



Crown
Commercial
Service

National Further Competition 38: Vehicle Hire

RM1062 Vehicle Hire Services

**Lots 1 (UK Vehicle Hire), 5 (UK Car Share)
and 6 (International Vehicle Hire)**

Annex D: Call-Off Form

FRAMEWORK SCHEDULE 4

VEHICLE HIRE SERVICES ORDER FORM AND VEHICLE HIRE CALL-OFF TERMS

PART 1 – VEHICLE HIRE ORDER FORM

SECTION A

This Order Form is issued in accordance with the provisions of the Framework Agreement RM 1062. The Supplier agrees to supply the Services specified below on and subject to the terms of this Call-Off Contract and for the avoidance of doubt this Call-Off Contract consists of the terms set out in this Order Form and the Call-Off Terms.

DATE 10 June 2016

ORDER NUMBER 1.11.4.2859

FROM Health and Safety Executive "CUSTOMER"

TO ENTERPRISE RENT-A-CAR UK LIMITED "SUPPLIER"
Enterprise House
Melburne Park
Vicarge Road
Egham
Surrey
TW20 9FB "SUPPLIER"

SECTION B

1. CALL-OFF CONTRACT PERIOD

1.1 Call-Off Commencement Date:

01/07/2016

1.2 Call-Off Expiry Date:

End date of Call-Off Initial Period

30/06/2019

End date of Call-Off Extension Period

30/06/2020

2. CUSTOMER CORE SERVICES REQUIREMENTS

2.1 Services required

In Call-Off Schedule 2 (Services)

2.2 Location/Sites of Delivery

United Kingdom

2.3 Dates for Delivery of the Services

01 July 2016 – 30 June 2019

2.4 Implementation Plan

In Part A of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)

2.5 Standards

In Call-Off Schedule 7 (Standards)

2.6 Service Levels and Service Credits

In Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)

2.7 Critical Service Level Failure

~~In Annex 2 to Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) Not Used~~

2.8 Business Continuity and Disaster Recovery

In Call-Off Schedule 9 (Business Continuity and Disaster Recovery)

For the purposes of the definition of "Disaster" in Call-Off Schedule 1 (Definitions) the "Disaster Period shall be 2 working days.

Performance Monitoring

In Annex 1 to Part B (Additional Performance Monitoring Requirements) of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)

2.9 Security

In Call-Off Schedule 8 (Security)

2.10 Period for providing the Rectification Plan

In Clause 35.2.1(a) of the Call-Off Terms

2.11 Exit Management

In Call-Off Schedule 10 (Exit Management)

3. SUPPLIER'S INFORMATION

3.1 Supplier's inspection of Sites, Customer Property and Customer Assets

In Clause 42.5 of the Call-Off Terms and Call-Off Schedule 10 (Exit Management)

3.2 Commercially Sensitive Information

1. Supplier's or its Sub-Contractors' prices or costs

2. Supplier's or its Sub-Contractors' business model and personnel

3. Supplier's proprietary and/or licensed I.T suite and IPR

4. Supplier's product specifications and product development programme. [—————
—————]

5.4. CUSTOMER RESPONSIBILITIES

5.14.1 Customer Responsibilities

In Part B of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)

6.5. CALL-OFF CONTRACT CHARGES AND PAYMENT

6.15.1 Call-Off Contract Charges payable by the Customer (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)

In Call-Off Schedule 3 (Call-Off Contract Charges, Payment and Invoicing)

6.25.2 Estimated Year 1 Call-Off Contract Charges

Two hundred and thirty thousand pounds ~~£ 230,000~~

6.35.3 Undisputed Sums Limit

~~For the purposes of Clause 39.1.1 the Undisputed Sums Limit shall be ten percent (10%) of the Estimated Year 1 Call-Off Contract Charges. For the purposes of Clause 39.1.1 the Undisputed Sums Limit shall be forty thousand pounds [£ 40,000]~~

SECTION C

7.6. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS

7.16.1 Call-Off Guarantee

This Call-Off Contract will not be subject to a Call-Off Guarantee.

7.26.2 Key Personnel

In Part C of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and Clause 26 of the Call-Off Terms shall apply

7.36.3 Relevant Convictions

Clause 24.2.1 shall apply

7.46.4 Failure of Supplier Equipment

Clause 29.8 of the Call-Off Terms shall apply. For the purposes of Clause 29.8, the value for X shall be [insert number of Service Failures] and the value for Y shall be [insert number of months]

7.56.5 Protection of Customer Data

In clause 31.2.3 of the Call-Off Terms

7.66.6 Testing

Not used

7.76.7 Limitations on Liability

In Clause 33 of the Call-Off Terms

7.86.8 Insurance

Clause 34 of the Call-Off Terms shall apply

7.96.9 Termination without cause notice period

The minimum number of days for the purposes of Clause 38.7 of the Call-Off Terms shall be ten ~~10~~.

