party specified in the Order Form.
- 24.2.2 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.
- 24.2.3 If the dispute cannot be resolved by the Parties pursuant to Clause 24.2.1, the Parties shall refer it to mediation pursuant to the procedure set out in Clause 24.2.5 unless:
- 24.2.3.1 the Customer considers that the dispute is not suitable for resolution by mediation; or
 - 24.2.3.2 the Supplier does not agree to mediation.

- 24.2.4 The obligations of the Parties under the Legal Services Contract shall not be suspended, cease or be delayed by the reference of a dispute to mediation and the Supplier and the Supplier's Personnel shall comply fully with the requirements of the Legal Services Contract at all times.
- 24.2.5 The procedure for mediation is as follows:
- 24.2.5.1 a neutral adviser or mediator (the "**Contract Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Contract Mediator within ten (10) Working Days after a request by one Party to the other or if the Contract 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 Contract Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to act, apply to the CEDR to appoint a Contract Mediator;
 - 24.2.5.2 the Parties shall within ten (10) Working Days of the appointment of the Contract 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 CEDR to provide guidance on a suitable procedure;
 - 24.2.5.3 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;
 - 24.2.5.4 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;
 - 24.2.5.5 failing agreement, either of the Parties may invite the Contract 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
 - 24.2.5.6 if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Contract 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.

CONTRACT SCHEDULE 1: DEFINITIONS

1. In accordance with Clause 1 (Definitions and Interpretation) of this Legal Services Contract including its recitals the following expressions shall have the following meanings:

"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; and "Affiliate" shall be construed accordingly;
"Approval"	means the prior written consent of the Customer and "Approve" , "Approves" and "Approved" shall be construed accordingly;
"Audit"	means an audit carried out pursuant to the provisions set out in Clause 3;
"Auditor"	means: <ul style="list-style-type: none">a) the Customer's internal and external auditors;b) the Customer's statutory or regulatory auditors;c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;d) HM Treasury or the Cabinet Office;e) any party formally appointed by the Customer to carry out audit or similar review functions; andf) successors or assigns of any of the above;
"Authority"	means THE MINISTER FOR THE CABINET OFFICE ("Cabinet Office") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
["Call Off Guarantee"	means a deed of guarantee in favour of the Customer the form set out in Panel Schedule 13 (Guarantee) and granted pursuant to Clause 10 of this Legal Services Contract;]
["Call Off Guarantor"	means the person acceptable to the Customer to give a Call Off Guarantee;]
"Central Government Body"	means a body listed in one of the following sub-categories of the Central Government classification

of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:

- a) Government Department;
- b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);
- c) Non-Ministerial Department; or
- d) Executive Agency;

"Change of Control"

means either:

- (i) a change of control within the meaning of Section 450 of the Corporation Tax Act 2010; or
- (ii) any instance where the Supplier demerges into two or more firms, merges with another firm, incorporates or otherwise changes its legal form;

" Charges"

means the:

- a) Fees (exclusive of any applicable VAT and, where relevant, inclusive of any milestone payments),
- b) any Secondment Charges, Disbursements, Reimbursable Expenses and any other costs payable to the Supplier by the Customer under this Legal Services Contract, as set out in the Order Form, for the full and proper performance by the Supplier of the Ordered Panel Services less any Deductions;

"Crown"

means the Government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, Government ministers and Government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;

"Commencement Date"

means the date of commencement of this Legal Services Contract set out in section 1.1 of the Order Form;

"Commercially Sensitive Information"

means the Suppliers Confidential Information comprised of commercially sensitive information:

- a) relating to the Supplier, its IPR or its business or information which the Supplier has indicated to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss; and
- b) that constitutes a trade secret;

"Confidential Information"	means the Customer's Confidential Information and/or the Suppliers Confidential Information, as the context requires;
"Conflict of Interest"	shall have the meaning set out in the SRA Handbook, as amended from time to time;
"Contract Mediator"	has the meaning set out in Clause 24.2.5.1;
"Contract Schedules"	means schedules to this Legal Services Contract;
"Customer"	means the Party identified at section A of the Order Form;
"Customer's Confidential Information"	means: <ul style="list-style-type: none">a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How and IPR of the Customer;b) all information derived from any of the above; andc) any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered to be confidential which comes (or has come) to the Supplier's attention or possession in connection with this Legal Services Contract;
"Customer Data"	means: <ul style="list-style-type: none">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, including any Customer's Confidential Information, and which:<ul style="list-style-type: none">i) are supplied to the Supplier by or on behalf of the Customer; orii) the Supplier is required to generate, process, store or transmit pursuant to this Legal Services Contract; or any Personal Data for which the Customer is the Data Controller;
"Customer Personnel"	means all persons employed or engaged by the Customer together with the Customers servants, agents, suppliers and consultants;
"Customer Premises"	means premises owned, controlled or occupied by the Customer which are made available for use by the Supplier or its Sub-Contractors for the provision of the Ordered Panel Services (or any of them);

"Customer Representative"	means the representative of the Customer appointed by the Customer from time to time in relation to this Legal Services Contract and identified as such at section 3.1 of the Order Form.;
"Data Subject"	shall have the same meaning as set out in the Data Protection Act 1998;
"Data Protection Legislation or DPA"	means the Data Protection Act 1998 as amended from time to time;
"Disbursement"	shall bear the meaning ascribed to it in the SRA Handbook from time to time;
"Deductions"	has the meaning set out at Clause 6.3;
"Employee Liabilities"	<p>shall have the meaning set out in Contract Schedule 3;</p> <p>means all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:</p> <ul style="list-style-type: none">a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;b) unfair, wrongful or constructive dismissal compensation;c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;d) compensation for less favourable treatment of part-time workers or fixed term employees;e) outstanding debts and unlawful deduction of wages including any PAYE and National Insurance Contributions in relation to payments made by the Customer or the Replacement Supplier to a Transferring Supplier Employee which would have been payable by the Supplier or the Sub-Contractor if such payment should have been made prior to the Service Transfer Date;f) claims whether in tort, contract or statute or otherwise;

g) any investigation by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;

"Environmental Information Regulations or EIRs"

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;

"Expiry Date"

shall have the meaning set out in Clause 2.1;

"Fees"

means the fees payable by the Customer to the Supplier which shall be based on:

- a) the relevant rates set out in paragraph 2.1 of Section B of the Order Form; or
- b) the capped price set out in paragraph 2.3 of Section B of the Order Form; or
- c) the fixed price set out in the paragraph 2.4 of Section B of the Order Form; or
- d) any combination of the above; or
- e) any rates/prices set out in Section C;

"FOIA"

means the Freedom of Information Act 2000;

"Fraud"

means any offence under any Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;

"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;

"Group of Economic Operators"

means a group of economic operators acting jointly and severally to provide the Panel Services;

"Insolvency Event"

means, in respect of the Supplier or Panel Guarantor or Call Off Guarantor (as applicable):

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

- b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or
- c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working 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
- d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
- f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
- g) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- h) where the Supplier or Panel Guarantor or Call Off Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or
- i) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;

"Intellectual Property Rights" or "IPR"

means

- a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, designs, Know-How, trade secrets and other rights in Confidential Information;

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; and

c) all other rights having equivalent or similar effect in any country or jurisdiction;

“Key Personnel”

means any individuals identified as such in the Order Form and any of their replacements that may be agreed between the Parties from time to time;

“Key Roles”

means those roles identified in the Order Form and which are carried out by the relevant Key Personnel;

"Key Sub-Contractor"

means any Sub-Contractor which is listed in Panel Schedule 7 (Key Sub-Contractors), that in the opinion of the Authority, performs (or would perform if appointed) a critical role in the provision of all or any part of the Panel Services;

“Know How”

means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Ordered Panel Services but excluding know-how already in the other Party'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 Supplier is bound to comply;

"Legal Services Contract"

means this written agreement between the Customer and the Supplier (entered into pursuant to the provisions of the Panel Agreement), which consists of the Terms and Conditions and the Order Form;

"Material Breach"

means a breach of the provisions of Clause 2 (The Ordered Panel Services); Clause 3 (Delivery and Management of the Ordered Panel Services); Clause 5 (Personnel); Clause 7 (Liability and Insurance); Clause 8 (Intellectual Property Rights); Clause 9 (Protection of Information); Clause 10 (Warranties, Representations and Undertakings); Clause 13 (Publicity, Media and Official Enquiries), and or Clause 14 (Prevention of Fraud and Bribery);

"Order Form”

means the order form set out in Part 1 of this Legal Services Contract;

"Ordered Panel Services"	means the services to be provided by the Supplier to the Customer as set out in section B (Services) or section C (as applicable) of the Order Form;
"OJEU Notice"	means the notice published in the OJEU with the reference 2016/S 174-313246;
"Open Book Data"	means complete and accurate financial and non-financial information which is sufficient to enable the Authority to verify the Charges already paid or payable and Charges forecast to be paid during the Panel Period and term of any Legal Services Contracts, including details and all assumptions relating to:
"Panel Agreement"	means the panel agreement between the Authority and the Supplier dated [xx/yy/yyyy] and referenced in the Order Form;
"Panel Customers"	means the Authority, the Customer and any other bodies listed in the OJEU Notice;
["Panel Guarantor"	means any person acceptable to the Authority to give a Panel Guarantee;]
"Party"	means the Supplier or the Customer and "Parties" shall mean both of them;
"Personal Data"	shall have the same meaning as set out in the Data Protection Act 1998 as amended from time to time;
"Processing"	has the meaning given to it in the Data Protection Legislation but, for the purposes of this Call Off Contract, it shall include both manual and automatic processing and "Process" and "Processed" shall be interpreted accordingly;
"Prohibited Act"	means any of the following: <ul style="list-style-type: none">a) to directly or indirectly offer, promise or give any person working for or engaged by the Customer and/or the Authority or other Panel Customer or any other public body a financial or other advantage to:<ul style="list-style-type: none">i) induce that person to perform improperly a relevant function or activity; orii) reward that person for improper performance of a relevant function or activity;b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function

or activity in connection with this Legal Services Contract;

- c) committing any offence:
 - i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or
 - ii) under legislation or common law concerning fraudulent acts; or
 - iii) defrauding, attempting to defraud or conspiring to defraud the Customer; or

any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;

"Reimbursable Expenses"

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

- a) travel expenses incurred as a result of Supplier Personnel travelling to and from their usual place of work, or to and from the premises at which the Ordered Panel Services are principally to be performed, unless the Panel Customer otherwise agrees in advance in writing; and
- b) subsistence expenses incurred by Supplier Personnel whilst performing the Ordered Panel Services at their usual place of work, or to and from the premises at which the Ordered Panel Services are principally to be performed;

"Relevant Requirements"

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

"Standards"

means:

- a) any standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and

experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with;

- b) any standards detailed in the specification in Panel Schedule 2 (Panel Services and Key Performance Indicators);
- c) any standards detailed by the Customer in this Legal Services Contract;
- d) any relevant Government codes of practice and guidance applicable from time to time;
- e) means any standards or quality assurance principles set out in Principle 5 of the SRA Handbook as amended from time to time;

"Sub-Contract"

means any contract or agreement (or proposed contract or agreement), other than this Legal Services Contract or the Panel Agreement, pursuant to which a third party:

- a) provides the Ordered Panel Services (or any part of them);
- b) provides facilities or services necessary for the provision of the Ordered Panel Services (or any part of them); and/or
- c) is responsible for the management, direction or control of the provision of the Ordered Panel Services (or any part of them);

"Sub-Contractor"

means any person other than the Supplier who is a party to a Sub-Contract and the servants or agents of that person;

"Supplier"

means the person, firm or company identified at section A of the Order Form;

"Supplier's Confidential Information"

means:

- a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How and IPR of the Supplier;
- b) all information derived from any of the above; and
- c) any other information clearly designated as being confidential;

"Supplier Equipment"

means the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier

(but not hired, leased or loaned from the Customer) in the performance of its obligations under this Legal Services Contract;

"Supplier Personnel"

means all persons employed or engaged by the Supplier together with the Suppliers servants, agents, suppliers, consultants and Sub-Contractors (and all persons employed by any Sub-Contractor together with the Sub-Contractor's servants, consultants, agents, suppliers and sub-contractors) used in the performance of its obligations under this Legal Services Contract;

"Supporting Documentation"

means sufficient information in writing to enable the Customer reasonably to assess whether the Charges, Reimbursable Expenses and other sums due from the Customer under this Legal Services Contract are properly payable;

"Term"

means the term of this Legal Services Contract from the Commencement Date until the Expiry Date;

"Terms and Conditions"

means these terms and conditions set out in this Part 2 of the Legal Services Contract;

"Transparency Reports"

means the information relating to the Ordered Panel Services and performance of this Legal Services Contract which the Supplier is required to provide to the Customer in accordance with the reporting requirements in Contract Schedule 4;

"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, Sunday or public holiday in England and Wales, and **"Working Days"** shall be construed accordingly.

