



Home Office

Kings Ferry Ltd
The Travel Centre
Eastcourt Lane
Gillingham
Kent
ME8 6HW

Attn: The Kings Ferry Ltd

By email to: [REDACTED]

Date: 07/10/2020

Martello House
Shearway Business Park
Shearway Road
Folkestone
Kent
CT19 4RH

Our ref: C17079

Dear Sirs,

Supply of Coquelles Repatriation Service

Following your tender/ proposal for the supply of a minibus/ coach service between Coquelles (France) and Folkestone (UK) to the Secretary of State for the Home Department acting through Border Force, we are pleased confirm our intention to award this contract to you.

The attached contract details ("Order Form"), contract conditions and the Annexes set out the terms of the contract between Secretary of State for the Home Department for the provision of the deliverables set out in the Order Form.

We thank you for your co-operation to date and look forward to forging a successful working relationship resulting in a smooth and successful delivery of the deliverables. Please confirm your acceptance of the Conditions by signing and returning the Order Form to [REDACTED] at the above address within 7 days from the date of this Order Form. No other form of acknowledgement will be accepted. Please remember to include the reference number above in any future communications relating to this contract.

We will then arrange for Order Form to be countersigned which will create a binding contract between us.

Yours faithfully,


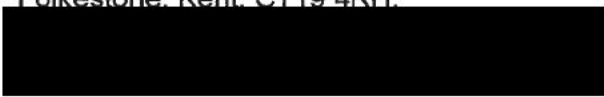

Assistant Commercial Manager

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Order Form

1. Contract Reference	C17079	
2. Date		
3. Buyer	Secretary of State for the Home Department acting through Border Force Martello House Shearway Business Park Shearway Road Folkestone Kent CT19 4RH	
4. Supplier	The Kings Ferry Limited National Express House Birmingham Coach Station Mill Lane Digbeth Birmingham B5 6DD Company Number: 03120943	
5. The Contract	<p>The Supplier shall supply the deliverables described below on the terms set out in this Order Form and the attached contract conditions ("Conditions") and any Annexes.</p> <p>Unless the context otherwise requires, capitalised expressions used in this Order Form have the same meanings as in Conditions.</p> <p>In the event of any conflict between this Order Form and the Conditions, this Order Form shall prevail.</p> <p>Please do not attach any Supplier terms and conditions to this Order Form as they will not be accepted by the Buyer and may delay conclusion of the Contract.</p>	
6. Deliverables	Goods	[None]
	Services	Coquelles Repatriation Service To be performed between: Folkestone (UK) and Coquelles (France) as set out within Annex 2
7. Specification	The specification of the Deliverables is as set out within the Annex 2	
8. Term	The Term shall commence on At 00:01 on the 1 st January 2021	

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	<p>and the Expiry Date shall be 24:00 on the 31st December 2024</p> <p>unless it is otherwise extended or terminated in accordance with the terms and conditions of the Contract.</p> <p>The Buyer may extend the Contract for a period of up to 12 months by giving not less than 10 Working Days' notice in writing to the Supplier prior to the Expiry Date. The Terms and conditions of the Contract shall apply throughout any such extended period.</p>
9. Charges	The Charges for the Deliverables shall be as set out in Annex 3
10. Payment	<p>All invoices must be sent, quoting a valid purchase order number (PO Number), to:</p> <p>hosupplierinvoices@homeoffice.gov.uk; or;</p> <p>Home Office Shared Service Centre PO Box 5015 Newport NP20 9BB</p> <p>Within 7 Working Days of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.</p> <p>To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.</p> <p>If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email to</p> <p>finance-ap-enquiries@homeoffice.gov.uk or call 0345 010 0125 between 09:00-17:00 Monday to Friday.</p>
11. Buyer Authorised Representative(s)	<p>For general liaison your contact will continue to be</p> <p> Border Force Senior Officer Border Force South East & Europe; Coquelles Martello House, Shearway Business Park, Shearway Road, Folkestone, Kent, CT19 4RH.  </p>

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	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Business Support Unit, Coquelles Border Force South East & Europe <div style="background-color: black; width: 250px; height: 40px; margin-top: 5px;"></div>	
12. Address for notices	Buyer: <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Assistant Commercial Manager Home Office Commercial Block C, 1st Floor, Soapworks, Colgate Lane, Salford M5 3FS <div style="background-color: black; width: 150px; height: 50px; margin-top: 10px;"></div>	Supplier: The Kings Ferry Limited National Express House Birmingham Coach Station Mill Lane Digbeth Birmingham B5 6DD Attention: <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> Email: <div style="background-color: black; width: 200px; height: 20px; display: inline-block;"></div>
13. Key Personnel	Not applicable	Not Applicable
dures and Policies	For the purposes of the Contract the: Staff Vetting Procedures may be found in Annex 2 Security requirements: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/710816/HMG-Security-Policy-Framework-v1.1.doc.pdf The Buyer may require the Supplier to ensure that any person employed in the delivery of the Deliverables has undertaken CTC Vetting. The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Buyer, or is of a type otherwise advised by the Buyer (each such conviction a " Relevant Conviction "), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Deliverables.	
Signed for and on behalf of the Supplier		Signed for and on behalf of the Buyer

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Name: [REDACTED]	Name:
Job Title: [REDACTED]	[REDACTED] Assistant Commercial Manager
Date: [REDACTED]	Date:
Signature: [REDACTED]	Signature:

Annex 1 – Authorised Processing Template

Contract:	C170079
Date:	

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Description Of Authorised Processing	Details
Subject matter of the processing	<ol style="list-style-type: none"> 1. Collection point addresses; and 2. Destination addresses
Duration of the processing	48 months unless the Contract Term is extended in accordance with Section 8 of the Order Form, in which case, the duration of the processing shall be 60 months.
Nature and purposes of the processing	The nature of processing shall include any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means). The purpose of the processing shall be for management and administration of transportation of Eurotunnel passengers.
Type of Personal Data	1. None
Categories of Data Subject	1. N/a

Annex 2 – Specification

1. PURPOSE

- 1.1** Transportation of non-detained Person(s) from UK control zone at the Channel Tunnel Terminal in Coquelles (France) to Folkestone in the UK.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1** Border Force is a law enforcement command within the Home Office and secures the UK border by carrying out immigration and customs controls for people and goods entering the UK.
- 2.2** The UK operates juxtaposed controls at the French side of the Channel Tunnel (Coquelles), where UK immigration and customs controls are carried within a designated UK control zone. Only when passengers and vehicles have cleared the UK controls, will they board the train to the UK.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1** The Secretary of State for the Home Department acting through Border Force (the Authority) is seeking a Contractor to transport non-detained person(s) and their personal baggage from the UK control zone at the Channel Tunnel Terminal in Coquelles (France) to Folkestone in the UK.
- 3.2** As part of the customs and immigration checks undertaken, there will be occasions when Border Force will detain or seize vehicles as part of enforcement action. If the occupants of a seized or detained vehicle are UK citizens or UK residents, they may require to be transported to Tesco in Cheriton; or; Folkestone West Train Station or Folkestone Bus station in the United Kingdom.
- 3.3** Eurotunnel, the Channel Tunnel operator, will not accept foot passengers on their trains (all passengers must have a ticket and travel on a vehicle) and Coquelles is too remote for the travelling public to access public transport 24/7.