8.7. ADDITIONAL AND/OR ALTERNATIVE CLAUSES

8.17.1 Supplemental requirements to the Call-Off Terms

Not used.

8.27.2 Amendments to/refinements of the Call-Off Terms

Schedules 2, 9 and 10 are amended as follows:

Schedule 2 Annex 1

For Lot 1

- a. Sub-clause 3.1.4.1 is deleted in its entirety and replaced with “Unless requested otherwise conform to the manufacturer's minimum base model sold in the UK, but shall also include a spare wheel, wheel brace and jack (or equivalent such as inflation kit or run flat tyres), plus compulsory equipment .”
- b. Sub-clause 3.4.1: is deleted in its entirety and replaced with “The Supplier shall provide comprehensive service for recovery and breakdown repair 24 hours a day 365 days per year (366 days in a leap year) at no additional cost. To Meet the AA’s Obligation to attend the most vulnerable customers first, the Supplier shall attend within 2 hours from the initial request and vehicle hire service shall be re-instated within 2 hours following the initial call. It is noted that there are some international exceptions to the provision of breakdown cover. This is where breakdown cover which is provided for a Vehicle hired in the UK and to be taken to other European Countries Contracting Authority(s) shall contact the Supplier to agree cover in these eventualities.”
- c. Sub-clause 3.5.1 is deleted in its entirety and replaced with “Photographic or third party evidence of damage to Vehicles shall be provided to the Contracting Authority(s) regardless of the amount or value of the damage.”
- d. Sub-clause 3.5.2: is deleted in its entirety and replaced with “If any damage occurring to a Hired Vehicle has not been reported to the Supplier, and such damage is considered by the Supplier to have occurred after the start of the Hire Period and not subsequently been reported on the termination of the hire, then the Supplier shall notify the Contracting Authority(s) and (where possible) the Driver, within 2 working days of the termination of the hire (unless an alternative timescale is determined at Call-Off Agreement stage). A full report of any such damage (included with the photographic evidence) detailing the Contracting Authority(s) liability shall be provided. Additionally the supplier shall leave a copy of the Vehicle Inspection form at the collection address within 4 working hours of the termination detailing any damage to the vehicle.”
- e. Sub-clause 3.14.6 is deleted in its entirety and replaced with “If the Driver is not present at the time of collection, the Supplier shall complete a Vehicle Inspection Form, recording the mileage and any changes in condition for the Driver’s attention and report to the Contracting Authority(s) (or the Contracting Authority(s) nominated agent) details of any additional damage within 2 working days of the termination of the hire. To allow accurate time stamping the report should be in an email format. A copy of the Vehicle Inspection Form should also be left at the collection address. Failure to do so shall result in the Contracting Authority(s) not being liable for damage claims.

It is noted that there are exceptions when a Vehicle Inspection Form will not be a prerequisite to payment including but not limited to road traffic accidents, incidents of mis-fueling and when Enterprise is prevented from inspecting the vehicle due to the nature of the incident.”

For Lot 5

- a. Sub-clause 7.2.4.1 is deleted in its entirety and replaced with “include a spare

wheel, wheel brace and jack (or equivalent such as inflation kit or run flat tyres), plus compulsory equipment.”

b. Sub-clause 7.5.1: is deleted in its entirety and replaced with “The Supplier shall provide comprehensive service for recovery and breakdown repair 24 hours a day 365 days per year (366 days in a leap year) at no additional cost. To Meet the AA’s Obligation to attend the most vulnerable customers first, the Supplier shall attend within 2 hours from the initial request and vehicle hire service shall be re-instated within 2 hours following the initial call. It is noted that there are some international exceptions to the provision of breakdown cover. This is where breakdown cover which is provided for a Vehicle hired in the UK and to be taken to other European Countries. Contracting Authority(s) shall contact the Supplier to agree cover in these eventualities..”

c. Sub-clause 7.6.1 is deleted in its entirety and replaced with “Photographic or third party evidence of damage to Vehicles shall be provided to the Contracting Authority(s) regardless of the amount or value of the damage.”.