CONTRACT SCHEDULE 2: EXIT MANAGEMENT

1. DEFINITIONS

1.1 In this Contract Schedule 2, the following definitions shall apply:

"Exclusive Assets"	means those Supplier assets used by the Supplier or a Key Sub-Contractor which are used exclusively in the provision of the Ordered Panel Services;
"Exit Information"	has the meaning given to it in paragraph 4.1 of this Contract Schedule2;
"Exit Manager"	means the person appointed by each Party pursuant to paragraph 3.4 of this Contract Schedule 2 for managing the Parties' respective obligations under this Contract Schedule 2;
"Exit Plan"	means the exit plan described in paragraph 5 of this Contract Schedule 2 (Exit Management);
"Net Book Value"	means the net book value of the relevant Supplier asset(s) calculated in accordance with the depreciation policy of the Supplier set out in the letter in the agreed form from the Supplier to the Customer of even date with this Legal Services Contract;
"Non-Exclusive Assets"	means those Supplier assets (if any) which are used by the Supplier or a Key Sub-Contractor in connection with the Ordered Panel Services but which are also used by the Supplier or Key Sub-Contractor for other purposes;
"Registers"	means the register and configuration database referred to in paragraphs 3.1.1 and 3.1.2 of this Contract Schedule 2;
"Replacement Services"	means any services which are substantially similar to any of the Ordered Panel Services and which the Customer receives in substitution for any of the Ordered Panel Services following the Expiry Date, whether those services are provided by the Customer internally and/or by any third party;

"Replacement Supplier"	means any third party provider of Replacement Services appointed by or at the direction of the Customer from time to time or where the Customer is providing Replacement Services for its own account, shall also include the Customer;
"Supplier Assets"	means an item of property owned by a person or company, regarded as having value and available to meet debts, commitments, or legacies;
"Termination Assistance"	means the activities to be performed by the Supplier pursuant to the Exit Plan, and any other assistance required by the Customer pursuant to the Termination Assistance Notice;
"Termination Assistance Notice"	has the meaning given to it in paragraph 6.1 of this Contract Schedule 2;
"Termination Assistance Period"	means in relation to a Termination Assistance Notice, the period specified in the Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to paragraph 6.2 of this Contract Schedule 2;
"Transferable Assets"	means those of the Exclusive Assets which are capable of legal transfer to the Customer;
"Transferable Contracts"	means the Sub-Contracts, licences for Supplier IPR, licences for third party IPR or other agreements which are necessary to enable the Customer or any Replacement Supplier to provide the Ordered Panel Services or the Replacement Services, including in relation to licences all relevant documentation;
"Transferring Assets"	has the meaning given to it in paragraph 9.2.1 of this Contract Schedule 2; and
"Transferring Contracts"	has the meaning given to it in paragraph 9.2.3 of this Contract Schedule 2.

2. INTRODUCTION

- 2.1 This Contract Schedule 2 describes provisions that should be included in the Exit Plan, the duties and responsibilities of the Supplier to the Customer leading up to and covering the Expiry Date and the transfer of service provision to the Customer and/or a Replacement Supplier.
- 2.2 The objectives of the exit planning and service transfer arrangements are to ensure a smooth transition of the availability of the Ordered Panel Services from the Supplier to the Customer and/or a Replacement Supplier at the Expiry Date.

3. OBLIGATIONS DURING THE TERM TO FACILITATE EXIT

- 3.1 During the Term, the Supplier shall:
 - 3.1.1 create and maintain a Register of all:
 - (a) Supplier assets, detailing their:
 - (i) make, model and asset number;
 - (ii) ownership and status as either Exclusive Assets or Non-Exclusive Assets;
 - (iii) Net Book Value;
 - (iv) condition and physical location; and
 - (v) use (including technical specifications); and
 - (b) Sub-Contracts and other relevant agreements (including relevant software licences, maintenance and support agreements and equipment rental and lease agreements) required for the performance of the Ordered Panel Services;
 - 3.1.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Ordered Panel Services, which shall contain sufficient detail to permit the Customer and/or Replacement Supplier to understand how the Supplier provides the Ordered Panel Services and to enable the smooth transition of the Ordered Panel Services with the minimum of disruption;
 - 3.1.3 agree the format of the Registers with the Customer as part of the process of agreeing the Exit Plan; and
 - 3.1.4 at all times keep the Registers up to date, in particular in the event that assets, Sub-Contracts or other relevant agreements are added to or removed from the Ordered Panel Services.
- 3.2 The Supplier shall:
 - 3.2.1 procure that all Exclusive Assets listed in the Registers are clearly marked to identify that they are exclusively used for the provision of Ordered Panel Services under this Legal Services Contract; and
 - 3.2.2 (unless otherwise agreed by the Customer in writing) procure that all licences for Third Party IPR and all Sub-Contracts shall be assignable and/or capable of novation at the request of the Customer to the Customer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Ordered Panel Services (or part of them) without restriction (including any need to obtain any consent or approval) or payment by the Customer.

- 3.3 Where the Supplier is unable to procure that any Sub-Contract or other agreement referred to in paragraph 3.2.2 of this Contract Schedule 2 which the Supplier proposes to enter into after the Commencement Date is assignable and/or capable of novation to the Customer (and/or its nominee) and/or any Replacement Supplier without restriction or payment, the Supplier shall promptly notify the Customer of this and the Parties shall (acting reasonably and without undue delay) discuss the appropriate action to be taken which, where the Customer so directs, may include the Supplier seeking an alternative Sub-Contractor or provider of services to which the relevant agreement relates.
- 3.4 Each Party shall appoint a person for the purposes of managing the Parties' respective obligations under this Contract Schedule 2 and provide written notification of such appointment to the other Party within three (3) months of the Commencement Date. The Supplier's Exit Manager shall be responsible for ensuring that the Supplier and its employees, agents and Sub-Contractors comply with this Contract Schedule 2. The Supplier shall ensure that its Exit Manager has the requisite authority to arrange and procure any resources of the Supplier as are reasonably necessary to enable the Supplier to comply with the requirements set out in this Contract Schedule 2. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the termination of this Contract and all matters connected with this Contract Schedule 2 and each Party's compliance with it.

4. OBLIGATIONS TO ASSIST ON RE-TENDERING OF ORDERED PANEL SERVICES

- 4.1 On reasonable notice at any point during the Term, the Supplier shall provide to the Customer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), the following material and information in order to facilitate the preparation by the Customer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence:
- 4.1.1 details of the Ordered Panel Service(s);
 - 4.1.2 a copy of the Registers, updated by the Supplier up to the date of delivery of such Registers;
 - 4.1.3 an inventory of Customer Data in the Supplier's possession or control;
 - 4.1.4 details of any key terms of any third party contracts and licences, particularly as regards charges, termination, assignment and novation;
 - 4.1.5 a list of on-going and/or threatened disputes in relation to the provision of the Ordered Panel Services;
 - 4.1.6 all information relating to Transferring Supplier Employees or those who may be Transferring Supplier Employees' required to be provided by the Supplier under this Legal Services Contract such information to include the Staffing Information as defined in Contract Schedule 3 (Staff Transfer); and
 - 4.1.7 such other material and information as the Customer shall reasonably require, (together, the "**Exit Information**").
- 4.2 The Supplier acknowledges that the Customer may disclose the Supplier's Confidential Information to an actual or prospective Replacement Supplier or any third party whom the Customer is considering engaging to the extent that such disclosure is necessary in

connection with such engagement (except that the Customer may not under this paragraph 4.2 of this Contract Schedule 2 disclose any Supplier's Confidential Information which is information relating to the Supplier's or its Sub-Contractors' prices or costs).

4.3 The Supplier shall:

4.3.1 notify the Customer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Ordered Panel Services and shall consult with the Customer regarding such proposed material changes; and

4.3.2 provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and in any event within ten (10) Working Days of a request in writing from the Customer.

4.4 The Supplier may charge the Customer for its reasonable additional costs to the extent the Customer requests more than four (4) updates in any six (6) month period.

4.5 The Exit Information shall be accurate and complete in all material respects and the level of detail to be provided by the Supplier shall be such as would be reasonably necessary to enable a third party to:

4.5.1 prepare an informed offer for those Ordered Panel Services; and

4.5.2 not be disadvantaged in any subsequent procurement process compared to the Supplier (if the Supplier is invited to participate).

5. EXIT PLAN

5.1 The Supplier shall, within three (3) months after the Commencement Date, deliver to the Customer an Exit Plan which:

5.1.1 sets out the Supplier's proposed methodology for achieving an orderly transition of the Ordered Panel Services from the Supplier to the Customer and/or its Replacement Supplier on the expiry or termination of this Contract ;

5.1.2 complies with the requirements set out in paragraph 5.3 of this Contract Schedule 2;

5.1.3 is otherwise reasonably satisfactory to the Customer.

5.2 The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of its submission, then such dispute shall be resolved in accordance with the Dispute Resolution Procedure.

5.3 Unless otherwise specified by the Customer or Approved, the Exit Plan shall set out, as a minimum:

5.3.1 how the Exit Information is obtained;

5.3.2 the management structure to be employed during both transfer and cessation of the Ordered Panel Services;

5.3.3 the management structure to be employed during the Termination Assistance Period;

5.3.4 a detailed description of both the transfer and cessation processes, including a timetable;

5.3.5 how the Ordered Panel Services will transfer to the Replacement Supplier and/or the Customer, including details of the processes, documentation, data transfer, systems

migration, security and the segregation of the Customer's technology components from any technology components operated by the Supplier or its Sub-Contractors (where applicable);

5.3.6 details of contracts (if any) which will be available for transfer to the Customer and/or the Replacement Supplier upon the Expiry Date together with any reasonable costs required to effect such transfer (and the Supplier agrees that all assets and contracts used by the Supplier in connection with the provision of the Ordered Panel Services will be available for such transfer);

5.3.7 proposals for the training of key members of the Replacement Supplier's personnel in connection with the continuation of the provision of the Ordered Panel Services following the Expiry Date charged at rates agreed between the Parties at that time;

5.3.8 proposals for providing the Customer or a Replacement Supplier copies of all documentation:

(a) used in the provision of the Ordered Panel Services and necessarily required for the continued use thereof, in which the Intellectual Property Rights are owned by the Supplier; and

(b) relating to the use and operation of the Ordered Panel Services;

5.3.9 proposals for the assignment or novation of the provision of all services, leases, maintenance agreements and support agreements utilised by the Supplier in connection with the performance of the supply of the Ordered Panel Services;

5.3.10 proposals for the identification and return of all Customer Property in the possession of and/or control of the Supplier or any third party (including any Sub-Contractor);

5.3.11 proposals for the disposal of any redundant Ordered Panel Services and materials;

5.3.12 procedures to:

(a) deal with requests made by the Customer and/or a Replacement Supplier for Staffing Information pursuant to Contract Schedule 3 (Staff Transfer);

(b) determine which Supplier Personnel are or are likely to become Transferring Supplier Employees; and

(c) identify or develop any measures for the purpose of the Employment Regulations envisaged in respect of Transferring Supplier Employees;

5.3.13 how each of the issues set out in this Contract Schedule 2 will be addressed to facilitate the transition of the Ordered Panel Services from the Supplier to the Replacement Supplier and/or the Customer with the aim of ensuring that there is no disruption to or degradation of the Ordered Panel Services during the Termination Assistance Period; and

5.3.14 proposals for the supply of any other information or assistance reasonably required by the Customer or a Replacement Supplier in order to effect an orderly handover of the provision of the Ordered Panel Services.

6. TERMINATION ASSISTANCE

6.1 The Customer shall be entitled to require the provision of Termination Assistance at any time during the Term by giving written notice to the Supplier (a "**Termination Assistance**

Notice") at least four (4) Months prior to the Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) Month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:

- 6.1.1 the date from which Termination Assistance is required;
 - 6.1.2 the nature of the Termination Assistance required; and
 - 6.1.3 the period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) Months after the date that the Supplier ceases to provide the Ordered Panel Services.
- 6.2 The Customer shall have an option to extend the Termination Assistance Period beyond the period specified in the Termination Assistance Notice provided that such extension shall not extend for more than six (6) Months after the date the Supplier ceases to provide the Ordered Panel Services or, if applicable, beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier to such effect no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Customer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier to such effect.

7. TERMINATION ASSISTANCE PERIOD

- 7.1 Throughout the Termination Assistance Period, or such shorter period as the Customer may require, the Supplier shall:
- 7.1.1 continue to provide the Ordered Panel Services (as applicable) and, if required by the Customer pursuant to paragraph 6.1 of this Contract Schedule 2, provide the Termination Assistance;
 - 7.1.2 in addition to providing the Ordered Panel Services and the Termination Assistance, provide to the Customer any reasonable assistance requested by the Customer to allow the Ordered Panel Services to continue without interruption following the termination or expiry of this Contract and to facilitate the orderly transfer of responsibility for and conduct of the Ordered Panel Services to the Customer and/or its Replacement Supplier;
 - 7.1.3 use all reasonable endeavours to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Contract Schedule 2 without additional costs to the Customer;
 - 7.1.4 ~~provide the Ordered Panel Services and the Termination Assistance at no detriment to the Service Level Performance Measures, save to the extent that the Parties agree otherwise in accordance with paragraph **Error! Reference source not found.** of this Contract Schedule 2;~~ and
 - 7.1.5 at the Customer's request and on reasonable notice, deliver up-to-date Registers to the Customer.
- 7.2 Without prejudice to the Supplier's obligations under paragraph 7.1.3 of this Contract Schedule 2, if it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Contract Schedule 2 without additional costs to the Customer, any additional costs incurred by the Supplier in providing such

reasonable assistance which is not already in the scope of the Termination Assistance or the Exit Plan shall be subject to Clause 4 (Variation and Extension).