4. DEFINITIONS

The Authority	Means the Secretary of State for the Home Department acting through Border Force.
Associated Baggage	Means bags, suitcases and other personal belongings from seized/ detained vehicles that can be carried and returned with the passenger.
Border Force	Means UK Border Force that undertake customs and immigration duties at the UK border and juxtaposed controls.
Channel Tunnel	The service operated by Eurotunnel that connects France and the UK via train.
Cheriton	Means the locality of the UK within which the Channel Tunnel offices reside.
Contractor	Means the supplier who will be contracted to deliver the service.
Coquelles	Means the locality of France within which the Channel Tunnel juxtaposed border controls reside.
Detained Vehicle	Means a vehicle that has been detained following Border Force enforcement action.
Eurotunnel	Means 'Eurotunnel' the Channel Tunnel operator.
Repatriation	Means the return of British citizens or UK residents from Coquelles to Folkestone in the United Kingdom.
Repatriation Vehicle	Vehicle that can carry a minimum of 16 (sixteen) passengers, 1 (one) driver and personal baggage weighing 30kg or less for all passengers, or, when requested, a vehicle that can carry 17 persons or more.
Seized Vehicle	Means a vehicle that has been seized following Border Force enforcement action.
UK Control Zone	Means a legally designated area within which Border Force undertakes UK customs, immigration and other law enforcement activities.

5. SCOPE OF REQUIREMENT

- 5.1 The UK control zones sit over two separate sites (Cheriton & Coquelles) that deal with the Channel Tunnel Tourist traffic and Freight traffic. The Channel Tunnel operates 24/7 all year around. Repatriations will be required from both the Freight and Tourist terminals in Coquelles, France to Folkestone in the UK.
- 5.2 The Contractor will provide vehicles to collect non-detained persons from either or both terminals (tourist/freight) at Coquelles, before returning them to Tesco in Cheriton; or; Folkestone West Train Station or Folkestone Bus station in the United Kingdom.

- 5.3 There is a requirement for the Contractor to provide a helpdesk facility to provide drivers and suitable vehicles to travel out to Coquelles and return from Coquelles

5.4 In Scope

Mandatory

- 5.4.1 The repatriation of non-detained persons to the UK from the Channel Tunnel Tourist and Freight terminals in Coquelles. This may include accompanied minors and persons with a physical or mental disability or impairment;
- 5.4.2 The repatriation of non-detained personal belongings of those being repatriated as advised by Border Force, that can be carried by hand and are not deemed to be hazardous, unsafe or unfit for transport by the Contractor's driver;
- 5.4.3 A 24 hour/ 365 days a year helpdesk facility that can be contacted by telephone, e-mail, web or software application accessible by Home Office systems to request a repatriation service.
- 5.4.4 Suitably qualified and CTC vetted drivers;
- 5.4.5 Suitable, legal and well-maintained vehicles that can transport a minimum of 16 persons and their personal belongings in addition to the driver.

Non-Mandatory

- 5.4.6 Repatriation of additional personal belongings, other than those that can be carried by those being repatriated.

5.5 Out of Scope

- 5.5.1 The transportation or repatriation of *arrested* or *detained* persons;
- 5.5.2 The transportation or repatriation of *seized* or *detained* goods;
- 5.5.3 The transportation or repatriation of *seized* or *detained* vehicles;
- 5.5.4 The repatriation of individual large, bulky or heavy (more than 30kg) personal belongings from seized vehicles that cannot be lifted or carried by the persons being repatriated; and
- 5.5.5 The repatriation of persons from other ports.

6. THE REQUIREMENT

6.1 The Authority requires the following:

- 6.1.1 The transportation of non-detained person(s) from the UK control zone at the Channel Tunnel in Coquelles (France) to the UK mainland;

- 6.1.2 A facility that enables the Authority to request repatriation assistance from the Contractor 24 hours a day and 365 (366) days a year.
- 6.2 The requirement will only relate to person(s), and their associated baggage and/ or personal belongings that can be removed and carried from seized / detained vehicles in Coquelles.
- 6.3 The service will operate between Coquelles and Tesco in Cheriton; or; Folkestone West Train Station or Folkestone Bus station in the United Kingdom. Person(s) may originate from any mode of transport. The Contractor must be capable of transportation of an individual person up to a group of person(s) travelling from a coach, or other mode of transport. The Contractor shall ensure that the agreed level of service is maintained during fluctuations in the level of demand.
- 6.4 If a service request for repatriation contains more than one individual group of persons (i.e. persons that are not linked or related and have been travelling independently), the Contractor must consider the current social distancing guidance.
- 6.5 Where there are large groups of non-related persons within the same service request for repatriation and the groups are such a size that they are unable to be transported within a 17 seater minibus whilst adhering to the current social distancing guidance, then the Contractor may be required to provide a second minibus or larger vehicle to transport both groups safely.
- 6.6 If a larger vehicle than a standard 17 seater minibus is required in order to adhere to current social distancing guidance, this will be treated in the same way as a requirement for the repatriation for 17 persons or more.
- 6.7 The Authority shall notify the Contractor that person(s) require transportation to the mainland UK. The Contractor shall ensure:
- 6.7.1 Arrival within one (1) hour from the receipt of the service request from the Authority at the required terminal at Coquelles for a repatriation vehicle being provided from France, for groups of one (1) to sixteen (16) persons (excluding the driver).
- 6.7.2 Arrival at the Eurotunnel Security Entrance in Cheriton, UK within one (1) hour from the receipt of the service request from the Authority for a repatriation vehicle being provided from the United Kingdom, for groups of one (1) to sixteen (16) persons (excluding driver) and able to depart on the next available shuttle to Coquelles – subject to Euro-Tunnel allocation
- 6.7.3 Arrival within three (3) hours from the receipt of the service request from the Authority at the required terminal at Coquelles for a repatriation vehicle being provided from France, for groups of seventeen (17) or more persons;
- 6.7.4 Arrival at the Eurotunnel Security Entrance in Cheriton, UK within three (3) hours from the receipt of the service request from the Authority for a repatriation vehicle being provided from the United Kingdom, for groups of

17 persons or more and able to depart on the next available shuttle to Coquelles – subject to Euro-Tunnel allocation.

- 6.8 The Contractor shall be responsible for the supervision of person(s) from the point the service driver arrives on site at the necessary terminal until the person(s) exit the vehicle at Folkestone:

6.8.1 At no time are the passengers under the control of the Authority or the Contractor; and

6.8.2 No person(s) requiring transportation shall be detained or under arrest.

- 6.9 The Contractor shall maintain a duty of care for all person(s) being transported within their normal provision of 'duty of care' as a coach operator;

- 6.10 The Contractor shall transport person(s) via the Channel Tunnel, unless specifically requested by The Authority.

- 6.11 The Authority has an arrangement with Eurotunnel, the Channel Tunnel operator to facilitate the shuttle journey both ways. Should circumstances lead to the delay of shuttles, or closure of the Channel Tunnel, exceptionally, and by permission of the Authority, other routes may be utilised should this provide quicker transportation i.e. Calais to Dover.

- 6.11 The Contractor shall ensure groups of one (1) or more persons are transported to a point outside Tesco in Cheriton; or; Folkestone West Train Station or Folkestone Bus station as agreed with the person(s) being repatriated. The person(s) being repatriated shall advise the driver of the repatriation vehicle of the preferred drop off point;

- 6.12 The Contractor shall provide suitable, secure and roadworthy vehicles for the transportation of persons(s).

6.13 HELPDESK FACILITY

- 6.14 The Contractor is to provide a helpdesk facility for the Authority to raise a service request. The facility should provide multiple methods of contact, such as telephone, e-mail, web or application compatible with Home Office systems.

- 6.15 The Helpdesk Facility is to operate twenty-four (24) hours per day, three hundred and sixty-five (365) / three hundred and sixty-six (366) days per year.