d. Sub-clause 7.6.2: is deleted in its entirety and replaced with “If any damage occurring to a Hired Vehicle has not been reported to the Supplier, and such damage is considered by the Supplier to have occurred after the start of the Hire Period and not subsequently been reported on the termination of the hire, then the Supplier shall notify the Contracting Authority(s) and (where possible) the Driver, within 2 working days of the termination of the hire (unless an alternative timescale is determined at Call-Off Agreement stage). A full report of any such damage (included with the photographic evidence) detailing the Contracting Authority(s) liability shall be provided. Additionally the supplier shall leave a copy of the Vehicle Inspection form at the collection address within 4 working hours of the termination detailing any damage to the vehicle.”.

For Lot 6

a. Sub-clause 8.1.4.1 is deleted in its entirety and replaced with “Conform to the manufacturer's minimum In-Country specification for the country in which hired or shall be travelling to. To also include a spare wheel, wheel brace and jack (or equivalent such as inflation kit or run flat tyres), plus compulsory equipment.”

b. Sub-clause 8.4.1: The Supplier shall provide comprehensive service for recovery and breakdown repair 24 hours a day 365 days per year (366 days in a leap year) at no additional cost. To Meet the AA’s Obligation to attend the most vulnerable customers first, the Supplier shall attend within 2 hours from the initial request and vehicle hire service shall be re-instated within 2 hours following the initial call. It is noted that there are some international exceptions to the provision of breakdown cover. This is where breakdown cover which is provided for a Vehicle hired in the UK and to be taken to other European Countries. Contracting Authority(s) shall contact the Supplier to agree cover in these eventualities.”

c. Sub-clause 8.5.1 is deleted in its entirety and replaced with “Photographic or third party evidence of damage to Vehicles shall be provided to the Contracting Authority(s) regardless of the amount or value of the damage.”

d. Sub-clause 8.5.2 is deleted in its entirety and replaced with “If any damage occurring to a Hired Vehicle has not been reported to the Supplier, and such damage is considered by the Supplier to have occurred after the start of the Hire

Period and not subsequently been reported on the termination of the hire, then the Supplier shall notify the Contracting Authority(s) and (where possible) the Driver, within 2 working days of the termination of the hire (unless an alternative timescale is determined at Call-Off Agreement stage). A full report of any such damage (included with the photographic evidence) detailing the Contracting Authority(s) liability shall be provided. Additionally the supplier shall leave a copy of the Vehicle Inspection form at the collection address within 4 working hours of the termination detailing any damage to the vehicle.”.

- e. Sub-clause 8.14.6** is deleted in its entirety and replaced with “If the Driver is not present at the time of collection, the Supplier shall complete a Vehicle Inspection Form, recording the mileage and any changes in condition for the Driver’s attention and report to the Contracting Authority(s) (or the Contracting Authority(s) nominated agent) details of any additional damage within 2 working days of the termination of the hire. To allow accurate time stamping the report should be in an email format. A copy of the Vehicle Inspection Form should also be left at the collection address. Failure to do so shall result in the Contracting Authority(s) not being liable for damage claims.

It is noted that there are exceptions when a Vehicle Inspection Form will not be a prerequisite to payment including but not limited to road traffic accidents, incidents of mis-fueling and when Enterprise is prevented from inspecting the vehicle due to the nature of the incident.”

Schedule 9

- a. Sub-clause 3.1.7** is amended to include the following wording at the end “Supplier will allow Customer reasonable access to its Business Continuity and Disaster Recover Plans during visits to specific Supplier sites. The Customer will not be entitled to copy the Business Continuity and Disaster Recover Plans.”
- b. Sub-clause 6.1.1** is deleted in its entirety and replaced with “on a regular basis and as a minimum once every twelve (12) months;”

Schedule 10

- a. Sub-clause 4.2** is deleted in its entirety and replaced with “The Customer acknowledges that the Supplier does not consent to the sharing of any Confidential Information to an actual or prospective Replacement Supplier or any third party, unless specifically approved in advance in writing by the Supplier stating precisely what aspects of Confidential Information may be shared.”

8.37.3 Alternative and/or Additional Clauses (select from Call-Off Schedule 14 (Alternative and/or Additional Clauses))

Not Used

FORMATION OF CALL-OFF CONTRACT

BY SIGNING AND RETURNING THIS ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call-Off Contract with the Customer to provide the Services.