8. TERMINATION OBLIGATIONS

- 8.1 The Supplier shall comply with all of its obligations contained in the Exit Plan.
- 8.2 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Ordered Panel Services and the Termination Assistance and its compliance with the other provisions of this Contract Schedule 2), the Supplier shall:
- 8.2.1 cease to use the Customer Data;
 - 8.2.2 provide the Customer and/or the Replacement Supplier with a complete and uncorrupted version of the Customer Data in electronic form (or such other format as reasonably required by the Customer);
 - 8.2.3 erase from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the Termination Assistance Period all Customer Data and promptly certify to the Customer that it has completed such deletion;
 - 8.2.4 return to the Customer such of the following as is in the Supplier's possession or control:
 - (a) all materials created by the Supplier under this Legal Services Contract in which the IPRs are owned by the Customer;
 - (b) any equipment which belongs to the Customer;
 - (c) any items that have been on-charged to the Customer, such as consumables; and
 - (d) any sums prepaid by the Customer in respect of Ordered Panel Services not delivered by the Expiry Date;
 - 8.2.5 vacate any Customer Premises;
 - 8.2.6 remove the Supplier Equipment together with any other materials used by the Supplier to supply the Ordered Panel Services and shall leave the sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier and/or any Supplier Personnel;
 - 8.2.7 provide access during normal working hours to the Customer and/or the Replacement Supplier for up to twelve (12) Months after expiry or termination to:
 - (a) such information relating to the Ordered Panel Services as remains in the possession or control of the Supplier; and
 - (b) such members of the Supplier Personnel as have been involved in the design, development and provision of the Ordered Panel Services and who are still employed by the Supplier, provided that the Customer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to requests for access under this paragraph.
- 8.3 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Ordered Panel Services and the Termination Assistance and its compliance with the other provisions

of this Contract Schedule 2), each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Ordered Panel Services or termination services or for statutory compliance purposes.

- 8.4 Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Customer to the Supplier in relation to the Ordered Panel Services shall be terminated with effect from the end of the Termination Assistance Period.

9. ASSETS AND SUB-CONTRACTS

- 9.1 Following notice of termination of this Contract and during the Termination Assistance Period, the Supplier shall not, without the Customer's prior written consent:

9.1.1 terminate, enter into or vary any Sub-Contract;

9.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier assets or acquire any new Supplier assets; or

9.1.3 terminate, enter into or vary any licence for software in connection with the provision of Ordered Panel Services.

- 9.2 Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier pursuant to paragraph 7.1.5 of this Contract Schedule 2, the Customer shall provide written notice to the Supplier setting out:

9.2.1 which, if any, of the Transferable Assets the Customer requires to be transferred to the Customer and/or the Replacement Supplier ("**Transferring Assets**");

9.2.2 which, if any, of:

(a) the Exclusive Assets that are not Transferable Assets; and

(b) the Non-Exclusive Assets,

the Customer and/or the Replacement Supplier requires the continued use of; and

9.2.3 which, if any, of Transferable Contracts the Customer requires to be assigned or novated to the Customer and/or the Replacement Supplier (the "**Transferring Contracts**"),

in order for the Customer and/or its Replacement Supplier to provide the Ordered Panel Services from the expiry of the Termination Assistance Period. Where requested by the Customer and/or its Replacement Supplier, the Supplier shall provide all reasonable assistance to the Customer and/or its Replacement Supplier to enable it to determine which Transferable Assets and Transferable Contracts the Customer and/or its Replacement Supplier requires to provide the Ordered Panel Services or the Replacement Services.

- 9.3 With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Customer and/or its nominated Replacement Supplier for a consideration equal to their Net Book Value, except where the cost of the Transferring Asset has been partially or fully paid for through the Contract Charges at the Expiry Date, in which case the Customer shall pay the Supplier the Net Book Value of the Transferring Asset less the amount already paid through the Charges.

- 9.4 Risk in the Transferring Assets shall pass to the Customer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title to the Transferring Assets shall pass to the Customer or the Replacement Supplier (as appropriate) on payment for the same.
- 9.5 Where the Supplier is notified in accordance with paragraph 9.2.2 of this Contract Schedule 2 that the Customer and/or the Replacement Supplier requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Supplier shall as soon as reasonably practicable:
- 9.5.1 procure a non-exclusive, perpetual, royalty-free licence (or licence on such other terms that have been agreed by the Customer) for the Customer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which
- 9.5.2 procure a suitable alternative to such assets and the Customer or the Replacement Supplier shall bear the reasonable proven costs of procuring the same.
- 9.6 The Supplier shall as soon as reasonably practicable assign or procure the novation to the Customer and/or the Replacement Supplier of the Transferring Contracts. The Supplier shall execute such documents and provide such other assistance as the Customer reasonably requires to effect this novation or assignment.
- 9.7 The Customer shall:
- 9.7.1 accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
- 9.7.2 once a Transferring Contract is novated or assigned to the Customer and/or the Replacement Supplier, carry out, perform and discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.
- 9.8 The Supplier shall hold any Transferring Contracts on trust for the Customer until such time as the transfer of the relevant Transferring Contract to the Customer and/or the Replacement Supplier has been effected.
- 9.9 The Supplier shall indemnify the Customer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Customer (and/or Replacement Supplier) pursuant to paragraph 9.6 of this Contract Schedule 2 in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract.

10. SUPPLIER PERSONNEL

- 10.1 The Customer and Supplier agree and acknowledge that in the event of the Supplier ceasing to provide the Ordered Panel Services or part of them for any reason, Contract Schedule 3 (Staff Transfer) shall apply.
- 10.2 The Supplier shall not and shall procure that any relevant Sub-Contractor shall not take any step (expressly or implicitly and directly or indirectly by itself or through any other person) without the prior written consent of the Customer to dissuade or discourage any employees engaged in the provision of the Ordered Panel Services from transferring their employment to the Customer and/or the Replacement Supplier and/or Replacement Sub-Contractor.

10.3 During the Termination Assistance Period, the Supplier shall and shall procure that any relevant Sub-Contractor shall:

10.3.1 give the Customer and/or the Replacement Supplier and/or Replacement Sub-Contractor reasonable access to the Supplier's personnel and/or their consultation representatives to present the case for transferring their employment to the Customer and/or the Replacement Supplier and/or to discuss or consult on any measures envisaged by the Customer, Replacement Supplier and/or Replacement Sub-Contractor in respect of persons expected to be Transferring Supplier Employees;

10.3.2 co-operate with the Customer and the Replacement Supplier to ensure an effective consultation process and smooth transfer in respect of Transferring Supplier Employees in line with good employee relations and the effective continuity of the Ordered Panel Services.

10.4 The Supplier shall immediately notify the Customer or, at the direction of the Customer, the Replacement Supplier of any period of notice given by the Supplier or received from any person referred to in the Staffing Information as defined in Contract Schedule 3 (Staff Transfer), regardless of when such notice takes effect.

10.5 The Supplier shall not for a period of twelve (12) Months from the date of transfer re-employ or re-engage or entice any employees, suppliers or Sub-Contractors whose employment or engagement is transferred to the Customer and/or the Replacement Supplier except that this paragraph 10.5 shall not apply where an offer is made pursuant to an express right to make such offer under Contract Schedule 3 (Staff Transfer) in respect of a Transferring Supplier Employee not identified in the Supplier's Final Supplier Personnel List.

11. CHARGES

11.1 Except as otherwise expressly specified in this Contract, the Supplier shall not make any charges for the services provided by the Supplier pursuant to, and the Customer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with, this Contract Schedule 2 including the preparation and implementation of the Exit Plan, the Termination Assistance and any activities mutually agreed between the Parties to carry on after the expiry of the Termination Assistance Period.

12. APPORTIONMENTS

12.1 All outgoings and expenses (including any remuneration due) and all rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Customer and the Supplier and/or the Replacement Supplier and the Supplier (as applicable) as follows:

12.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;

12.1.2 the Customer shall be responsible for (or shall procure that the Replacement Supplier shall be responsible for) or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and

12.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

12.2 Each Party shall pay (and/or the Customer shall procure that the Replacement Supplier shall pay) any monies due under paragraph 12.1 of this Contract Schedule 2 as soon as reasonably practicable.

CONTRACT SCHEDULE 3: STAFF TRANSFER

1. DEFINITIONS

In this Contract Schedule 3, the following definitions shall apply:

“Admission Agreement”	An admission agreement in the form available on the Civil Service Pensions website immediately prior to the Relevant Transfer Date to be entered into by the Supplier where it agrees to participate in the Schemes in respect of the Ordered Panel Services;
“Eligible Employee”	any Fair Deal Employee who at the relevant time is an eligible employee as defined in the Admission Agreement;
“Fair Deal Employees”	those Transferring Customer Employees who are on the Relevant Transfer Date entitled to the protection of New Fair Deal (and, in the event that Part B of this Contract Schedule 3 applies, any Transferring Former Supplier Employees who originally transferred pursuant to a Relevant Transfer under the Employment Regulations (or the predecessor legislation to the Employment Regulations), from employment with a public sector employer and who were once eligible to participate in the Schemes and who at the Relevant Transfer Date become entitled to the protection of New Fair Deal);
“Former Supplier”	a supplier supplying services to the Customer before the Relevant Transfer Date that are the same as or substantially similar to the Ordered Panel Services (or any part of the Ordered Panel Services) and shall include any sub-contractor of such supplier (or any sub-contractor of any such sub-contractor);
“New Fair Deal”	the revised Fair Deal position set out in the HM Treasury guidance: <i>“Fair Deal for staff pensions: staff transfer from central government”</i> issued in October 2013 including any amendments to that document immediately prior to the Relevant Transfer Date;
“Notified Sub-Contractor”	a Sub-Contractor identified in the Annex to this Contract Schedule 3 to whom Transferring Customer Employees and/or Transferring Former Supplier Employees will transfer on a Relevant Transfer Date;
“Replacement Sub-Contractor”	a sub-contractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any sub-contractor of any such sub-contractor);

“Replacement Services”	means any services which are substantially similar to any of the Ordered Panel Services and which the Customer receives in substitution for any of the Ordered Panel Services following the Expiry Date, whether those services are provided by the Customer internally and/or by any third party;
“Replacement Supplier”	means any third party provider of Replacement Services appointed by or at the direction of the Customer from time to time or where the Customer is providing Replacement Services for its own account, shall also include the Customer;
“Relevant Transfer”	a transfer of employment to which the Employment Regulations applies;
“Relevant Transfer Date”	in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;
“Schemes”	the Principal Civil Service Pension Scheme available to Civil Servants and employees of bodies under Schedule 1 of the Superannuation Act 1972 (and eligible employees of other bodies admitted to participate under a determination under section 25 of the Public Service Pensions Act 2013), as governed by rules adopted by Parliament; the Partnership Pension Account and its (i) Ill health Benefits Scheme and (ii) Death Benefits Scheme; the Civil Service Additional Voluntary Contribution Scheme; and the Designated Stakeholder Pension Scheme and “alpha” introduced under The Public Service (Civil Servants and Others) Pensions Regulations 2014;
“Service Transfer”	any transfer of the Ordered Panel Services (or any part of the Ordered Panel Services), for whatever reason, from the Supplier or any Sub-Contractor to a Replacement Supplier or a Replacement Sub-Contractor;
“Service Transfer Date”	the date of a Service Transfer or, if more than one, the date of the relevant Service Transfer as the context requires;
“Staffing Information”	in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Customer may reasonably request (subject to all applicable provisions of the DPA), but including in an anonymised format: <ul style="list-style-type: none">(a) their ages, dates of commencement of employment or engagement, gender and place of work;(b) details of whether they are employed, self employed contractors or consultants, agency workers or otherwise;

- (c) the identity of the employer or relevant contracting party;
- (d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
- (e) their wages, salaries, bonuses and profit sharing arrangements as applicable;
- (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;
- (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
- (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
- (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
- (j) any other “employee liability information” as such term is defined in regulation 11 of the Employment Regulations;

“Supplier’s Final Supplier Personnel List”

a list provided by the Supplier of all Supplier Personnel who will transfer under the Employment Regulations on the Service Transfer Date;

“Supplier’s Provisional Supplier Personnel List”

a list prepared and updated by the Supplier of all Supplier Personnel who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Ordered Panel Services or any relevant part of the Ordered Panel Services which it is envisaged as at the date of such list will no longer be provided by the Supplier;

“Transferring Customer Employees”

those employees of the Customer to whom the Employment Regulations will apply on the Relevant Transfer Date;

“Transferring Former Supplier Employees”

in relation to a Former Supplier, those employees of the Former Supplier to whom the Employment Regulations will apply on the Relevant Transfer Date; and

“Transferring Supplier Employees”

those employees of the Supplier and/or the Supplier’s Sub-Contractors to whom the Employment Regulations will apply on the Service Transfer Date.

2. INTERPRETATION

Where a provision in this Contract Schedule 3 imposes an obligation on the Supplier to provide an indemnity, undertaking or warranty, the Supplier shall procure that each of its Sub-Contractors shall comply with such obligation and provide such indemnity, undertaking or warranty to the Customer, Former Supplier, Replacement Supplier or Replacement Sub-Contractor, as the case may be.

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PART A – NOT USED

PART B – NOT USED

PART C

NO TRANSFER OF EMPLOYEES AT COMMENCEMENT OF ORDERED PANEL SERVICES

1. PROCEDURE IN THE EVENT OF TRANSFER

- 1.1 The Customer and the Supplier agree that the commencement of the provision of the Ordered Panel Services or of any part of the Ordered Panel Services will not be a Relevant Transfer in relation to any employees of the Customer and/or any Former Supplier.
- 1.2 If any employee of the Customer and/or a Former Supplier claims, or it is determined in relation to any employee of the Customer and/or a Former Supplier, that his/her contract of employment has been transferred from the Customer and/or the Former Supplier to the Supplier and/or any Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
 - 1.2.1 the Supplier shall, and shall procure that the relevant Sub-Contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Customer and, where required by the Customer, give notice to the Former Supplier; and
 - 1.2.2 the Customer and/or the Former Supplier may offer (or may procure that a third party may offer) employment to such person within fifteen (15) Working Days of the notification by the Supplier or the Sub-Contractor (as appropriate) or take such other reasonable steps as the Customer or Former Supplier (as the case may be) considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 1.3 If an offer referred to in Paragraph 1.2.2 is accepted (or if the situation has otherwise been resolved by the Customer and/or the Former Supplier), the Supplier shall, or shall procure that the Sub-Contractor shall, immediately release the person from his/her employment or alleged employment.
- 1.4 If by the end of the fifteen (15) Working Day period specified in Paragraph 1.2.2:
 - 1.4.1 no such offer of employment has been made;
 - 1.4.2 such offer has been made but not accepted; or
 - 1.4.3 the situation has not otherwise been resolved,

the Supplier and/or the Sub-Contractor may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.