- 6.16 All contact and service requests raised with the Helpdesk Facility should be acknowledged, receipted and provide auditable timelines of service delivery;

- 6.17 The helpdesk facility must be able to:

6.17.1 Give an immediate response to the call for assistance

6.17.2 Manned by staff that must be English speaking;

6.17.3 Obtain all necessary information from the Authority to ensure the appropriate vehicle(s) are dispatched;

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- 6.17.4 Give an estimated time of arrival within 20 minutes of raising the service request and provide any other necessary information as required;
- 6.17.5 The Authority must be able to maintain contact with the designated driver of the vehicle Contractor once a service request for assistance has been made.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
Contract Award	Contract award will be made by 18/09/2020 to facilitate security vetting and administrative procedures.	08/10/2020
Contract Implementation	Service must commence on 01/11/2020 as specified in 6.4 above	00:01 Hours 01/11/2020
Inception & Familiarisation Meeting	Meeting to discuss process and travel arrangements prior to the commencement of the service.	By 25/09/2020

8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The Contractor will provide the Authority with monthly invoices with a backing sheet that provides a breakdown of all the service requests and relevant service credits.
- 8.2 Attendance at Contract Review meetings shall be at the Contractor's own expense.
- 9. volumes
- 9.1 The repatriation service will be required to operate throughout the year, including all public holidays (365 non-leap year/ 366 days leap year) as and when required.
- 9.2 Within the past 12 months there has been a total of 54 repatriations, averaging 4.5 per month. There have been some months where there are no repatriations. Some months have required the repatriation of 14 persons over 4 return journeys.
- 9.3 This is an ad-hoc requirement and subsequent demand is not predictable.
- 9.4 Demand for this requirement may be impacted by external factors that remain outside the control of The Authority. No guarantee can be given in relation to volumetrics.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Contractor will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration based in feedback from the Authority.
- 10.2 The Contractor should present new ways of working to the Authority during quarterly Contract review meetings.
- 10.3 The Contractor will make itself available for a scheduled meeting at the request of the Customer within 14 calendar days.
- 10.4 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

- 11.1 N/A

12. QUALITY

- 12.1 The Contractor and all vehicle drivers must hold all necessary licences and insurances required by law to operate the service and vehicles supplied within the United Kingdom and France.
- 12.2 The Contractor shall provide details of these licences and insurance to the Authority and upon request.

13. PRICE

- 13.1 The pricing schedule will be based on:
 - 13.1.1 a single minibus on a fixed cost per return crossing for the service for 16 (sixteen) persons or less (excluding driver);
 - 13.1.2 a single coach; or; on a fixed cost per return crossing for more than 17 (seventeen) persons.
 - 13.1.3 A second minibus on a fixed cost per return crossing for service for 16 (sixteen) persons or less (excluding driver).

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Contractor shall ensure that all employed drivers obey all lawful instructions and reasonable directions of the Authority and provide the service to the reasonable satisfaction of the Authority.
- 14.2 If, any representative or agent of the Contractor is perceived by the Authority to be incapable of efficiently performing their duties, or if it is not desirable or considered to be in the public interest for any person to be employed or engaged by the Contractor in relation to this Contract. The Authority may instruct the Contractor to remove such person without delay. The Contractor shall then arrange for the services to be performed by such other person as may be necessary, in default of which, the Authority may then employ such other person as may deem necessary for the purposes of carrying out the services

- 14.3 The Contractor, and its drivers, shall secure their vehicle appropriately to prevent persons using them to enter the UK illegally in compliance with the following guidance:
<https://www.gov.uk/guidance/secure-your-vehicle-to-help-stop-illegal-immigration>
- 14.4 The Contractor shall maintain their policy on security systems and processes. This will include details of how the drivers/operators of the service meet the requirements of the code of practice on Civil Penalty Legislation which can be viewed at:
<https://www.gov.uk/government/publications/level-of-penalty-code-of-practice>
- 14.5 Drivers shall comply with all reasonable requirements of the Authority concerning conduct at the Authority's or port premises.
- 14.6 The Contractor shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.7 The Contractor's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.8 The Contractor shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 14.9 The Contractor shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.10 The Contractor's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.11 The Contractor's staff will not be entitled to import any goods (including excise goods), duty free allowances or services when employed on repatriation duties.
- 15. SERVICE LEVELS AND PERFORMANCE**
- 15.1 The Authority and the Contractor will agree Key Performance Indicators (KPI's) which will be used as indicators of the success of the Contractor meeting the Authority's requirement. The Authority will measure the quality of the Contractor's delivery by:
- 15.2**

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KPI/SLA	Service Area	KPI/SLA description	Target	Consequence
1	Service Delivery	Attendance within 1 hour of notification at the relevant Eurotunnel Site in Coquelles, (France) for groups of sixteen (16) or less person(s) where service delivery or vehicles are already based in France.	100%	<ul style="list-style-type: none"> Up to 1 hour late – 5% service credit. Over 1 and up to 2 hours late – 8% service credit. Over 2 and up to 3 hours late – 12% service credit. Over 3 and up to 4 hours late – 20% service credit. Please note, this is the maximum service credit charge that can apply. Over 4 hours late or non-arrival – Critical Service Failure.
2	Service Delivery	Attendance within 1 hour of notification at the Eurotunnel, Cheriton Security entrance in the UK for groups of sixteen (16) or less person(s) where service delivery or vehicles are already based in the UK	100%	<ul style="list-style-type: none"> Up to 1 hour late – 5% service credit. Over 1 and up to 2 hours late – 8% service credit. Over 2 and up to 3 hours late – 12% service credit. Over 3 and up to 4 hours late – 20% service credit. Please note, this is the maximum service credit charge that can apply. Over 4 hours late or non-arrival – Critical Service Failure.

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3	Service Delivery	Attendance within 3 hours of notification at the relevant Eurotunnel Site in Coquelles (France), for groups of seventeen (17) or more person(s) where service delivery or vehicles are already based in France	100%	<ul style="list-style-type: none"> Up to 1 hour late – 5% service credit. Over 1 and up to 2 hours late – 8% service credit. Over 2 and up to 3 hours late – 12% service credit. Over 3 and up to 4 hours late – 20% service credit. Please note, this is the maximum service credit charge that can apply. Over 4 hours late or non-arrival – Critical Service Failure.
4	Service Delivery	Attendance within 3 hours of notification at the Eurotunnel, Cheriton Security entrance in the UK for groups of seventeen (17) or more person(s) where service delivery or vehicles are already based in the UK	100%	<ul style="list-style-type: none"> Up to 1 hour late – 5% service credit. Over 1 and up to 2 hours late – 8% service credit. Over 2 and up to 3 hours late – 12% service credit. Over 3 and up to 4 hours late – 20% service credit. Please note, this is the maximum service credit charge that can apply. Over 4 hours late or non-arrival – Critical Service Failure.

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5	Service Delivery	All calls to the Helpdesk Facility to be answered within 30 minutes time	100%	<ul style="list-style-type: none"> • Calls/ messages not returned within 30 minutes on more than three (3) occasions within each 30 day period will incur a service charge of 5% of the cost of an individual journey. • Calls/ messages not returned over 30 minutes and under 60 minutes on more than three (2) occasions within each 30 day period will incur a service charge of 10% of the cost of an individual journey. • Calls/ messages not returned in excess of 60 minutes and under 90 minutes will incur a service charge of 15% of the cost of the individual journey. • Calls/ messages not returned in excess of 90 minutes will result in a Critical Service Failure.
6	Management Information	As per 8. Management Information/reporting, on a monthly basis, the Contractor shall supply the Authority with sufficient information in order to enable the Authority to assess the Contractor's performance against the Key Performance Indicators as set out in Section 15 Service Levels and Performance.	100%	<ul style="list-style-type: none"> • Failure to achieve the target response time - £50 per instance.