The Parties hereby acknowledge and agree that they have read the Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

In accordance with paragraph 7 of Framework Schedule 5 (Call-Off Procedure), the Parties hereby acknowledge and agree that this Call-Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt.

For and on behalf of the Supplier:

Name and Title	
Signature	
Date	

For and on behalf of the Customer:

Name and Title	
Signature	
Date	

TABLE OF CONTENT

A.	PRELIMINARIES.....	<u>1245</u>
1.	DEFINITIONS AND INTERPRETATION	<u>1245</u>
2.	DUE DILIGENCE	<u>1346</u>
3.	REPRESENTATIONS AND WARRANTIES.....	<u>1346</u>
4.	CALL-OFF GUARANTEE	<u>1417</u>
B.	DURATION OF CALL-OFF CONTRACT	<u>1518</u>
5.	CALL-OFF CONTRACT PERIOD	<u>1518</u>
C.	CALL-OFF CONTRACT PERFORMANCE	<u>1518</u>
6.	IMPLEMENTATION PLAN.....	<u>1518</u>
7.	SERVICES	<u>1720</u>
8.	STANDARDS AND QUALITY.....	<u>1922</u>
9.	TESTING.....	<u>2023</u>
10.	SERVICE LEVELS AND SERVICE CREDITS	<u>2023</u>
11.	CRITICAL SERVICE LEVEL FAILURE	<u>2124</u>
12.	BUSINESS CONTINUITY AND DISASTER RECOVERY	<u>2124</u>
13.	DISRUPTION	<u>2124</u>
14.	SUPPLIER NOTIFICATION OF CUSTOMER CAUSE	<u>2225</u>
15.	CONTINUOUS IMPROVEMENT	<u>2225</u>
D.	CALL-OFF CONTRACT GOVERNANCE.....	<u>2326</u>
16.	PERFORMANCE MONITORING	<u>2326</u>
17.	REPRESENTATIVES.....	<u>2326</u>
18.	RECORDS, AUDIT ACCESS AND OPEN BOOK DATA	<u>2326</u>
19.	CHANGE.....	<u>2528</u>
E.	PAYMENT, TAXATION AND VALUE FOR MONEY PROVISIONS	<u>2730</u>
20.	CALL-OFF CONTRACT CHARGES AND PAYMENT	<u>2730</u>
21.	PROMOTING TAX COMPLIANCE	<u>2831</u>
22.	BENCHMARKING.....	<u>2932</u>
F.	SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS.....	<u>2932</u>
23.	KEY PERSONNEL.....	<u>2932</u>
24.	SUPPLIER PERSONNEL	<u>3033</u>
25.	STAFF TRANSFER	<u>3235</u>
26.	SUPPLY CHAIN RIGHTS AND PROTECTION.....	<u>3235</u>
G.	PROPERTY MATTERS	<u>3639</u>
27.	CUSTOMER PREMISES.....	<u>3639</u>
28.	CUSTOMER PROPERTY	<u>3740</u>
29.	SUPPLIER EQUIPMENT	<u>3740</u>
H.	INTELLECTUAL PROPERTY AND INFORMATION	<u>3841</u>
30.	INTELLECTUAL PROPERTY RIGHTS.....	<u>3841</u>