2. INDEMNITIES

- 2.1 Subject to the Supplier and/or the relevant Sub-Contractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 2.4, the Customer shall:

- 2.1.1 indemnify the Supplier and/or the relevant Sub-Contractor against all Employee Liabilities arising out of the termination of the employment of any employees of the Customer referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities; and
- 2.1.2 subject to paragraph 3, procure that the Former Supplier indemnifies the Supplier and/or any Notified Sub-Contractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Supplier referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the relevant Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 2.2 If any such person as is described in Paragraph 1.2 is neither re-employed by the Customer and/or the Former Supplier as appropriate nor dismissed by the Supplier and/or any Sub-Contractor within the fifteen (15) Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Supplier and/or the Sub-Contractor (as appropriate) and the Supplier shall, or shall procure that the Sub-Contractor shall, comply with such obligations as may be imposed upon it under Law.
- 2.3 Where any person remains employed by the Supplier and/or any Sub-Contractor pursuant to Paragraph 2.2, all Employee Liabilities in relation to such employee shall remain with the Supplier and/or the Sub-Contractor and the Supplier shall indemnify the Customer and any Former Supplier, and shall procure that the Sub-Contractor shall indemnify the Customer and any Former Supplier, against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Sub-Contractor.
- 2.4 The indemnities in Paragraph 2.1:
- 2.4.1 shall not apply to:
- (a) any claim for:
 - (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
 - (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,
in any case in relation to any alleged act or omission of the Supplier and/or any Sub-Contractor; or
 - (b) any claim that the termination of employment was unfair because the Supplier and/or any Sub-Contractor neglected to follow a fair dismissal procedure; and
- 2.4.2 shall apply only where the notification referred to in Paragraph 1.2.1 is made by the Supplier and/or any Sub-Contractor to the Customer and, if applicable, Former Supplier within 6 months of the Commencement Date.

3. PROCUREMENT OBLIGATIONS

Where in this Part C the Customer accepts an obligation to procure that a Former Supplier does or does not do something, such obligation shall be limited so that it extends only to the extent that the Customer's contract with the Former Supplier contains a contractual right in

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that regard which the Customer may enforce, or otherwise so that it requires only that the Customer must use reasonable endeavours to procure that the Former Supplier does or does not act accordingly.

PART D
EMPLOYMENT EXIT PROVISIONS

4. PRE-SERVICE TRANSFER OBLIGATIONS

- 4.1 The Supplier agrees that within twenty (20) Working Days of the earliest of:
- 4.1.1 receipt of a notification from the Customer of a Service Transfer or intended Service Transfer;
 - 4.1.2 receipt of the giving of notice of early termination or any Partial Termination of this Legal Services Contract;
 - 4.1.3 the date which is twelve (12) Months before the end of the Term; and
 - 4.1.4 receipt of a written request of the Customer at any time (provided that the Customer shall only be entitled to make one such request in any six (6) Month period),
it shall provide in a suitably anonymised format so as to comply with the DPA, the Supplier's Provisional Supplier Personnel List, together with the Staffing Information in relation to the Supplier's Provisional Supplier Personnel List and it shall provide an updated Supplier's Provisional Supplier Personnel List at such intervals as are reasonably requested by the Customer.
- 4.2 At least thirty (30) Working Days prior to the Service Transfer Date, the Supplier shall provide to the Customer or at the direction of the Customer to any Replacement Supplier and/or any Replacement Sub-Contractor:
- 4.2.1 the Supplier's Final Supplier Personnel List, which shall identify which of the Supplier Personnel are Transferring Supplier Employees; and
 - 4.2.2 the Staffing Information in relation to the Supplier's Final Supplier Personnel List (insofar as such information has not previously been provided).
- 4.3 The Customer shall be permitted to use and disclose information provided by the Supplier under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Supplier and/or Replacement Sub-Contractor.
- 4.4 The Supplier warrants, for the benefit of the Customer, any Replacement Supplier, and any Replacement Sub-Contractor that all information provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.
- 4.5 From the date of the earliest event referred to in Paragraph 1.1, the Supplier agrees, that it shall not, and agrees to procure that each Sub-Contractor shall not, assign any person to the provision of the Services who is not listed on the Supplier's Provisional Supplier Personnel List and shall not without the approval of the Customer (not to be unreasonably withheld or delayed):
- 4.5.1 replace or re-deploy any Supplier Personnel listed on the Supplier Provisional Supplier Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces;
 - 4.5.2 make, promise, propose, permit or implement any material changes to the terms and conditions of employment of the Supplier Personnel (including any payments connected with the termination of employment);

- 4.5.3 increase the proportion of working time spent on the Ordered Panel Services (or the relevant part of the Ordered Panel Services) by any of the Supplier Personnel save for fulfilling assignments and projects previously scheduled and agreed;
 - 4.5.4 introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Supplier's Provisional Supplier Personnel List;
 - 4.5.5 increase or reduce the total number of employees so engaged, or deploy any other person to perform the Ordered Panel Services (or the relevant part of the Ordered Panel Services); or
 - 4.5.6 terminate or give notice to terminate the employment or contracts of any persons on the Supplier's Provisional Supplier Personnel List save by due disciplinary process, and shall promptly notify, and procure that each Sub-Contractor shall promptly notify, the Customer or, at the direction of the Customer, any Replacement Supplier and any Replacement Sub-Contractor of any notice to terminate employment given by the Supplier or relevant Sub-Contractor or received from any persons listed on the Supplier's Provisional Supplier Personnel List regardless of when such notice takes effect.
- 4.6 During the Term, the Supplier shall provide, and shall procure that each Sub-Contractor shall provide, to the Customer any information the Customer may reasonably require relating to the manner in which Ordered Panel Services are organised, which shall include:
- 4.6.1 the numbers of employees engaged in providing the Ordered Panel Services;
 - 4.6.2 the percentage of time spent by each employee engaged in providing the Ordered Panel Services;
 - 4.6.3 the extent to which each employee qualifies for membership of any of the Schemes or any broadly comparable scheme set up pursuant to the provisions of paragraph 2.2 of the Annex (Pensions) to Part A of this Contract Schedule 3 or paragraph 2.3 of the Annex (Pensions) to Part B of this Contract Schedule 3 (as appropriate); and
 - 4.6.4 a description of the nature of the work undertaken by each employee by location.
- 4.7 The Supplier shall provide, and shall procure that each Sub-Contractor shall provide, all reasonable cooperation and assistance to the Customer, any Replacement Supplier and/or any Replacement Sub-Contractor to ensure the smooth transfer of the Transferring Supplier Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Supplier Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within five (5) Working Days following the Service Transfer Date, the Supplier shall provide, and shall procure that each Sub-Contractor shall provide, to the Customer or, at the direction of the Customer, to any Replacement Supplier and/or any Replacement Sub-Contractor (as appropriate), in respect of each person on the Supplier's Final Supplier Personnel List who is a Transferring Supplier Employee:
- 4.7.1 the most recent month's copy pay slip data;
 - 4.7.2 details of cumulative pay for tax and pension purposes;
 - 4.7.3 details of cumulative tax paid;
 - 4.7.4 tax code;

- 4.7.5 details of any voluntary deductions from pay; and
- 4.7.6 bank/building society account details for payroll purposes.

5. EMPLOYMENT REGULATIONS EXIT PROVISIONS

- 5.1 The Customer and the Supplier acknowledge that subsequent to the commencement of the provision of the Ordered Panel Services, the identity of the provider of the Ordered Panel Services (or any part of the Ordered Panel Services) may change (whether as a result of termination or Partial Termination of this Contract or otherwise) resulting in the Ordered Panel Services being undertaken by a Replacement Supplier and/or a Replacement Sub-Contractor. Such change in the identity of the Supplier of such Ordered Panel Services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Customer and the Supplier further agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Supplier and the Transferring Supplier Employees (except in relation to any contract terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Supplier and/or a Replacement Sub-Contractor (as the case may be) and each such Transferring Supplier Employee.
- 5.2 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with all its obligations in respect of the Transferring Supplier Employees arising under the Employment Regulations in respect of the period up to (but not including) the Service Transfer Date and shall perform and discharge, and procure that each Sub-Contractor shall perform and discharge, all its obligations in respect of all the Transferring Supplier Employees arising in respect of the period up to (and including) the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and all such sums due as a result of any Fair Deal Employees' participation in the Schemes which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Supplier and/or the Sub-Contractor (as appropriate); and (ii) the Replacement Supplier and/or Replacement Sub-Contractor.
- 5.3 Subject to Paragraph 2.4, where a Relevant Transfer occurs the Supplier shall indemnify the Customer and/or the Replacement Supplier and/or any Replacement Sub-Contractor against any Employee Liabilities arising from or as a result of:
 - 5.3.1 any act or omission of the Supplier or any Sub-Contractor in respect of any Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee whether occurring before, on or after the Service Transfer Date;
 - 5.3.2 the breach or non-observance by the Supplier or any Sub-Contractor occurring on or before the Service Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Supplier Employees; and/or

- (b) any other custom or practice with a trade union or staff association in respect of any Transferring Supplier Employees which the Supplier or any Sub-Contractor is contractually bound to honour;
 - 5.3.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Supplier or a Sub-Contractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;
 - 5.3.4 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
 - (a) in relation to any Transferring Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on and before the Service Transfer Date; and
 - (b) in relation to any employee who is not identified in the Supplier's Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier to the Customer and/or Replacement Supplier and/or any Replacement Sub-Contractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;
 - 5.3.5 a failure of the Supplier or any Sub-Contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees in respect of the period up to (and including) the Service Transfer Date);
 - 5.3.6 any claim made by or in respect of any person employed or formerly employed by the Supplier or any Sub-Contractor other than a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List for whom it is alleged the Customer and/or the Replacement Supplier and/or any Replacement Sub-Contractor may be liable by virtue of this Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
 - 5.3.7 any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Supplier or any Sub-Contractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Customer and/or Replacement Supplier to comply with regulation 13(4) of the Employment Regulations.
- 5.4 The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Supplier and/or any Replacement Sub-Contractor whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities:
- 5.4.1 arising out of the resignation of any Transferring Supplier Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Supplier and/or any Replacement Sub-Contractor to occur in the period on or after the Service Transfer Date; or

- 5.4.2 arising from the Replacement Supplier's failure, and/or Replacement Sub-Contractor's failure, to comply with its obligations under the Employment Regulations.
- 5.5 If any person who is not identified in the Supplier's Final Supplier Personnel List claims, or it is determined in relation to any person who is not identified in the Supplier's Final Supplier Personnel List that his/her contract of employment has been transferred from the Supplier or any Sub-Contractor to the Replacement Supplier and/or Replacement Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:
- 5.5.1 the Customer shall procure that the Replacement Supplier shall, or any Replacement Sub-Contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Supplier; and
- 5.5.2 the Supplier may offer (or may procure that a Sub-Contractor may offer) employment to such person within fifteen (15) Working Days of the notification by the Replacement Supplier and/or any and/or Replacement Sub-Contractor or take such other reasonable steps as it considers appropriate to deal with the matter provided always that such steps are in compliance with Law.
- 5.6 If such offer is accepted, or if the situation has otherwise been resolved by the Supplier or a Sub-Contractor, the Customer shall procure that the Replacement Supplier shall, or procure that the Replacement Sub-Contractor shall, immediately release or procure the release of the person from his/her employment or alleged employment.
- 5.7 If after the fifteen (15) Working Day period specified in Paragraph 2.5.2 has elapsed:
- 5.7.1 no such offer of employment has been made;
- 5.7.2 such offer has been made but not accepted; or
- 5.7.3 the situation has not otherwise been resolved
- the Replacement Supplier and/or Replacement Sub-Contractor, as appropriate may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.
- 5.8 Subject to the Replacement Supplier and/or Replacement Sub-Contractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7, and in accordance with all applicable proper employment procedures set out in applicable Law, the Supplier shall indemnify the Replacement Supplier and/or Replacement Sub-Contractor against all Employee Liabilities arising out of the termination of employment pursuant to the provisions of Paragraph 2.7 provided that the Replacement Supplier takes, or shall procure that the Replacement Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 5.9 The indemnity in Paragraph 2.8:
- 5.9.1 shall not apply to:
- (a) any claim for:
- (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Replacement Supplier and/or Replacement Sub-Contractor; or

- (b) any claim that the termination of employment was unfair because the Replacement Supplier and/or Replacement Sub-Contractor neglected to follow a fair dismissal procedure; and

5.9.2 shall apply only where the notification referred to in Paragraph 2.5.1 is made by the Replacement Supplier and/or Replacement Sub-Contractor to the Supplier within six (6) Months of the Service Transfer Date.

5.10 If any such person as is described in Paragraph 2.5 is neither re-employed by the Supplier or any Sub-Contractor nor dismissed by the Replacement Supplier and/or Replacement Sub-Contractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Supplier Employee.

5.11 The Supplier shall comply, and shall procure that each Sub-Contractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Sub-Contractor shall perform and discharge, all its obligations in respect of any person identified in the Supplier's Final Supplier Personnel List before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and such sums due as a result of any Fair Deal Employees' participation in the Schemes and any requirement to set up a broadly comparable pension scheme which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:

5.11.1 the Supplier and/or any Sub-Contractor; and

5.11.2 the Replacement Supplier and/or the Replacement Sub-Contractor.