15.3 CRITICAL SERVICE FAILURE

- 15.4 A Critical Service Failure is defined as any occurrence where the Contractor fails to meet the service performance required, as set out in the Key Performance Indicators within 15.2, where it is specified as a Critical Service Failure; or; where there is continually poor levels of performance by the Contractor, regardless whether or not the performance falls outside the service credit regime.
- 15.5 Continual poor levels of performance will be defined as any service failure resulting in a service credit on more than three (3) occasions within any thirty (30) day period.
- 15.6 Following any Critical Service Failure an Improvement Plan must be provided, agreed and implemented by the Contractor within 5 working days of an improvement plan being requested.
- 15.7 On the occurrence of a Critical Service Level Failure:
- 15.8 Any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and;
- 15.9 the Authority shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Contractor in respect of that Service Period.
- 15.10 Failure to provide, adhere to, or, deliver against an agreed improvement plan or timetable will be deemed as grounds for contract termination.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 The current level of Security Clearance that must be obtained is CTC (Counter Terrorist Check) before a driver may travel via the Channel Tunnel. Eurotunnel, the Channel Tunnel Operator have their own security requirements that can be found in Annex A.
- 16.2 The Contractor is responsible for providing the Authority with all requested information to fulfil all vetting requirements. The Authority is responsible for processing CTC vetting. This may take between 4-8 weeks to process.
- 16.3 The Contractor is responsible for providing the Eurotunnel with all requested information to fulfil Eurotunnel vetting requirements. Eurotunnel is responsible for processing their own vetting and upon successful completion, issuing Eurotunnel passes. This can take up to 4 weeks.
- 16.4 The Contractor will be required to pass CTC and Eurotunnel security vetting before undertaking the service and being admitted to any security restricted areas;
- 16.5 The Contractor must provide take steps to ensure that the security vetting of its staff is likely to be achieved before appointment to the service so not to impede the running of the service.
- 16.6 The Contractor must inform the Authority of any changes in circumstances or new convictions of it's drivers or staff employed on the service that is likely to affect their security clearance or ability to undertake the service;

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- 16.7 The Contractor must notify the Authority immediately of any incident or breach of security, which has taken place in relation to its staff and/ or the transport of person(s).
- 16.8 The Contractor agrees to provide the Authority and Eurotunnel with the names, details and any relevant information of new drivers prior to them undertaking the Repatriations Service.
- 16.9 The Authority reserves the right to instruct the Contractor to remove any individual from working on this contract or on any of the Authority's premises. The Authority does not have to divulge the reasons associated to this request.
- 16.10 The Contractor must provide a pool of dedicated drivers that are able to undertake and fulfil the Repatriations Service. The Contractor must keep the pool of drivers to a minimum.
- 16.11 All driver's should be easily identifiable to the Authority.
- 16.12 The Contractor must ensure that all drivers employed on the service carry a valid Driving License, valid UK passport and all necessary travel and insurance documentation.
- 16.13 The Contractor shall familiarise itself with and *at all times* observe any security requirements, Health and Safety legislation, and by-laws applying to all Authority/ Eurotunnel sites in France and the UK.
- 16.14 The contractor shall, as directed by Eurotunnel, be required to adhere to any Eurotunnel requirements for vehicle and driver approval.

17. PAYMENT AND INVOICING

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed services and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 All invoicing will be in arrears and in the format requested by the Authority.

Invoices to be submitted within 7 days, at the end of each month. All invoices should be sent, quoting a valid purchase order number in advance of the first invoice to: hosupplierinvoices@homeoffice.gov.uk; or;

Home	Office	Shared	Service	Centre
PO		Box		5015
Newport				
NP20 9BB				

- 17.6 To avoid delay in payment the invoice must be compliant and must include the PO number and the details (name and telephone number) of the Authority contact (ie Contract Manager). Non-compliant invoices will be returned.

18. CONTRACT MANAGEMENT

- 18.1 The Contractor must agree to provide monthly key performance indicator reports, required to measure the Service Credit Regime as directed by the Authority (refer to Section 15).
- 18.2 The Contractor may be required to attend Contract Review meetings with the Authority to review the performance of the Contract. These may be convened quarterly or as deemed necessary.
- 18.3 Attendance at Contract Review meetings shall be at the Contractor's own expense.

19. LOCATION

19.2 Official/ Secure Sites:

19.3 UK Border Force

Eurotunnel
U41 UK Terminal
Ashford Road
Folkestone
CT18 8XX

19.4 Border Force Tourist Controls

Terminal Touriste
Building B31
Eurotunnel Site
62231 Coquelles
France

19.5 Border Force Freight Controls

Terminal Fret
Building D41
Eurotunnel Site
62231 Coquelles
France

Annex 3 – Charges

1	Total cost of return Journey - Option 1	Cost of minibus with seating options for up to 17 seats (including driver)	Per Return Journey	
2	Total cost of return Journey - Option 2	Cost of bus/ coach with seating for over 17 individuals	Per Return Journey	
2	Total cost of return Journey - Option 2	Cost of additional 17 seater minibus	Per Return Journey	

Short form Terms

1. Definitions used in the Contract

In this Contract, unless the context otherwise requires, the following words shall have the following meanings:

"Central Government Body"	means a body listed in one of the following subcategories 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;
"Charges"	means the charges for the Deliverables as specified in the Order Form;
"Confidential Information"	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
"Contract"	means the contract between (i) the Buyer and (ii) the Supplier which is created by the Supplier's counter signing the Order Form and includes the Order Form and Annexes;
"Controller"	has the meaning given to it in the GDPR;
"Buyer"	means the person identified in the letterhead of the Order Form;
"Date of Delivery"	means that date by which the Deliverables must be delivered to the Buyer, as specified in the Order Form;
"Buyer Cause"	any breach of the obligations of the Buyer or any other default, act, omission, negligence or statement of the Buyer, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Buyer is liable to the Supplier;

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"Data Protection Legislation"	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the Data Protection Act 2018 to the extent that it relates to processing
"Data Protection Impact Assessment"	of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy; an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Officer"	has the meaning given to it in the GDPR;
"Data Subject"	has the meaning given to it in the GDPR;
"Data Loss Event"	any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"Data Subject Access Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Deliver"	means hand over the Deliverables to the Buyer at the address and on the date specified in the Order Form, which shall include unloading and any other specific arrangements agreed in accordance with Clause []. Delivered and Delivery shall be construed accordingly;
"Existing IPR"	any and all intellectual property rights that are owned by or licensed to either Party and which have been developed independently of the Contract (whether prior to the date of the Contract or otherwise);
"Expiry Date"	means the date for expiry of the Contract as set out in the Order Form;
"FOIA"	means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;

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"Force Majeure Event"	any event, occurrence, circumstance, matter or cause affecting the performance by either Party of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control which prevent or materially delay it from performing its obligations under the Contract but excluding: i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain; ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and iii) any failure of delay caused by a lack of funds;
"GDPR"	the General Data Protection Regulation (Regulation (EU) 2016/679);
"Goods"	means the goods to be supplied by the Supplier to the Buyer under the Contract;
"Good Industry Practice"	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;
"Government Data"	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 of the Buyer's confidential information, and which: i) are supplied to the Supplier by or on behalf of the Buyer; or ii) the Supplier is required to generate, process, store or transmit pursuant to the Contract; or b) any Personal Data for which the Buyer is the Data Controller;
"Information"	has the meaning given under section 84 of the FOIA;
"Information Commissioner"	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
"Insolvency Event"	in respect of a person: a) if that person is insolvent; ii) if an order is made or a resolution is passed for the winding up of the person (other than voluntarily for the purpose of solvent amalgamation or reconstruction); iii) if an administrator or administrative receiver is appointed in respect of the whole or any part of the persons assets or business; iv) if the person makes any composition with its creditors or takes or suffers any similar or analogous action to any of the actions detailed in this definition as a result of debt in any jurisdiction;

The Short form Contract

"Key Personnel"	means any persons specified as such in the Order Form or otherwise notified as such by the Buyer to the Supplier in writing;
"LED"	Law Enforcement Directive (Directive (EU) 2016/680);
"New IPR"	all and intellectual property rights in any materials created or developed by or on behalf of the Supplier pursuant to the Contract but shall not include the Supplier's Existing IPR;
"Order Form"	means the letter from the Buyer to the Supplier printed above these terms and conditions;
"Party"	the Supplier or the Buyer (as appropriate) and "Parties" shall mean both of them;
"Personal Data"	has the meaning given to it in the GDPR;
"Personal Data Breach"	has the meaning given to it in the GDPR;
"Processor"	has the meaning given to it in the GDPR;
"Purchase Order Number"	means the Buyer's unique number relating to the order for Deliverables to be supplied by the Supplier to the Buyer in accordance with the terms of the Contract;
"Regulations"	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires) as amended from time to time;
"Request Information"	for has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term "request" shall apply);
"Services"	means the services to be supplied by the Supplier to the Buyer under the Contract;
"Specification"	means the specification for the Deliverables to be supplied by the Supplier to the Buyer (including as to quantity, description and quality) as specified in the Order Form;
"Staff"	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier's obligations under the Contract;

"Staff Vetting Procedures" means vetting procedures that accord with good industry practice or, where applicable, the Buyer's procedures for the vetting of personnel as provided to the Supplier from time to time;

"Subprocessor" any third Party appointed to process Personal Data on behalf of the Supplier related to the Contract;

"Supplier Staff" all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier's obligations under a Contract;

"Supplier" means the person named as Supplier in the Order Form;

"Term" means the period from the start date of the Contract set out in the Order Form to the Expiry Date as such period may be extended in accordance with clause [] or terminated in accordance with the terms and conditions of the Contract;

"US-EU Privacy Shield Register" a list of companies maintained by the United States of America Department for Commerce that have self-certified their commitment to adhere to the European legislation relating to the processing of personal data to non-EU countries which is available online at: <https://www.privacyshield.gov/list>;

"VAT" means value added tax in accordance with the provisions of the Value Added Tax Act 1994;

"Workers" any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) (<https://www.gov.uk/government/publications/procurementpolicy-note-0815-tax-arrangements-of-appointees>) applies in respect of the Deliverables;

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

2. Understanding the Contract

In the Contract, unless the context otherwise requires:

- 2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;
- 2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;

- 2.3 the headings in this Contract are for information only and do not affect the interpretation of the Contract;
- 2.4 references to "writing" include printing, display on a screen and electronic transmission and other modes of representing or reproducing words in a visible form;
- 2.5 the singular includes the plural and vice versa;
- 2.6 a reference to any law includes a reference to that law as amended, extended, consolidated or re-enacted from time to time and to any legislation or byelaw made under that law; and
- 2.7 the word 'including', "for example" and similar words shall be understood as if they were immediately followed by the words "without limitation".

3. How the Contract works

- 3.1 The Order Form is an offer by the Buyer to purchase the Deliverables subject to and in accordance with the terms and conditions of the Contract.
- 3.2 The Supplier is deemed to accept the offer in the Order Form when the Buyer receives a copy of the Order Form signed by the Supplier.
- 3.3 The Supplier warrants and represents that its tender and all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

4. What needs to be delivered

4.1 All Deliverables

- (a) The Supplier must provide Deliverables: (i) in accordance with the Specification; (ii) to a professional standard; (iii) using reasonable skill and care; (iv) using Good Industry Practice; (v) using its own policies, processes and internal quality control measures as long as they don't conflict with the Contract; (vi) on the dates agreed; and (vii) that comply with all law.
- (b) The Supplier must provide Deliverables with a warranty of at least 90 days (or longer where the Supplier offers a longer warranty period to its Buyers) from Delivery against all obvious defects.

4.2 Goods clauses

- (a) All Goods delivered must be new, or as new if recycled, unused and of recent origin.
- (b) All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.
- (c) The Supplier transfers ownership of the Goods on completion of delivery (including off-loading and stacking) or payment for those Goods, whichever is earlier.

- (d) Risk in the Goods transfers to the Buyer on delivery, but remains with the Supplier if the Buyer notices damage following delivery and lets the Supplier know within three Working Days of delivery.
- (e) The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
- (f) The Supplier must deliver the Goods on the date and to the specified location during the Buyer's working hours.
- (g) The Supplier must provide sufficient packaging for the Goods to reach the point of delivery safely and undamaged.
- (h) All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
- (i) The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.
- (j) The Supplier will notify the Buyer of any request that Goods are returned to it or the manufacturer after the discovery of safety issues or defects that might endanger health or hinder performance and shall indemnify the Buyer against the costs arising as a result of any such request.
- (k) The Buyer can cancel any order or part order of Goods which has not been delivered. If the Buyer gives less than 14 days' notice then it will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.
- (l) The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Goods that the Buyer rejects because they don't conform with clause 4.2. If the Supplier doesn't do this it will pay the Buyer's costs including repair or re-supply by a third party.
- (m) The Buyer will not be liable for any actions, claims, costs and expenses incurred by the Supplier or any third party during delivery of the Goods unless and to the extent that it is caused by negligence or other wrongful act of the Buyer or its servant or agent. If the Buyer suffers or incurs any damage or injury (whether fatal or otherwise) occurring in the course of delivery or installation then the Supplier shall indemnify from any losses, charges costs or expenses which arise as a result of or in connection with such damage or injury where it is attributable to any act or omission of the Supplier or any of its [sub-suppliers].

4.3 Services clauses

- (a) Late delivery of the Services will be a default of the Contract.
- (b) The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions including any security requirements.
- (c) The Buyer must provide the Supplier with reasonable access to its premises at reasonable times for the purpose of supplying the Services
- (d) The Supplier must at its own risk and expense provide all equipment required to deliver the Services. Any equipment provided by the Buyer to the Supplier for supplying the Services remains the property of the Buyer and is to be returned to the Buyer on expiry or termination of the Contract.
- (e) The Supplier must allocate sufficient resources and appropriate expertise to the Contract.

- (f) The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.
- (g) On completion of the Services, the Supplier is responsible for leaving the Buyer's premises in a clean, safe and tidy condition and making good any damage that it has caused to the Buyer's premises or property, other than fair wear and tear.
- (h) The Supplier must ensure all Services, and anything used to deliver the Services, are of good quality.
- (i) The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

5. Pricing and payments

- 5.1 In exchange for the Deliverables, the Supplier shall be entitled to invoice the Buyer for the charges in the Order Form. The Supplier shall raise invoices promptly and in any event within 90 days from when the charges are due.
- 5.2 All Charges:
 - (a) exclude VAT, which is payable on provision of a valid VAT invoice;
 - (b) include all costs connected with the supply of Deliverables.
- 5.3 The Buyer must pay the Supplier the charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds to the Supplier's account stated in the Order Form.
- 5.4 A Supplier invoice is only valid if it:
 - (a) includes all appropriate references including the Purchase Order Number and other details reasonably requested by the Buyer;
 - (b) includes a detailed breakdown of Deliverables which have been delivered (if any).
- 5.5 If there is a dispute between the Parties as to the amount invoiced, the Buyer shall pay the undisputed amount. The Supplier shall not suspend the provision of the Deliverables unless the Supplier is entitled to terminate the Contract for a failure to pay undisputed sums in accordance with clause 11.6. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 33.
- 5.6 The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
- 5.7 The Supplier must ensure that all subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this doesn't happen, the Buyer can publish the details of the late payment or non-payment.

6. The Buyer's obligations to the Supplier

- 6.1 If Supplier fails to comply with the Contract as a result of a Buyer Cause:
 - (a) the Buyer cannot terminate the Contract under clause 11;

- (b) the Supplier is entitled to reasonable and proven additional expenses and to relief from liability under this Contract;
- (c) the Supplier is entitled to additional time needed to deliver the Deliverables; (d) the Supplier cannot suspend the ongoing supply of Deliverables.