5.12 The Supplier shall, and shall procure that each Sub-Contractor shall, promptly provide to the Customer and any Replacement Supplier and/or Replacement Sub-Contractor, in writing such information as is necessary to enable the Customer, the Replacement Supplier and/or Replacement Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Customer shall procure that the Replacement Supplier and/or Replacement Sub-Contractor, shall promptly provide to the Supplier and each Sub-Contractor in writing such information as is necessary to enable the Supplier and each Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations.

5.13 Subject to Paragraph 2.14, where a Relevant Transfer occurs the Customer shall procure that the Replacement Supplier indemnifies the Supplier on its own behalf and on behalf of any Replacement Sub-Contractor and its sub-contractors against any Employee Liabilities arising from or as a result of:

5.13.1 any act or omission of the Replacement Supplier and/or Replacement Sub-Contractor in respect of any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee;

- 5.13.2 the breach or non-observance by the Replacement Supplier and/or Replacement Sub-Contractor on or after the Service Transfer Date of:
- (a) any collective agreement applicable to the Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List; and/or
 - (b) any custom or practice in respect of any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List which the Replacement Supplier and/or Replacement Sub-Contractor is contractually bound to honour;
- 5.13.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List arising from or connected with any failure by the Replacement Supplier and/or Replacement Sub-Contractor to comply with any legal obligation to such trade union, body or person arising on or after the Service Transfer Date;
- 5.13.4 any proposal by the Replacement Supplier and/or Replacement Sub-Contractor to change the terms and conditions of employment or working conditions of any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List on or after their transfer to the Replacement Supplier or Replacement Sub-Contractor (as the case may be) on the Service Transfer Date, or to change the terms and conditions of employment or working conditions of any person identified in the Supplier's Final Supplier Personnel List who would have been a Transferring Supplier Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Service Transfer Date as a result of or for a reason connected to such proposed changes;
- 5.13.5 any statement communicated to or action undertaken by the Replacement Supplier or Replacement Sub-Contractor to, or in respect of, any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List on or before the Service Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Supplier in writing;
- 5.13.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier or Sub-Contractor, to the Replacement Supplier or Replacement Sub-Contractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date;
- 5.13.7 a failure of the Replacement Supplier or Replacement Sub-Contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring

Supplier Employees identified in the Supplier's Final Supplier Personnel List in respect of the period from (and including) the Service Transfer Date; and

- 5.13.8 any claim made by or in respect of a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee relating to any act or omission of the Replacement Supplier or Replacement Sub-Contractor in relation to obligations under regulation 13 of the Employment Regulations.
- 5.14 The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier and/or any Sub-Contractor (as applicable) whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities arising from the failure by the Supplier and/or any Sub-Contractor (as applicable) to comply with its obligations under the Employment Regulations.

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ANNEX TO SCHEDULE 3: LIST OF NOTIFIED SUB-CONTRACTORS

CONTRACT SCHEDULE 4: TRANSPARENCY REPORTS NOT USED

CONTRACT SCHEDULE 5 –RECORD OF PERSONAL DATA TRANSFER UNDER LEGAL SERVICES CONTRACT

1. [REDACTED]
2. [REDACTED]
3. Any such further instructions shall be incorporated into this Schedule.

Contract Reference:	CQC PSO 217
Date:	23/02/21
Description Of Authorised Processing	<p>The requirement is for the provision of legal services to CQC’s Market Oversight team and this is being procured from the CCS General Legal Advice Services framework RM 3786.</p> <p>To provide external expertise, when required, to provide two main types of service:</p> <p>(1) Independent Business Review</p> <p>The legislative framework for market oversight enables CQC to arrange for or require the provider to arrange for a person with appropriate professional expertise to carry out a review of the provider’s business (an ‘IBR’) if it considers that there is a significant financial risk to the financial sustainability of the provider’s business. The legislation allows CQC to recover such costs incurred in connection with the IBR from the provider (other than its administrative costs in making the arrangements).</p> <p>CQC may require a comprehensive review or may require a narrower review which focuses on particular aspects of legal, financial or commercial risk. This may require very specialist advice, such as detailed commercial, contract, restructuring, insolvency legal expertise.</p> <p>(2) Consultancy Services</p> <p>Secondly, there will be areas where the Market Oversight team will need some external legal expertise to supplement the expertise of CQC’s in-house Legal Team to ensure that CQC arrives at appropriate and</p>

	<p>proportionate judgements on legal and financial risks, together with restructuring options as well as consequences.</p> <p>This may include:</p> <ul style="list-style-type: none"> • General advice, expertise or training in respect of CQC’s ongoing obligations to assess the financial sustainability of providers within the scheme; and • Assistance in respect of specified providers: issuing, analysing and risk assessing legal, financial and commercial concerns. <p>The Customer is entitled to 2 hours of free consultation and legal advice with each Order. If the Customer’s Order appoints the Supplier to act for the Customer in relation to a class of matters (which may or may not be known or identified at the Commencement Date), the Supplier’s obligation to provide 2 hours of free consultation will apply to each new matter which arises. Under these circumstances, the Customer must specify the arrangement here and expressly state that the 2 hours of free consultation will apply to each new matter arising under the Order.</p>
<p>Identity of the Controller and Processor</p>	<p>Each Party is an independent controller of the following Personal Data which it receives:</p> <ul style="list-style-type: none"> • Personal Data of Staff of either Party and the Care Provider
<p>Use of Personal Data</p>	<p>Management of this Legal Services Contract and any case of claim supported under it.</p>
<p>Duration of the processing and retention.</p>	<p>From the outset of the Legal Services Contract date, and up to 7 years after it expires</p>
<p>Nature and purposes of</p>	<p>Provision of legal services under this Legal Services Contract.</p>

<p>the processing</p>	
<p>Type of Personal Data</p>	<p>Staff of either Party:</p> <p>Full name</p> <p>Workplace address</p> <p>Workplace Phone Number</p> <p>Workplace email address</p> <p>Date of Birth</p> <p>Photocopy of ID documents</p> <p>Personal data which is the subject of the transaction:</p>
<p>Categories of Data Subject</p>	<p>Staff of either Party</p>

CONTRACT SCHEDULE 6: SECURITY REQUIREMENTS, POLICY AND PLAN

INTERPRETATION AND DEFINITION

For the purposes of this Schedule 6, unless the context otherwise requires the following provisions shall have the meanings given to them below:

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

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

“Supplier Software” means software which is proprietary to the Supplier, including software which is or will be used by the Supplier for the purposes of providing the Services.

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

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

“Security Plan” means the Supplier’s security plan prepared pursuant to paragraph 3 an outline of which is set out in an Appendix to this Schedule 6.

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

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

“Third Party Software” means software which is proprietary to any third party which is or will be used by the Supplier for the purposes of providing the Services.

1. INTRODUCTION

This Schedule 6 covers:

1.1 principles of security for the Supplier System, derived from the Security Policy Framework, including without limitation principles of physical and information security;

1.2 wider aspects of security relating to the Services;

1.3 the creation of the Security Plan;

1.4 audit and testing of the Security Plan; and

1.5 breaches of security.

2. PRINCIPLES OF SECURITY

2.1 The Supplier acknowledges that the Customer places great emphasis on confidentiality, integrity and availability of information and consequently on the security of the Premises and the security for the Supplier System. The Supplier also acknowledges the confidentiality of Customer Data.

2.2 The Supplier shall be responsible for the security of the Supplier System and shall at all times provide a level of security which:

2.2.1 is in accordance with Good Industry Practice and Law;

2.2.2 complies with Security Policy Framework; and

2.2.3 meets any specific security threats to the Supplier System.

2.3 Without limiting paragraph 2.2, the Supplier shall at all times ensure that the level of security employed in the provision of the Services is appropriate to maintain the following at acceptable risk levels (to be defined by the Customer):

2.3.1 loss of integrity of Customer Data;

2.3.2 loss of confidentiality of Customer Data;

2.3.3 unauthorised access to, use of, or interference with Customer Data by any person or organisation;

2.3.4 unauthorised access to network elements, buildings, the Premises, and tools used by the Supplier in the provision of the Services;

2.3.5 use of the Supplier System or Services by any third party in order to gain unauthorised access to any computer resource or Customer Data; and

2.3.6 loss of availability of Customer Data due to any failure or compromise of the Services.

2.3.7 processing and storage of Customer data within the UK or by exception within the EEA. Any processing outside of the UK must be subject to specific approval by the Customer.

3. SECURITY PLAN

3.1 The Supplier shall develop, implement and maintain a Security Plan to apply during the Contract Period (and after the end of the term as applicable) which will be approved by the Customer, tested, periodically updated and audited in accordance with this Schedule 6.

3.2 A draft Security Plan provided by the Supplier as part of its bid is set out herein.

- 3.3 Prior to the Commencement Date the Supplier will deliver to the Customer for approval the final Security Plan which will be based on the draft Security Plan set out herein.
- 3.4 If the Security Plan is approved by the Customer it will be adopted immediately. If the Security Plan is not approved by the Customer the Supplier shall amend it within 10 Working Days of a notice of non-approval from the Customer and re-submit to the Customer for approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than 15 Working Days (or such other period as the Parties may agree in writing) from the date of its first submission to the Customer. If the Customer does not approve the Security Plan following its resubmission, the matter will be resolved in accordance with clause 12 (Dispute Resolution). No approval to be given by the Customer pursuant to this paragraph 3.4 may be unreasonably withheld or delayed. However any failure to approve the Security Plan on the grounds that it does not comply with the requirements set out in paragraphs 3.1 to 3.4 shall be deemed to be reasonable.
- 3.5 The Security Plan will set out the security measures to be implemented and maintained by the _____ Supplier in relation to all aspects of the Services and all processes associated with the delivery of the Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Services comply with:
- 3.5.1 the provisions of this Schedule 6;
 - 3.5.2 the provisions of Schedule 1 relating to security;
 - 3.5.3 the Information Assurance Standards;
 - 3.5.4 the data protection compliance guidance produced by the Customer;
 - 3.5.5 the minimum set of security measures and standards required where the system will be handling Protectively Marked or sensitive information, as determined by the Security Policy Framework;
 - 3.5.6 any other extant national information security requirements and guidance, as provided by the Customer's IT security officers; and
 - 3.5.7 appropriate ICT standards for technical countermeasures which are included in the Supplier System.
- 3.6 The references to Quality Standards, guidance and policies set out in this Schedule shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such Quality Standards, guidance and policies, from time to time.
- 3.7 If there is any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Authorised Representative of such inconsistency immediately upon becoming aware of the same, and the Authorised Representative

shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

3.8 The Security Plan will be structured in accordance with ISO/IEC27002 and ISO/IEC27001 or other equivalent policy or procedure, cross-referencing if necessary to other schedules of the Contract which cover specific areas included within that standard.

3.9 The Security Plan shall not reference any other documents which are not either in the possession of the Customer or otherwise specified in this Schedule 6.

4. AMENDMENT AND REVISION

4.1 The Security Plan will be fully reviewed and updated by the Supplier annually or from time to time to reflect:

4.1.1 emerging changes in Good Industry Practice;

4.1.2 any change or proposed change to the Supplier System, the Services and/or associated processes;

4.1.3 any new perceived or changed threats to the Supplier System;

4.1.4 changes to security policies introduced Government-wide or by the Customer; and/or

4.1.5 a reasonable request by the Customer.

4.2 The Supplier will provide the Customer with the results of such reviews as soon as reasonably practicable after their completion and amend the Security Plan at no additional cost to the Customer.

4.3 Any change or amendment which the Supplier proposes to make to the Security Plan (as a result of an Customer request or change to Ordered Panel Services or otherwise) shall be subject to Clause 4 and shall not be implemented until Approved.

5. NOT USED

6. BREACH OF SECURITY

6.1 Either Party shall notify the other immediately upon becoming aware of any Breach of Security including, but not limited to an actual, potential or attempted breach, or threat to, the Security Plan.

6.2 Upon becoming aware of any of the circumstances referred to in paragraph 6.1, the Supplier shall immediately take all reasonable steps necessary to:

6.2.1 remedy such breach or protect the Supplier System against any such potential or attempted breach or threat; and

6.2.2 prevent an equivalent breach in the future;

6.2.3 collect, preserve and protect all available audit data relating to the incident and make it available on request to the Customer;

6.2.4 investigate the incident and produce a detailed report for the Customer within 5 working days of the discovery of the incident.

6.3 Such steps shall include any action or changes reasonably required by the Customer. If such action is taken in response to a breach that is determined by the Customer acting reasonably not to be covered by the obligations of the Supplier under the Contract, then the Supplier shall be entitled to refer the matter to Clause 4.

6.4 The Supplier shall as soon as reasonably practicable provide to the Customer full details (using such reporting mechanism as may be specified by the Customer from time to time) of such actual, potential or attempted breach and of the steps taken in respect thereof.

7. CONTRACT EXIT – SECURITY REQUIREMENTS

7.1 On termination of the Contract, either via early termination or completion of the Contract then the Supplier will either return all data to the Customer or provide a certificate of secure destruction using an industry and Customer approved method. Destruction or return of the data will be specified by the Customer at the time of termination of the Contract.

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ANNEX 1: BASELINE SECURITY REQUIREMENTS

1. HIGHER CLASSIFICATIONS

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

2. END USER DEVICES

2.1 When Customer Data resides on a mobile, removable or physically uncontrolled device it must be stored encrypted using a product or system component which has been formally assured through a recognised certification process of the UK Government Communications Electronics Security Group ("CESG") to at least Foundation Grade, for example, under the CESG Commercial Product Assurance scheme ("CPA").

2.2 Devices used to access or manage Customer Data and services must be under the management Customer of the Customer or Supplier and have a minimum set of security policy configuration enforced. These devices must be placed into a 'known good' state prior to being provisioned into the management Customer of the Customer. Unless otherwise agreed with the Customer in writing, all Supplier devices are expected to meet the set of security requirements set out in the CESG End User Devices Platform Security Guidance (<https://www.gov.uk/government/collections/end-user-devices-security-guidance--2>).

Where the guidance highlights shortcomings in a particular platform the Supplier may wish to use, then these should be discussed with the Customer and a joint decision shall be taken on whether the residual risks are acceptable. Where the Supplier wishes to deviate from the CESG guidance, then this should be agreed in writing on a case by case basis with the Customer.

3. DATA PROCESSING, STORAGE, MANAGEMENT AND DESTRUCTION

3.1 The Supplier and Customer recognise the need for the Customer's information to be safeguarded under the UK Data Protection regime or a similar regime. To that end, the Supplier must be able to state to the Customer the physical locations in which data may be stored, processed and managed from, and what legal and regulatory frameworks Customer Data will be subject to at all times.

3.2 The Supplier shall agree any change in location of data storage, processing and administration with the Customer in advance where the proposed location is outside the UK. Such approval shall not be unreasonably withheld or delayed unless specified otherwise in this Agreement and provided that storage, processing and management of any Customer Data are only carried out offshore within:

3.2.1 the European Economic Area (EEA);

3.2.2 in the US if the Supplier and or any relevant Sub-Supplier have signed up to the US-EU Privacy Shield Register; or

3.2.3 in another country or territory outside the EEA if that country or territory ensures an adequate level of protection by reason of its domestic law or of the international commitments it has entered into which have been defined as adequate by the EU Commission.

3.3 The Supplier shall:

3.3.1 provide the Customer with all Customer Data on demand in an agreed open format;

3.3.2 have documented processes to guarantee availability of Customer Data in the event of the Supplier ceasing to trade;

3.3.3 securely destroy all media that has held Customer Data at the end of its life of that media in line with Good Industry Practice; and

3.3.4 securely erase any or all Customer Data held by the Supplier when requested to do so by the Customer.

4. NETWORKING

4.1 The Customer requires that any Customer Data transmitted over any public network (including the Internet, mobile networks or un-protected enterprise network) or to a mobile device must be encrypted using a product or system component which has been formally assured through a certification process recognised by CESG, to at least Foundation Grade, for example, under CPA or through the use of pan-government accredited encrypted networking services via the Public Sector Network ("PSN") framework (which makes use of Foundation Grade certified products).

4.2 The Customer requires that the configuration and use of all networking equipment to provide the Services, including those that are located in secure physical locations, are at least compliant with Good Industry Practice.

5. SECURITY ARCHITECTURES

5.1 The Supplier shall apply the 'principle of least privilege' (the practice of limiting systems, processes and user access to the minimum possible level) to the design and configuration of IT systems which will process or store Customer Data.

5.2 When designing and configuring the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier) the Supplier shall follow Good Industry Practice and seek guidance from recognised security professionals with the appropriate skills and/or a CESG Certified Professional certification(<http://www.cesg.gov.uk/awarenesstraining/IA-certification/Pages/index.aspx>) for all bespoke or complex components of the ICT Environment (to the extent that the ICT Environment is within the control of the Supplier).

6. PERSONNEL SECURITY

- 6.1 Supplier Personnel shall be subject to pre-employment checks that include, as a minimum: identity, unspent criminal convictions and right to work.
- 6.2 The Supplier shall agree on a case by case basis Supplier Personnel roles which require specific government clearances (such as 'SC') including system administrators with privileged access to IT systems which store or process Customer Data.
- 6.3 The Supplier shall prevent Supplier Personnel who are unable to obtain the required security clearances from accessing systems which store, process, or are used to manage Customer Data except where agreed with the Customer in writing.
- 6.4 All Supplier Personnel that have the ability to access Customer Data or systems holding Customer Data shall undergo regular training on secure information management principles. Unless otherwise agreed with the Customer in writing, this training must be undertaken annually.
- 6.5 Where the Supplier or Sub-Suppliers grants increased ICT privileges or access rights to Supplier Personnel, those Supplier Personnel shall be granted only those permissions necessary for them to carry out their duties. When staff no longer need elevated privileges or leave the organisation, their access rights shall be revoked within one (1) Working Day.

7. IDENTITY, AUTHENTICATION AND ACCESS CONTROL

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

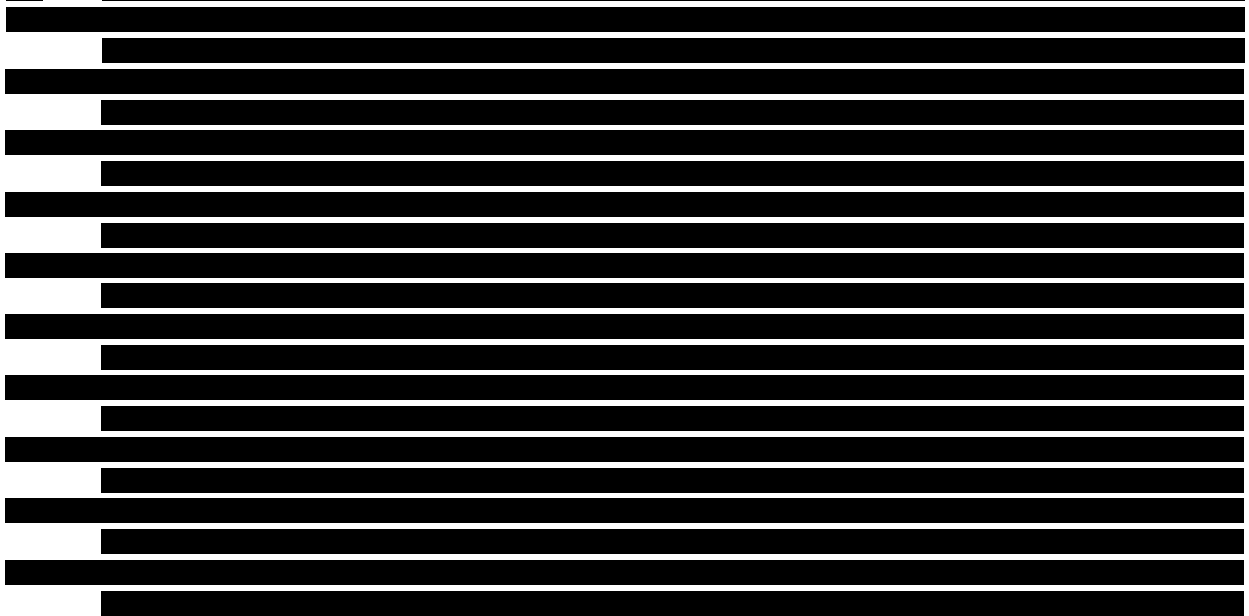
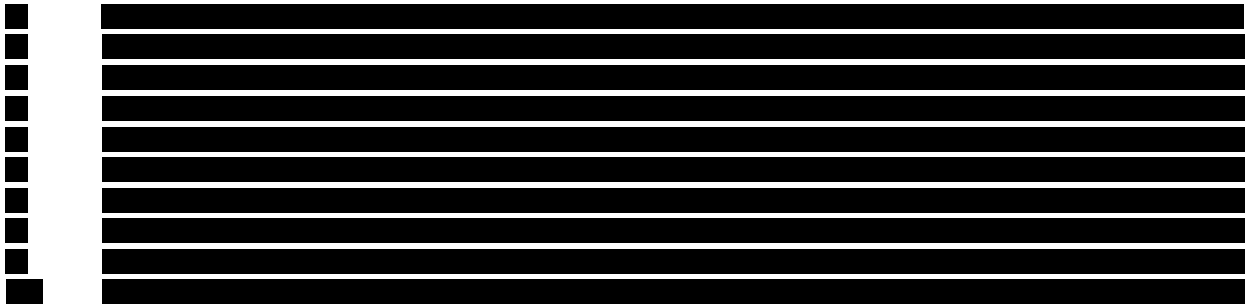
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ANNEX 2: SECURITY POLICY

www.cqc.org.uk/sites/default/files/20190228%20CQC%20Information%20Governance%20Policies.pdf

CONTRACT SCHEDULE 7: BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN



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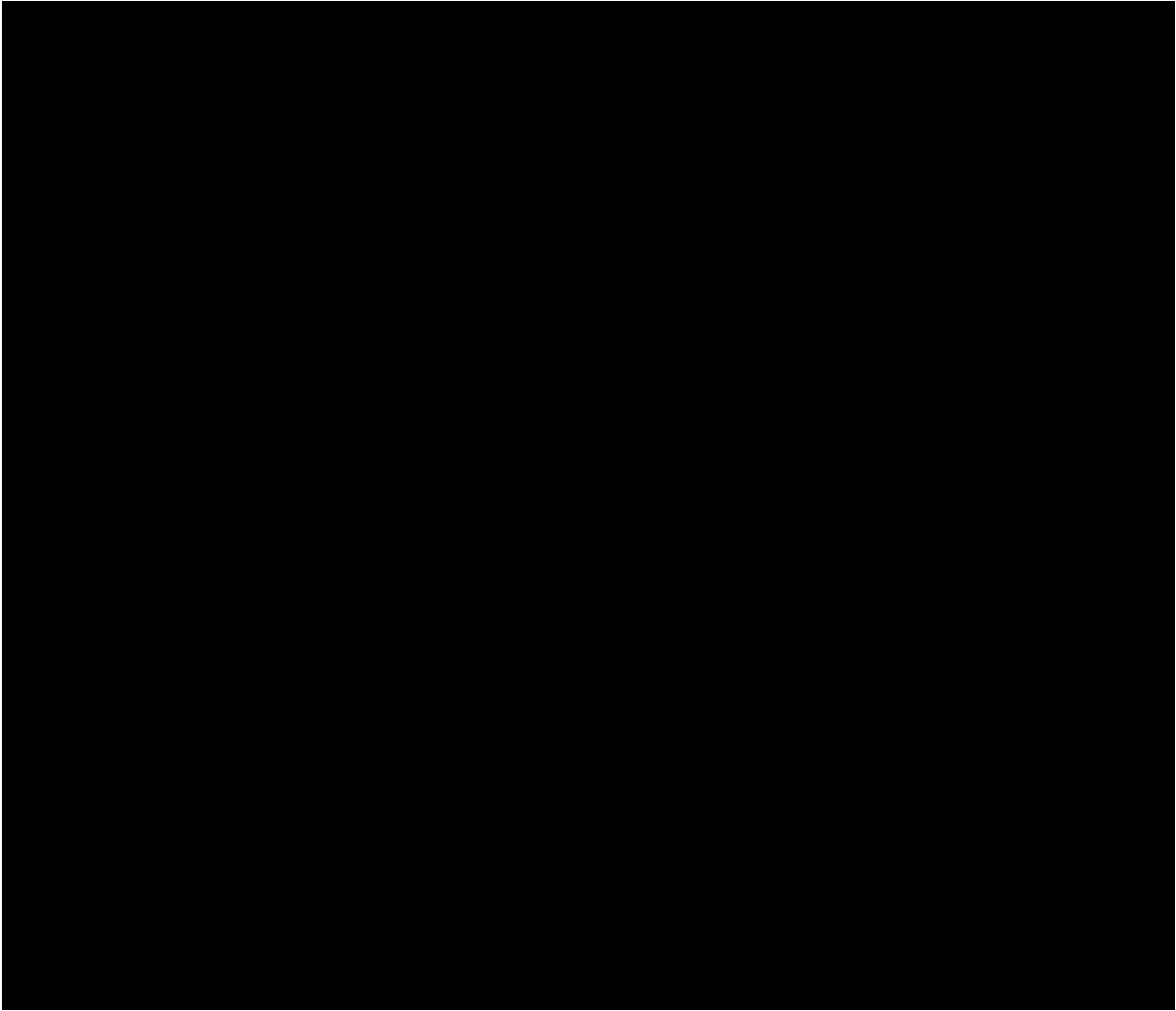
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CONTRACT SCHEDULE 8: AWARD PROCEDURE

In this Contract Schedule 8, the following expressions shall have the following meanings:

“Letter of Engagement” means the order submitted by CQC to the Supplier in the forms set out in Contract Schedule 9 for either an Independent Business Review (“IBR”) Services or Consultancy Services and signed on behalf of CQC, the Supplier, and in the case of IBR, the Care Provider;

“Order” means the Letter of Engagement

“Panel” means the panel of Suppliers awarded with a Legal Services Contract under the Panel Agreement;

“Panel Agreement” means the Legal Services Contract entered into between the Care Quality Commission and the Supplier;

“Panel Customer” means the Care Quality Commission;

“Panel Services” means the Ordered Panel Services set out in the Order Form and the relevant Letter of Engagement;

“Statement of Requirements” mean the scope of Ordered Panel Services that is set out and appended to the Letter of Engagement;

1. OVERVIEW

1.1 If the Customer decides to source the Ordered Panel Services through the Panel then it will award its Letter of Engagement in accordance with the procedure in this Schedule 8.

1.2 If the Customer can determine that its requirements can be met by any of the Suppliers on the Panel then the Customer may place an Order in accordance with the ordering procedure set out in paragraph 2 below.

1.3 If the Customer: -

1.3.1 requires the Supplier to develop a proposal or a solution in respect of the Customer’s Services requirements [and/or it is not possible to determine which Supplier is able to provide best value for money] then the Customer shall place an Order in accordance with the procedures set out in paragraph 2 below.