6.2 Clause 6.1 only applies if the Supplier:

- (a) gives notice to the Buyer within 10 Working Days of becoming aware; (b) demonstrates that the failure only happened because of the Buyer Cause; (c) mitigated the impact of the Buyer Cause.

7. Record keeping and reporting

- 7.1 The Supplier must ensure that suitably qualified representatives attend progress meetings with the Buyer and provide progress reports when specified in the Order Form.
- 7.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract for seven years after the date of expiry or termination of the Contract.
- 7.3 The Supplier must allow any auditor appointed by the Buyer access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for the audit.
- 7.4 The Supplier must provide information to the auditor and reasonable co-operation at their request.
- 7.5 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
 - (a) tell the Buyer and give reasons;
 - (b) propose corrective action;
 - (c) provide a deadline for completing the corrective action.
- 7.6 If the Buyer, acting reasonably, is concerned as to the financial stability of the Supplier such that it may impact on the continued performance of the Contract then the Buyer may:
 - (a) require that the Supplier provide to the Buyer (for its approval) a plan setting out how the Supplier will ensure continued performance of the Contract and the Supplier will make changes to such plan as reasonably required by the Buyer and once it is agreed then the Supplier shall act in accordance with such plan and report to the Buyer on demand
 - (b) if the Supplier fails to provide a plan or fails to agree any changes which are requested by the Buyer or fails to implement or provide updates on progress with the plan, terminate the Contract immediately for material breach (or on such date as the Buyer notifies).

8. Supplier staff

- 8.1 The Supplier Staff involved in the performance of the Contract must:

- (a) be appropriately trained and qualified;
 - (b) be vetted using Good Industry Practice and in accordance with the instructions issued by the Buyer in the Order Form.
 - (c) comply with all conduct requirements when on the Buyer's premises.
- 8.2 Where a Buyer decides one of the Supplier's Staff isn't suitable to work on the Contract, the Supplier must replace them with a suitably qualified alternative.
- 8.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach clause 8.
- 8.4 The Supplier must provide a list of Supplier Staff needing to access the Buyer's premises and say why access is required.
- 8.5 The Supplier indemnifies the Buyer against all claims brought by any person employed by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.
- 8.6 The Supplier shall use those persons nominated in the Order Form (if any) to provide the Deliverables and shall not remove or replace any of them unless:
- (a) requested to do so by the Buyer (not to be unreasonably withheld or delayed);
 - (b) the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
 - (c) the person's employment or contractual arrangement with the Supplier or any subcontractor is terminated for material breach of contract by the employee.

9. Rights and protection

- 9.1 The Supplier warrants and represents that:
- (a) it has full capacity and authority to enter into and to perform the Contract;
 - (b) the Contract is executed by its authorised representative;
 - (c) it is a legally valid and existing organisation incorporated in the place it was formed;
 - (d) there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its affiliates that might affect its ability to perform the Contract;
 - (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under the Contract;
 - (f) it doesn't have any contractual obligations which are likely to have a material adverse effect on its ability to perform the Contract; and (g) it is not impacted by an Insolvency Event.
- 9.2 The warranties and representations in clause 9.1 are repeated each time the Supplier provides Deliverables under the Contract.
- 9.3 The Supplier indemnifies the Buyer against each of the following:
- (a) wilful misconduct of the Supplier, any of its subcontractor and/or Supplier Staff that impacts the Contract;
 - (b) non-payment by the Supplier of any tax or National Insurance.

- 9.4 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify the Buyer.
- 9.5 All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer's benefit by the Supplier.

10. Intellectual Property Rights (IPRs)

- 10.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it and its sublicensees to both:
- (a) receive and use the Deliverables;
 - (b) use the New IPR.
- 10.2 Any New IPR created under the Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs for the purpose of fulfilling its obligations under the Contract and a perpetual, royalty-free, non-exclusive licence to use any New IPRs.
- 10.3 Where a Party acquires ownership of intellectual property rights incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 10.4 Neither Party has the right to use the other Party's intellectual property rights, including any use of the other Party's names, logos or trademarks, except as provided in clause 10 or otherwise agreed in writing.
- 10.5 If any claim is made against the Buyer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Deliverables (an "IPR Claim"), then the Supplier indemnifies the Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result of the IPR Claim.
- 10.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:
- (a) obtain for the Buyer the rights in clauses 10.1 and 10.2 without infringing any third party intellectual property rights;
 - (b) replace or modify the relevant item with substitutes that don't infringe intellectual property rights without adversely affecting the functionality or performance of the Deliverables.

11. Ending the contract

- 11.1 The Contract takes effect on the date of or (if different) the date specified in the Order Form and ends on the earlier of the date of expiry or termination of the Contract or earlier if required by Law.

- 11.2** The Buyer can extend the Contract where set out in the Order Form in accordance with the terms in the Order Form.

11.3 Ending the Contract without a reason

The Buyer has the right to terminate the Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice and if it's terminated clause 11.5(b) to 11.5(g) applies.

11.4 When the Buyer can end the Contract

- (a) If any of the following events happen, the Buyer has the right to immediately terminate its Contract by issuing a termination notice in writing to the Supplier:
- (i) there's a Supplier Insolvency Event;
 - (ii) if the Supplier repeatedly breaches the Contract in a way to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Contract;
 - (iii) if the Supplier is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
 - (iv) there's a change of control (within the meaning of section 450 of the Corporation Tax Act 2010) of the Supplier which isn't pre-approved by the Buyer in writing;
 - (v) if the Buyer discovers that the Supplier was in one of the situations in 57(1) or 57(2) of the Regulations at the time the Contract was awarded;
 - (vi) the Court of Justice of the European Union uses Article 258 of the Treaty on the Functioning of the European Union (TFEU) to declare that the Contract should not have been awarded to the Supplier because of a serious breach of the TFEU or the Regulations;
 - (vii) the Supplier or its affiliates embarrass or bring the Buyer into disrepute or diminish the public trust in them.
- (b) If any of the events in 73(1) (a) to (c) of the Regulations (substantial modification, exclusion of the Supplier, procurement infringement) happen, the Buyer has the right to immediately terminate the Contract and clause 11.5(b) to 11.5(g) applies.

11.5 What happens if the Contract ends

Where the Buyer terminates the Contract under clause 11.4(a) all of the following apply:

- (a) the Supplier is responsible for the Buyer's reasonable costs of procuring replacement deliverables for the rest of the term of the Contract;
- (b) the Buyer's payment obligations under the terminated Contract stop immediately;
- (c) accumulated rights of the Parties are not affected;
- (d) the Supplier must promptly delete or return the Government Data except where required to retain copies by law;
- (e) the Supplier must promptly return any of the Buyer's property provided under the Contract;
- (f) the Supplier must, at no cost to the Buyer, give all reasonable assistance to the Buyer and any incoming supplier and co-operate fully in the handover and re-procurement;

- (g) the following clauses survive the termination of the Contract: [3.2.10, 6, 7.2, 9, 11, 14, 15, 16, 17, 18, 34, 35] and any clauses which are expressly or by implication intended to continue.

11.6 When the Supplier can end the Contract

- (a) The Supplier can issue a reminder notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate the Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the total Contract value or £1,000, whichever is the lower, within 30 days of the date of the reminder notice.
- (b) If a Supplier terminates the Contract under clause 11.6(a):
 - (i) the Buyer must promptly pay all outstanding charges incurred to the Supplier;
 - (ii) the Buyer must pay the Supplier reasonable committed and unavoidable losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated;
 - (iii) clauses 11.5(d) to 11.5(g) apply.