2. DIRECT AWARD

2.1 Subject to paragraph 1.2, if the Customer is ordering Ordered Panel Services under the Panel Agreement, it shall:-

- 2.1.1 develop the Letter of Engagement setting out its requirements; and
- 2.1.2 subject to a conflict of interest test conducted by the Supplier and sufficient capacity, make a direct award by placing an Order with the successful Supplier.
- 2.1.3 The above requirements must be complied with, provided always that direct awards to Suppliers in the Panel shall be on a rotational basis where no Order shall be placed with the same Supplier consecutively to ensure fairness in the distribution of work. However, the Customer reserves the right to depart from the rotation in exceptional circumstances such as prior/historical knowledge.

2.2 Supplier's Obligations

The Supplier will in writing, by the time and date specified by the Customer in accordance with paragraph 2.1.3 (b), provide the Customer with either:-

- 2.2.1 a statement to the effect that it does not wish to tender in relation to the relevant Order; or
- 2.2.2 a response providing full details of its tender made in respect of the relevant Order. In the event that the Supplier submits a response, it should include, as a minimum: -
 - (a) email response subject line to comprise unique reference number and Supplier's name, so as to clearly identify the Supplier;
 - (b) a brief summary, in the email, stating whether or not the Supplier is bidding for the Order; and
 - (c) a proposal covering the requirements of the Order.
- 2.2.3 The Supplier shall ensure that any prices submitted in relation to a further competition held pursuant to this paragraph 2 shall be based on the Pricing Matrix contained in the Tender Response.

3. NO AWARD

Notwithstanding the fact that the Customer has followed a procedure as set out above in paragraph 2, the Customer shall be entitled at all times to decline to make an award. Nothing in this Panel Agreement shall oblige the Customer to place any Order.

4. FORM OF ORDER

4.1 Subject to paragraphs 1 to 3 above, the Customer will place an Order with the Supplier by serving an order in writing in substantially the form of Letter of Engagement set out in Schedule 9 (Form of Letters of Engagement) of this Legal Services Contract or such similar or analogous form agreed with the Service Provider including systems of ordering involving, electronic mail or other on-line solutions.

CONTRACT SCHEDULE 9: FORM OF LETTERS OF ENGAGEMENT

LETTER OF ENGAGEMENT

**PROVISION OF LEGAL SERVICES FOR THE PURPOSE OF A REVIEW OF THE BUSINESS
UNDER SECTION 55(2)(b) OF THE CARE ACT 2014**

Care Quality Commission Letter of Engagement

(Body of text to be transferred onto up to date CQC's letterhead)

Private & Confidential

Supplier's registered name

Address

Care Provider's registered name/details

Address

CQC's ref:

Date

Dear Sirs

**Letter of Engagement for the provision of Legal Services for the purpose of an Independent
Review of the Business of [insert registered name of Care Provider] ("Care Provider") under
Section 55(2)(b) of the Care Act 2014**

1. Background

1.1 We refer to the Legal Services Contract for the provision of Legal Services between (1) the Care Quality Commission (“the CQC”) and (2) [Name of the Supplier] (“the Supplier”) dated [xx/xx/xxxx] (“the Agreement”) under which the Supplier has been selected, in accordance with the Award Procedure contained in the Crown Commercial Services Framework Agreement numbered RM 3786.

For the purposes of this Letter of Engagement:

- References to the Appendices are references to the appendices to this Letter of Engagement; and
- The following Appendices shall form part of this Letter of Engagement.
 - Appendix 1- Scope of the Services
 - Appendix 2 - Charges

1.2 From 6th April 2015, CQC has been empowered by Section 55 of the Care Act 2014 to operate a market oversight scheme to assess the financial sustainability of the most difficult to replace providers of Adult Social Care.

1.3 The market oversight operating model and the legislative framework gives CQC the ability to commission the Services and recover from the Care Provider such costs as CQC incurs in connection with the arrangements (other than its administrative costs in making the arrangements).

1.4 This Letter of Engagement sets out the services that the Supplier will provide to CQC in respect of the Care Provider and the terms and conditions on which those services will be provided. The Supplier’s duty of care and responsibilities in connection with the services are owed solely to CQC and save for the Reports, any legal advice by the Supplier under this Letter of Engagement will be addressed to CQC as the sole client.

2. Scope of the Services

2.1 Under section 55(2)(b) of the Care Act 2014, CQC may arrange for a person with appropriate professional expertise to carry out an independent review of the business of registered providers within the Market Oversight Scheme. The review is required to inform CQC’s assessment of financial sustainability and the conditions for notifying Local Authorities under section 56 of the Act (our Stage 6 notification) i.e. where a business is likely to fail and services are likely to cease as a result.

2.2 The services are set out in Appendix 1 to this Letter of Engagement (“the Services”) and include but are not limited to:

- Provision of expert legal opinion on restructuring proposals, their impact on financial sustainability and the conditions for a Stage 6 notification (as outlined above and set out in CQC’s Guidance to Providers).
- Review documentation pertaining to the restructure and any ad-hoc documents and be required to attend meetings as required by CQC.

2.3 Any work carried out by the Supplier after **[insert date]** and prior to the date of this Letter of Engagement in connection with the Care Provider will be regarded as forming part of the Services. The Services will be subject to the terms of this Letter of Engagement and its Appendices. In case of conflict between the terms of this Letter of Engagement and the Agreement, the terms of this Letter of Engagement shall prevail.

3. Timetable and cooperation

3.1 A detailed timetable (“the Timetable”) for the delivery of the Services will be agreed by all parties following discussions between CQC and the Care Provider. During the first phase of the engagement, the Supplier will submit a draft report to the Care Provider and CQC for confirmation of factual accuracy. This initial stage is expected to take place during the week commencing **[insert date or alternatively amend this paragraph as appropriate]**.

3.2 The Supplier’s ability to comply with the Timetable will be dependent upon full co-operation of the directors and other relevant personnel of the Care Provider (and its Group Undertakings), and upon the timely and accurate disclosure of all information that has been requested **including but not limited to** the information set out in Appendix 1.

3.3 The Supplier may, on behalf of CQC, require access to the auditors and other professional advisors of the Care Provider (and its Group Undertakings), and their work papers. The Care Provider must authorise the release of the same.

3.4 In the event that the Supplier is unable to obtain the information required following a request, it shall promptly inform CQC and the Care Provider and advise of any impact on the Timetable.

4. Engagement Team

The Supplier will appoint an Engagement Leader who will lead the Engagement Team. The day to day management will be the responsibility of the Engagement Leader. The Engagement Team will also include **[name of any key member of the team, such as an industry specialist, whose involvement is expected]**.

5. Charges

- 5.1 In consideration of providing the Services, CQC shall pay to the Supplier all Charges reasonably incurred by the Supplier for the provision of the Services. These Charges will be based upon the degree of responsibilities and skills involved and the time necessarily occupied by the Supplier and based on agreed rates within the Agreement. Details regarding the calculation and payment of the charges are set out in Appendix 2.
- 5.2 Under s55 (2)(b) of the Care Act 2014, CQC may arrange for, or require the Care Provider to arrange for, a person with appropriate expertise to carry out an independent review of the business ("IBR"). As a consequence of this arrangement under s55 (4) of the Care Act 2014, CQC is able to recover such costs incurred in connection with such arrangements as Charges as contained within the definition of Charges under this Letter of Engagement.
- 5.3 Therefore, the Care Provider shall be issued with an invoice by CQC to enable to CQC to recover such Charges incurred as described in paragraph 5.2 above. The Care Provider shall settle all invoices issued by CQC within 5 working days of receipt.
- 5.4 In the event that the Care Provider disputes the
- 5.5 In the event that Care Provider fails to settle any undisputed invoice within 5 working days, CQC may consider alternative courses of legal action to recover its charges including but not limited to debt recovery.
- 5.6 By signing this letter, the Care Provider agrees that it will reimburse CQC the Charges equivalent to the value of the Services it has paid to the Supplier in accordance with Section 55 (4) of the Care Act 2014.

6 Disclosure of Information

- 6.1 The Care Provider hereby authorises the disclosure to CQC of any information relating to the affairs of the Care Provider and its Group Undertakings that may come into the Supplier's possession. The Care Provider will accept the risk and will not hold the Supplier liable if the draft reports referred to in paragraph 3.1, subsequent drafts of the report during factual accuracy and the final report ("the Reports"), any information contained in these documents, or the Supplier's other communications with the CQC result in any adverse consequences, in relation to assessments made or otherwise, for the Care Provider and its Group Undertakings.

7. Confidentiality

- 7.1 The Reports will be provided solely for the confidential use of the Care Provider and CQC and should not be made available to any party without the prior written consent of CQC. The Supplier will accept no responsibility, and will deny any liability, to any other party that is shown or gains access to the Reports, and will be entitled to make this clear in those documents. For the purpose of this Letter of Engagement, Confidential Information as defined in the Agreement shall be construed to include Care Provider Confidential Information.
- 7.2 Any material or advice provided by the Supplier under this Letter of Engagement, save for the Reports, shall be provided solely for the confidential use of CQC and should not be made available to any party without the prior written consent of CQC.

8. Data Protection and Security

The provisions in the Agreement on protection of information and data security and security policy shall apply to the Parties to this Letter of Engagement.

9. Third Party Rights

A person who is not a party to the agreement set out in this Letter of Engagement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of it.

10. Governing Law and Jurisdiction

The agreement set out in this Letter of Engagement shall be governed by and construed in accordance with English Law.

11. Counterparts

The agreement set out in this Letter of Engagement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

As authorised signatory of the Care Provider, I have read and understood the terms and conditions of this Letter and the Appendices, and confirm that the Care Provider agrees to and accepts them, including, but not limited to, the clauses relating to the limitation of liability of the Supplier. Further, the Care Provider acknowledges that the duty of care and responsibilities of the Supplier in connection with the work set out in this letter are owed solely to the Care Quality Commission.

Signed for **[insert name of Care Provider]:**

Name:

Position:

Date:

As authorised signatory of the Supplier, I have read and understood the terms and conditions of this letter and the Appendices, and confirm that the Supplier agrees to and accepts them.

Signed for **[insert name of Supplier]**:

Name:

Position:

Date:

As authorised signatory of the Care Quality Commission, I have read and understood the terms and conditions of this letter and the Appendices, and confirm that the Care Quality Commission agrees to and accepts them.

Signed for Care Quality Commission:

Name:

Position:

Date:

Appendices:

Appendix 1 - Scope of the Services

Appendix 2 – Charges

Appendix 1 – Scope of the Services

1. Introduction and objectives of Project

Under section 55(2)(b) of the Care Act 2014, CQC may arrange for a person with appropriate professional expertise to carry out an independent review of the business of registered care providers within the Market Oversight Scheme. The review is required to inform CQC's assessment of financial sustainability and the conditions for notifying Local Authorities under section 56 of the Act (our Stage 6 notification) i.e. where a business is likely to fail, and services are likely to cease as a result.

[Short background paragraph to cover:

- *Purpose of the work*
- *What we expect to be able to deliver*
- *Entities to be included in, or excluded from, the work*
- *Locations to be visited; set out material locations that will not be visited*
- *Point of contact at the Company]*

2. The Supplier will perform the following:

- *[Insert standard matters to be agreed with CQC]*
- *[Specify the extent of verification work (if any)]*

The scope of legal IBRs captured by s55 could (depending upon the circumstances of the case) include (but not be limited to) the following examples:

- The legal impact of a Provider's restructuring proposal in relation to the Provider's financial position and sustainability;
- In relation to options outlined within the analysis prepared by a Provider's Administrators/Insolvency Professional, the potential impact on the Provider's financial sustainability from a legal perspective;
- The implications of a the terms of a contract on the Provider's financial sustainability;
- The implications of specific contingent liabilities (e.g. pending legal action) on the financial sustainability of the Provider;
- The implications of leasehold agreements on the financial sustainability of the Provider;
- The impact of a specific incident/event on the Provider's financial/insurance agreements and the subsequent implications for a Provider's financial sustainability;

- The implication of proposed/completed changes in group structure (including complexities with off-shore companies) and the impact of this on the Provider's financial sustainability;
- The impact of a Provider's lending agreements/securities on their financial sustainability;
- The impact of a merger/acquisition on the Provider's financial sustainability

The Supplier shall raise with CQC all matters that it considers of significance in the context of the Services as they arise during the course of its work.

3. Reporting

At the conclusion of (each phase of) work the Supplier will issue written reports setting out its findings and conclusions. The Supplier may also summarise its findings and conclusions in presentations. The written reports and the handouts that accompany the presentations constitute the Reports.

The Supplier will provide the Care Provider with drafts of the Reports prior to their release and request confirmation that the information they contain is factually accurate. Where the Care Provider fails to supply confirmation, or where the Supplier and the Care Provider cannot agree on any matters, the Supplier may draw attention to this in the Reports as finally released.

The Supplier will also provide CQC on request with drafts of the Reports, for comment. The Supplier will reflect any comments made by the CQC in the Reports as finally released only to the extent that it considers necessary.

In addition, the Supplier will provide the Care Provider and CQC with periodic updates outlining progress made, highlighting issues coming to its attention and explaining how these issues have been or are to be resolved.

4. General limitations on scope

4.1 Focus of work

The Services will be directed towards the affairs of the Care Provider and its Group Undertakings, where material. The Supplier's reports will be prepared for the Care Provider and CQC and will not address any issues from the perspective of any Group Undertakings, unless otherwise stated.

4.2 Management roles

No person representing the Supplier will assume any responsibility for the management or direction of the Care Provider's affairs, the sole responsibility of which remains with the directors and

management of the Care Provider. Attendance by a person representing the Supplier at board meetings will not constitute a de facto or shadow directorship of that person and his or her attendance will be restricted to that part of the board meeting agenda relating to discussion of the Services.

4.3 Reliance on information

The Supplier will not verify the reliability or accuracy of any information obtained from the Care Provider, although the Supplier will draw attention to any inconsistencies that come to light that it considers to be material.