11.7 Partially ending and suspending the Contract

- (a) Where the Buyer has the right to terminate the Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends the Contract it can provide the Deliverables itself or buy them from a third party.
- (b) The Buyer can only partially terminate or suspend the Contract if the remaining parts of it can still be used to effectively deliver the intended purpose.
- (c) The Parties must agree (in accordance with clause 24) any necessary variation required by clause 11.7, but the Supplier may not either:
 - (i) reject the variation;
 - (ii) increase the Charges, except where the right to partial termination is under clause 11.3.
- (d) The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under clause 11.7.

12. How much you can be held responsible for

- 12.1 Each Party's total aggregate liability under or in connection with the Contract (whether in tort, contract or otherwise) is no more than 125% of the Charges paid or payable to the Supplier.
- 12.2 No Party is liable to the other for:
 - (a) any indirect losses;
 - (b) loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 12.3 In spite of clause 12.1, neither Party limits or excludes any of the following:
 - (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;
 - (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;

- (c) any liability that cannot be excluded or limited by law.
- 12.4 In spite of clause 12.1, the Supplier does not limit or exclude its liability for any indemnity given under clauses 7.5, 8.3, 9.5, 12.2 or 14.9.
- 12.5 Each Party must use all reasonable endeavours to mitigate any loss or damage which it suffers under or in connection with the Contract, including any indemnities.
- 12.6 If more than one Supplier is party to the Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

13. Obeying the law

- 13.1 The Supplier must, in connection with provision of the Deliverables, use reasonable endeavours to:
 - (a) comply and procure that its subcontractors comply with the Supplier Code of Conduct appearing at (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf) and such other corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time;
 - (b) support the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010;
 - (c) not use nor allow its subcontractors to use modern slavery, child labour or inhumane treatment;
 - (d) meet the applicable Government Buying Standards applicable to Deliverables which can be found online at: <https://www.gov.uk/government/collections/sustainable-procurementthe-government-buying-standards-gbs>
- 13.2 The Supplier indemnifies the Buyer against any costs resulting from any default by the Supplier relating to any applicable law to do with the Contract.
- 13.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 12.1 and Clauses 27 to 32
- 13.4 "Compliance Officer" the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;

14. Data protection

- 14.1 The Buyer is the Controller and the Supplier is the Processor for the purposes of the Data Protection Legislation.
- 14.2 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with this Contract.

- 14.3 The Supplier must not remove any ownership or security notices in or relating to the Government Data.
- 14.4 The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies every six Months.
- 14.5 The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the security requirements specified [in writing] by the Buyer.
- 14.6 If at any time the Supplier suspects or has reason to believe that the Government Data provided under the Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Buyer and immediately suggest remedial action.
- 14.7 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Buyer may either or both:
(a) tell the Supplier to restore or get restored Government Data as soon as practical but no later than five Working Days from the date that the Buyer receives notice, or the Supplier finds out about the issue, whichever is earlier; (b) restore the Government Data itself or using a third party.
- 14.8 The Supplier must pay each Party's reasonable costs of complying with clause 14.7 unless the Buyer is at fault.
- 14.9 Only the Buyer can decide what processing of Personal Data a Supplier can do under the Contract and must specify it for the Contract using the template in Annex 1 of the Order Form (*Authorised Processing*).
- 14.10 The Supplier must only process Personal Data if authorised to do so in the Annex to the Order Form (*Authorised Processing*) by the Buyer. Any further written instructions relating to the processing of Personal Data are incorporated into Annex 1 of the Order Form.
- 14.11 The Supplier must give all reasonable assistance to the Buyer in the preparation of any Data Protection Impact Assessment before starting any processing, including:
(a) a systematic description of the expected processing and its purpose;
(b) the necessity and proportionality of the processing operations;
(c) the risks to the rights and freedoms of Data Subjects;
(d) the intended measures to address the risks, including safeguards, security measures and mechanisms to protect Personal Data.
- 14.12 The Supplier must notify the Buyer immediately if it thinks the Buyer's instructions breach the Data Protection Legislation.
- 14.13 The Supplier must put in place appropriate Protective Measures to protect against a Data Loss Event which must be approved by the Buyer.
- 14.14 If lawful to notify the Buyer, the Supplier must notify it if the Supplier is required to process Personal Data by Law promptly and before processing it.

- 14.15 The Supplier must take all reasonable steps to ensure the reliability and integrity of any Supplier Staff who have access to the Personal Data and ensure that they: (a) are aware of and comply with the Supplier's duties under this clause 11;
- (b) are subject to appropriate confidentiality undertakings with the Supplier or any Subprocessor;
 - (c) are informed of the confidential nature of the Personal Data and do not provide any of the Personal Data to any third Party unless directed in writing to do so by the Buyer or as otherwise allowed by the Contract;
 - (d) have undergone adequate training in the use, care, protection and handling of Personal Data.
- 14.16 The Supplier must not transfer Personal Data outside of the EU unless all of the following are true:
- (a) it has obtained prior written consent of the Buyer;
 - (b) the Buyer has decided that there are appropriate safeguards (in accordance with Article 46 of the GDPR);
 - (c) the Data Subject has enforceable rights and effective legal remedies when transferred;
 - (d) the Supplier meets its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
 - (e) where the Supplier is not bound by Data Protection Legislation it must use its best endeavours to help the Buyer meet its own obligations under Data Protection Legislation; and
 - (f) the Supplier complies with the Buyer's reasonable prior instructions about the processing of the Personal Data.
- 14.17 The Supplier must notify the Buyer immediately if it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with the request is required or claims to be required by Law; (f) becomes aware of a Data Loss Event.
- 14.18 Any requirement to notify under clause 14.17 includes the provision of further information to the Buyer in stages as details become available.
- 14.19 The Supplier must promptly provide the Buyer with full assistance in relation to any Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 14.17. This includes giving the Buyer:
- (a) full details and copies of the complaint, communication or request;
 - (b) reasonably requested assistance so that it can comply with a Data Subject Access Request within the relevant timescales in the Data Protection Legislation;

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- (c) any Personal Data it holds in relation to a Data Subject on request;
 - (d) assistance that it requests following any Data Loss Event;
 - (e) assistance that it requests relating to a consultation with, or request from, the Information Commissioner's Office.
- 14.20 The Supplier must maintain full, accurate records and information to show it complies with this clause 14. This requirement does not apply where the Supplier employs fewer than 250 staff, unless either the Buyer determines that the processing:
- (a) is not occasional;
 - (b) includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR;
 - (c) is likely to result in a risk to the rights and freedoms of Data Subjects.
- 14.21 The Supplier must appoint a Data Protection Officer responsible for observing its obligations in this Schedule and give the Buyer their contact details.
- 14.22 Before allowing any Subprocessor to process any Personal Data, the Supplier must:
- (a) notify the Buyer in writing of the intended Subprocessor and processing;
 - (b) obtain the written consent of the Buyer;
 - (c) enter into a written contract with the Subprocessor so that this clause 14 applies to the Subprocessor;
 - (d) provide the Buyer with any information about the Subprocessor that the Buyer reasonably requires.
- 14.23 The Supplier remains fully liable for all acts or omissions of any Subprocessor.
- 14.24 At any time the Buyer can, with 30 Working Days notice to the Supplier, change this clause 14 to:
- (a) replace it with any applicable standard clauses (between the controller and processor) or similar terms forming part of an applicable certification scheme under GDPR Article 42;
 - (b) ensure it complies with guidance issued by the Information Commissioner's Office.
- 14.25 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office.
- 14.26 The Supplier:
- (a) must provide the Buyer with all Government Data in an agreed open format within 10 Working Days of a written request;
 - (b) must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
 - (c) must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
 - (d) securely erase all Government Data and any copies it holds when asked to do so by the Buyer unless required by Law to retain it;
 - (e) indemnifies the Buyer against any and all Losses incurred if the Supplier breaches clause 14 and any Data Protection Legislation.