4.4 Completeness of scope

The scope of the Services may not be sufficient to address all of the Care Provider's or CQC's concerns or issues nor may it result in the identification of all matters that may be of interest to the Care Provider.

4.5 Forecasts

The directors of the Care Provider will be responsible for the preparation of forecasts and for determining which assumptions to use. The Supplier's work will not provide any assurance, express or implied that the forecasts will be achieved.

[4.6 Third party advisers

When carrying out the Services, the Supplier may require sight of specialist third party (*modelling, pensions, valuation, taxation – specify as appropriate*) advice and the Supplier may need to rely on that advice. The Care Provider will choose, appoint, monitor and pay such third party advisers and the Supplier will have no responsibility in respect of those advisers or their work for the Care Provider.]

5. Initial information

The information to be provided to the Supplier (in accordance to the Timetable) regarding the Care Provider and its Group Undertakings is as follows: **[insert list]**

Appendix 2 – Charges

1. Basis of fees

The Supplier's fees will be calculated on the basis of time spent by the Engagement Team, evaluated at the hourly rates in operation when the work is performed.

The hourly rates applicable to this engagement in accordance with the rates agreed in the Agreement are:

Roles	Hourly Rates	Daily Rates	Monthly Rates
Partner (Including Managing)			
Senior Solicitor, Senior Associate, Legal Director			
Solicitor/Associate			
Junior Solicitor			
Trainee			
Paralegal			

2. Estimate of fees

The Supplier estimates that its fees will amount to approximately £[...] excluding outlays and VAT. However, if the assignment takes longer or involves more resource than is currently anticipated, the Supplier may need to increase the estimate. (The Supplier will advise the Care Provider and CQC of any potential increases as soon as they become apparent and will not proceed with further work without the Care Provider's and CQC's consent.)

3. Payment

The Supplier will render invoices at least every four weeks, including outlays and VAT. Invoices will be paid by CQC, in full, upon presentation of each invoice.

In accordance with Section 55(4) of the Care Act 2014, the CQC will recover from the Care Provider and the Care Provider agrees to pay CQC, all costs that it will incur as a result of this Independent Business Review.

4. Assistance from the Care Provider

In order to keep fees to a minimum and to ensure that the Timetable can be achieved, the Supplier may require the Care Provider to analyse internal management information or produce information that is not currently available. The Supplier will endeavour to provide the Care Provider with advance notice of its requirements, and the Care Provider should allocate sufficient management resources to ensure that those requirements are met on a timely basis. Additional fees or outlays may arise as a result of difficulties in obtaining information.

UNCLASSIFIED

LETTER OF ENGAGEMENT

CONSULTANCY SERVICES

Care Quality Commission Letter of Engagement

(Body of text to be transferred onto up to date CQC's letterhead)

Private & Confidential

Supplier's name

Address

CQC's ref:

Date

Dear Sirs

Letter of Engagement for the provision of Consultancy Services relating to [title of service]

1. Background

1.1 We refer to the Call-off Contract for the provision of Legal Services between (1) the Care Quality Commission ("the CQC") and (2) [Name of the Supplier] ("the Supplier") dated [xx/xx/xxxx] ("the Agreement") under which the Supplier has been selected, in accordance with the Award Procedure contained in the Crown Commercial Services Framework Agreement numbered RM 3786.

For the purposes of this Letter of Engagement:

- References to the Appendices are references to the appendices to this Letter of Engagement; and
- The following Appendices shall form part of this Letter of Engagement.

- Appendix 1- Scope of the Services
- Appendix 2 - Charges

1.2 From 6th April 2015, the CQC has been empowered by Section 55 of the Care Act 2014 to operate a market oversight scheme to assess the financial sustainability of the most difficult to replace providers of Adult Social Care.

1.3 The CQC will require external expertise to supplement its own skills to ensure that it arrives at appropriate and proportionate judgements on financial risk and restructurings options as well as consequences,

1.4 This Letter of Engagement sets out the services that the Supplier will provide in respect to CQC and the terms and conditions on which those services will be provided. The Supplier's duty of care and responsibilities in connection with the services are owed solely to CQC.

2. Scope of the Services

2.1 The services are set out in Appendix 1 to this Letter of Engagement ("the Services").

2.2 Any work carried out by the Supplier after **[insert date]** and prior to the date of this Letter of Engagement in connection with the services described in Appendix 1 will be regarded as forming part of the Services. The Services will be subject to the terms of this Letter of Engagement and its Appendices, and the terms of the Agreement.

3. Timetable

3.1 A detailed timetable ("the Timetable") for the delivery of the Services will be agreed following discussions between CQC.

4. Engagement Team

The Supplier will appoint an Engagement Leader who will lead the Engagement Team. The day to day management will be the responsibility of the Engagement Leader. The Engagement Team will also include **[name of any key member of the team, such as an industry specialist, whose involvement is expected]**.

5. Charges

5.1 In consideration of providing the Services, CQC shall pay to the Supplier all charges reasonably incurred by the Supplier for the provision of the Services. These charges will be based upon the agreed rates in the Agreement, and the degree of responsibilities and skills

involved, and the time necessarily occupied by the Supplier. Details regarding the calculation and payment of the charges are set out in Appendix 2.

5.2 By signing this letter, CQC agrees that it will pay such invoices rendered by the Supplier.

6. Third Party Rights

A person who is not a party to the agreement set out in this Letter of Engagement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of it.

7. Governing Law and Jurisdiction

The agreement set out in this Letter of Engagement shall be governed by and construed in accordance with English Law.

8. Counterparts

The agreement set out in this Letter of Engagement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

As authorised signatory of the CQC, has read and understood the terms and conditions of this Letter and the Appendices, and confirm that CQC agrees to and accepts them. Further, CQC acknowledges that the duty of care and responsibilities of the Supplier in connection with the work set out in this letter are owed solely to the CQC.

Signed for the Care Quality Commission:

Name:

Position:

Date:

As authorised signatory of the Supplier, I have read and understood the terms and conditions of this letter and the Appendices, and confirm that the Supplier agrees to and accepts them.

Signed for [insert registered name of the Supplier]:

Name:

Position:

Date:

Appendices:

Appendix 1 - Scope of the Services

Appendix 2 – Charges

Appendix 1 – Scope of the Services

1. Introduction and objectives of Project

[Short background paragraph to cover:

- *Purpose of the work*
- *What we expect to be able to deliver*
- *Entities to be included in, or excluded from, the work*
- *Locations to be visited; set out material locations that will not be visited*
- *Point of contact at the Company]*

2.

The Supplier will perform the following:

- *[Insert standard matters to be agreed with CQC]*
- *[Specify the extent of verification work (if any)]*

The Supplier) shall raise with CQC all matters that it considers of significance in the context of the Services as they arise during the course of its work.

3. Reporting

At the conclusion of (each phase of) work the Supplier will issue written reports setting out its findings and conclusions. The Supplier may also summarise its findings and conclusions in presentations. The written reports and the handouts that accompany the presentations constitute the Reports.

Where reports relate to a Care Provider, the Supplier will provide the Care Provider with drafts of the Reports prior to their release and request confirmation that the information they contain is factually accurate. Where the Care Provider fails to supply confirmation, or where the Supplier and the Care Provider cannot agree on any matters, the Supplier may draw attention to this in the Reports as finally released.

The Supplier will also provide CQC on request with drafts of the Reports, for comment. The Supplier will reflect any comments made by the CQC in the Reports as finally released only to the extent that it considers necessary.

In addition, the Supplier will provide CQC with periodic updates outlining progress made, highlighting issues coming to its attention and explaining how these issues have been or are to be resolved.

4. General limitations on scope

4.1 Focus of work

To be agreed

4.2 Management roles

To be agreed

4.3 Reliance on information

To be agreed

4.4 Completeness of scope

To be agreed

4.5 Forecasts

To be agreed

[4.6 Third party advisers

To be agreed.]

5. (Initial information

To be agreed:

Appendix 2 – Charges

1. Basis of fees

The Supplier's fees will be calculated on the basis of time spent by the Engagement Team, evaluated at the hourly rates in operation when the work is performed.

The hourly rates applicable to this engagement are:

Roles	Hourly Rates	Daily Rates	Monthly Rates
Partner (Including Managing)			
Senior Solicitor, Senior Associate, Legal Director			
Solicitor/Associate			
Junior Solicitor			
Trainee			
Paralegal			

2. Estimate of fees

The Supplier estimates that its fees will amount to approximately £[...] excluding outlays and VAT. However, if the assignment takes longer or involves more resource than is currently anticipated, the Supplier may need to increase the estimate. (The Supplier will advise CQC of any potential increases as soon as they become apparent and will not proceed with further work without the CQC's consent.)

3. Payment

The Supplier will render invoices at least every four weeks, including outlays and VAT. Invoices will be paid by the CQC in accordance with the terms of the Call-Off Contract, upon presentation of each invoice.

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CONTRACT SCHEDULE 10: SUPPLIERS TECHNICAL RESPONSE

CQC PSO 217 Technical Response Document



CQC Reference:

CQC PSO 217

CARE QUALITY COMMISSION (“CQC”)

**Legal Services for Independent Business
Reviews and Consultancy Services**

DOCUMENT 03 -

TECHNICAL RESPONSE DOCUMENT

TECHNICAL EVALUATION

**THIS DOCUMENT IS TO BE COMPLETED BY THE
TENDERER
AND UPLOADED ONTO THE CARE QUALITY
COMMISSION’S E-TENDERING PORTAL**

NAME OF TENDERER:... [REDACTED]

CQC PSO 217 Technical Response Document

~~RESPONSE TO TECHNICAL EVALUATION REQUIREMENT STATEMENTS~~

Tenderers must provide responses to the Technical Evaluation Requirement Statements below to describe how they will meet the requirements of the contract. Questions should be answered in full.

Tenderers should not refer to other documents or appendices as part of their response unless required.

Tenderers are referred to the Statement of Requirements (the "Specification") when forming responses and reminded that the Technical Evaluation will account for **75%** of their total tender score.

Please answer the questions below as fully as possible, taking note of the marks available.

You must address each bullet point within the question, failure to do so will result in a lower score being allocated in line with the scoring descriptors.

Your response to each separate evaluation criterion is to be set out as a standalone item. Each separate evaluation criterion response will be evaluated in its entirety, clearly separate from any other evaluation criterion response that the supplier elects to submit for evaluation. Failure to provide a response will result in your organisation scoring no marks for that question.

For the avoidance of doubt, evaluators will not cross reference information from one question to another question regardless of its relevance or quality.

Any information provided which is not referenced or exceeds any specified word count will not be evaluated.

Hyperlinks and embedded documents will not be considered.

Please note each question maximum word limit, using Arial 12 point, single spaced font. Any material provided over this stated word limit will not be evaluated.

Please note any appendices submitted in response to requested supporting attachments, such as Illustrations/Diagrams/Plans will not be subject to the maximum word limit.

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Requirement Statements	Question Weighting
<p>Overview</p> <p>Tenderers must provide a concise summary highlighting the key aspects of the proposal.</p> <p>Please note: Tenderers must not submit marketing materials or other unsolicited documents.</p> <p>Only submit supporting documents which have been specifically requested by CQC as part of this tender exercise.</p> <p><i>(Word Count Maximum: 400 words)</i></p> <p>[Redacted text block]</p>	<p>[Redacted weighting]</p>

		
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Method Statements

Please answer the questions below as fully as possible, taking note of the marks available.

You must score a 2 or above in all of the below evaluation criteria to be considered for this contract.

Question 1: Experience and Understanding	Question Weighting
<p>Please provide details of when you have provided Independent Business Reviews to similar organisations within the last three years. The details should include evidence of understanding the challenges and constraints, specifically within the Adult Social Care sector. Please indicate the volume, nature and size of the businesses you have reviewed.</p> <p><i>(Word Count Maximum: 1000 words)</i></p>	
<p>Response:</p> <p>[Redacted response text]</p>	<p>[Redacted weighting]</p>

	[REDACTED]	
	[REDACTED]	

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Question 2: Customer Service	Question Weighting
<p>Please provide details of your firm's approach to customer service. The response should detail your approach to:</p> <ul style="list-style-type: none">• The two main services that are required;• The additional services that may be required as detailed in the Statement of Requirements. <p><i>(Word Count Maximum: 600 words)</i></p>	
<p>[Redacted]</p>	<p>[Redacted]</p>

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Question 3: Quality Assurance	Question Weighting
<p data-bbox="244 472 1198 510">Please provide details of your firm's approach to quality assurance.</p> <p data-bbox="244 602 754 640"><i>(Word Count Maximum: 400 words)</i></p> <p data-bbox="244 707 1217 864">[Redacted]</p> <p data-bbox="244 909 1145 1014">[Redacted]</p> <p data-bbox="244 1059 1118 1126">[Redacted]</p> <p data-bbox="300 1171 754 1276">[Redacted]</p> <p data-bbox="244 1319 1203 1498">[Redacted]</p> <p data-bbox="244 1541 1198 1608">[Redacted]</p> <p data-bbox="300 1653 1198 1798">[Redacted]</p> <p data-bbox="300 1843 1042 1910">[Redacted]</p>	<p data-bbox="1262 1245 1445 1312">[Redacted]</p>

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Question 6: Reporting	Question Weighting
<p>[Redacted content]</p>	

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Question 7: Conflicts of Interest	Question Weighting
<p>Please provide details on how you currently manage actual or perceived conflicts of interests with any of the blocks of activities. Please provide details of any additional steps that the firm proposes on how to manage actual or perceived conflicts of interests.</p> <p><i>(Word Count Maximum: 400 words)</i></p>	
<p>[Redacted]</p>	<p>[Redacted]</p>

	[REDACTED]	
	[REDACTED]	
	[REDACTED]	

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Question 7: Conflicts of Interest	Question Weighting
<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	