15. What you must keep confidential

15.1 Each Party must:

- (a) keep all Confidential Information it receives confidential and secure;
- (b) not disclose, use or exploit the disclosing Party's Confidential Information without the disclosing Party's prior written consent, except for the purposes anticipated under the Contract;
- (c) immediately notify the disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.

15.2 In spite of clause 15.1, a Party may disclose Confidential Information which it receives from the disclosing Party in any of the following instances:

- (a) where disclosure is required by applicable Law or by a court with the relevant jurisdiction if the recipient Party notifies the disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
- (b) if the recipient Party already had the information without obligation of confidentiality before it was disclosed by the disclosing Party;
- (c) if the information was given to it by a third party without obligation of confidentiality;
- (d) if the information was in the public domain at the time of the disclosure;
- (e) if the information was independently developed without access to the disclosing Party's Confidential Information;
- (f) to its auditors or for the purposes of regulatory requirements;
- (g) on a confidential basis, to its professional advisers on a need-to-know basis;
- (h) to the Serious Fraud Office where the recipient Party has reasonable grounds to believe that the disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.

15.3 The Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Buyer at its request.

15.4 The Buyer may disclose Confidential Information in any of the following cases: (a) on a confidential basis to the employees, agents, consultants and contractors of the Buyer; **(b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that the Buyer transfers or proposes to transfer all or any part of its business to;** **(c) if the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions; (d) where requested by Parliament; (e) under clauses 5.7 and 16.**

15.5 For the purposes of clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in clause 15.

15.6 Information which is exempt from disclosure by clause 16 is not Confidential Information.

- 15.7 The Supplier must not make any press announcement or publicise the Contract or any part of it in any way, without the prior written consent of the Buyer and must take all reasonable steps to ensure that Supplier Staff do not either.

16. When you can share information

- 16.1 The Supplier must tell the Buyer within 48 hours if it receives a Request For Information.
- 16.2 Within the required timescales the Supplier must give the Buyer full co-operation and information needed so the Buyer can:
- (a) comply with any Freedom of Information Act (FOIA) request;
 - (b) comply with any Environmental Information Regulations (EIR) request.
- 16.3 The Buyer may talk to the Supplier to help it decide whether to publish information under clause 16. However, the extent, content and format of the disclosure is the Buyer's decision, which does not need to be reasonable.

17. Invalid parts of the contract

If any part of the Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it's valid or enforceable.

18. No other terms apply

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

19. Other people's rights in a contract

No third parties may use the Contracts (Rights of Third Parties) Act (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

20. Circumstances beyond your control

- 20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under the Contract while the inability to perform continues, if it both:
- (a) provides written notice to the other Party;
 - (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
- 20.2 Either party can partially or fully terminate the Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.

- 20.3 Where a Party terminates under clause 20.2: (a) each party must cover its own losses; (b) clause 11.5(b) to 11.5(g) applies.

21. Relationships created by the contract

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

22. Giving up contract rights

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

23. Transferring responsibilities

- 23.1 The Supplier cannot assign the Contract without the Buyer's written consent.
- 23.2 The Buyer can assign, novate or transfer its Contract or any part of it to any Crown Body, public or private sector body which performs the functions of the Buyer.
- 23.3 When the Buyer uses its rights under clause 23.2 the Supplier must enter into a novation agreement in the form that the Buyer specifies.
- 23.4 The Supplier can terminate the Contract novated under clause 23.2 to a private sector body that is experiencing an Insolvency Event.
- 23.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.
- 23.6 If the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:
- (a) their name;
 - (b) the scope of their appointment;
 - (c) the duration of their appointment.

24. Changing the contract

- 24.1 Either Party can request a variation to the Contract which is only effective if agreed in writing and signed by both Parties. The Buyer is not required to accept a variation request made by the Supplier.

25. How to communicate about the contract

- 25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they're delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective when sent unless an error message is received.
- 25.2 Notices to the Buyer or Supplier must be sent to their address in the Order Form.

- 25.3 This clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

26. Preventing fraud, bribery and corruption

26.1 The Supplier shall not:

- (a) commit any criminal offence referred to in the Regulations 57(1) and 57(2);
- (b) offer, give, or agree to give anything, to any person (whether working for or engaged by the Buyer or any other public body) an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other public function or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any other public function.

- 26.2 The Supplier shall take all reasonable steps (including creating, maintaining and enforcing adequate policies, procedures and records), in accordance with good industry practice, to prevent any matters referred to in clause 26.1 and any fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Contract and shall notify the Buyer immediately if it has reason to suspect that any such matters have occurred or is occurring or is likely to occur.

- 26.3 If the Supplier or the Staff engages in conduct prohibited by clause 26.1 or commits fraud in relation to the Contract or any other contract with the Crown (including the Buyer) the Buyer may:

- (a) terminate the Contract and recover from the Supplier the amount of any loss suffered by the Buyer resulting from the termination, including the cost reasonably incurred by the Buyer of making other arrangements for the supply of the Deliverables and any additional expenditure incurred by the Buyer throughout the remainder of the Contract; or
- (b) recover in full from the Supplier any other loss sustained by the Buyer in consequence of any breach of this clause.

27. Equality, diversity and human rights

- 27.1 The Supplier must follow all applicable equality law when they perform their obligations under the Contract, including:

- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise;
- (b) any other requirements and instructions which the Buyer reasonably imposes related to equality Law.

- 27.2 The Supplier must take all necessary steps, and inform the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on the Contract.

28. Health and safety

- 28.1 The Supplier must perform its obligations meeting the requirements of:
- (a) all applicable law regarding health and safety;
 - (b) the Buyer's current health and safety policy while at the Buyer's premises, as provided to the Supplier.
- 28.2 The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they're aware of at the Buyer premises that relate to the performance of the Contract.

29. Environment

- 29.1 When working on Site the Supplier must perform its obligations under the Buyer's current Environmental Policy, which the Buyer must provide.
- 29.2 The Supplier must ensure that Supplier Staff are aware of the Buyer's Environmental Policy.

30. Tax

- 30.1 The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. The Buyer cannot terminate the Contract where the Supplier has not paid a minor tax or social security contribution.
- 30.2 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under the Off Contract, the Supplier must both:
- (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions;
 - (b) indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.
- 30.3 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:
- (a) the Buyer may, at any time during the term of the Contract, request that the Worker provides information which demonstrates they comply with clause 30.2, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;
 - (b) the Worker's contract may be terminated at the Buyer's request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
 - (c) the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers isn't good enough to

- demonstrate how it complies with clause 30.2 or confirms that the Worker is not complying with those requirements;
- (d) the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

31. Conflict of interest

- 31.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Buyer under the Contract, in the reasonable opinion of the Buyer.
- 31.2 The Supplier must promptly notify and provide details to the Buyer if a conflict of interest happens or is expected to happen.
- 31.3 The Buyer can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential conflict of interest.

32. Reporting a breach of the contract

- 32.1 As soon as it is aware of it the Supplier and Supplier Staff must report to the Buyer any actual or suspected breach of law, clause 13.1, or clauses 26 to 31.
- 32.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in clause 32.1.

33. Resolving disputes

- 33.1 If there is a dispute between the Parties, their senior representatives who have authority to settle the dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the dispute.
- 33.2 If the dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the dispute, the dispute must be resolved using clauses 33.3 to 33.5.
- 33.3 Unless the Buyer refers the dispute to arbitration using clause 33.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
- (a) determine the dispute;
 - (b) grant interim remedies;
 - (c) grant any other provisional or protective relief.
- 33.4 The Supplier agrees that the Buyer has the exclusive right to refer any dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules

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current at the time of the dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

33.5 The Buyer has the right to refer a dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 33.3, unless the Buyer has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under clause 33.4.

33.6 The Supplier cannot suspend the performance of the Contract during any dispute.

34. Which law applies

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