	31. SECURITY AND PROTECTION OF INFORMATION.....	<u>4245</u>
	32. PUBLICITY AND BRANDING.....	<u>4851</u>
I.	LIABILITY AND INSURANCE.....	<u>4851</u>
	33. LIABILITY.....	<u>4851</u>
	34. INSURANCE.....	<u>5053</u>
J.	REMEDIES AND RELIEF.....	<u>5154</u>
	35. CUSTOMER REMEDIES FOR DEFAULT.....	<u>5154</u>
	36. SUPPLIER RELIEF DUE TO CUSTOMER CAUSE.....	<u>5356</u>
	37. FORCE MAJEURE.....	<u>5457</u>
K.	TERMINATION AND EXIT MANAGEMENT.....	<u>5659</u>
	38. CUSTOMER TERMINATION RIGHTS.....	<u>5659</u>
	39. SUPPLIER TERMINATION RIGHTS.....	<u>5861</u>
	40. TERMINATION BY EITHER PARTY.....	<u>5861</u>
	41. PARTIAL TERMINATION, SUSPENSION AND PARTIAL SUSPENSION.....	<u>5861</u>
	42. CONSEQUENCES OF EXPIRY OR TERMINATION.....	<u>5962</u>
L.	MISCELLANEOUS AND GOVERNING LAW.....	<u>6063</u>
	43. COMPLIANCE.....	<u>6063</u>
	44. ASSIGNMENT AND NOVATION.....	<u>6164</u>
	45. WAIVER AND CUMULATIVE REMEDIES.....	<u>6164</u>
	46. RELATIONSHIP OF THE PARTIES.....	<u>6265</u>
	47. PREVENTION OF FRAUD AND BRIBERY.....	<u>6265</u>
	48. SEVERANCE.....	<u>6366</u>
	49. FURTHER ASSURANCES.....	<u>6366</u>
	50. ENTIRE AGREEMENT.....	<u>6366</u>
	51. THIRD PARTY RIGHTS.....	<u>6467</u>
	52. NOTICES.....	<u>6467</u>
	53. DISPUTE RESOLUTION.....	<u>6568</u>
	54. GOVERNING LAW AND JURISDICTION.....	<u>6568</u>
	CALL-OFF SCHEDULE 1: DEFINITIONS.....	<u>6669</u>
	CALL-OFF SCHEDULE 2: SERVICES.....	<u>8992</u>
	ANNEX 1: THE SERVICES.....	<u>9093</u>
	ANNEX 2: THE GOODS – NOT USED.....	<u>149152</u>
	CALL-OFF SCHEDULE 3: CALL-OFF CONTRACT CHARGES, PAYMENT AND INVOICING.....	<u>150153</u>
	ANNEX 1: CALL-OFF CONTRACT CHARGES.....	<u>154158</u>
	ANNEX 2: PAYMENT TERMS/PROFILE.....	<u>158162</u>
	CALL-OFF SCHEDULE 4: IMPLEMENTATION PLAN, CUSTOMER RESPONSIBILITIES AND KEY PERSONNEL.....	<u>159163</u>
	CALL-OFF SCHEDULE 5: TESTING – NOT USED.....	<u>162168</u>
	ANNEX 1: SATISFACTION CERTIFICATE.....	<u>162168</u>

CALL-OFF SCHEDULE 6: SERVICE LEVELS, SERVICE CREDITS AND PERFORMANCE MONITORING	<u>163169</u>
ANNEX 1 TO PART A: SERVICE LEVELS AND SERVICE CREDITS TABLE	<u>167173</u>
ANNEX 2 TO PART A: CRITICAL SERVICE LEVEL FAILURE	<u>169175</u>
ANNEX 1 TO PART B: ADDITIONAL PERFORMANCE MONITORING REQUIREMENTS.....	<u>172178</u>
CALL-OFF SCHEDULE 7: STANDARDS.....	<u>173179</u>
CALL-OFF SCHEDULE 8: SECURITY	<u>174180</u>
ANNEX 1: SECURITY POLICY	<u>178184</u>
ANNEX 2: SECURITY MANAGEMENT PLAN.....	<u>179185</u>
[CALL-OFF SCHEDULE 9: BUSINESS CONTINUITY AND DISASTER RECOVERY]	<u>180186</u>
CALL-OFF SCHEDULE 10: EXIT MANAGEMENT	<u>187193</u>
CALL-OFF SCHEDULE 11: STAFF TRANSFER	<u>197203</u>
ANNEX TO PART A: PENSIONS.....	<u>206212</u>
ANNEX TO PART B: PENSIONS.....	<u>214220</u>
ANNEX TO SCHEDULE: LIST OF NOTIFIED SUB-CONTRACTORS.....	<u>226232</u>
CALL-OFF SCHEDULE 12: DISPUTE RESOLUTION PROCEDURE	<u>227233</u>
CALL-OFF SCHEDULE 13: VARIATION FORM	<u>232238</u>
CALL-OFF SCHEDULE 14: ALTERNATIVE AND/OR ADDITIONAL CLAUSES.....	<u>233239</u>
CALL-OFF SCHEDULE [15]: MOD DEFCONs AND DEFFORMs.....	<u>244250</u>

PART 2 – VEHICLE HIRE SERVICES CALL-OFF TERMS

TERMS AND CONDITIONS

A. PRELIMINARIES

1. DEFINITIONS AND INTERPRETATION

- 1.1 In this Call-Off Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Call-Off Schedule 1 (Definitions) or the relevant Call-Off Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in Call-Off Schedule 1 (Definitions) or relevant Call-Off Schedule, it shall have the meaning given to it in the Framework Agreement. If no meaning is given to it in the Framework Agreement, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In this Call-Off Contract, unless the context otherwise requires:
- 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.3.5 the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "**without limitation**";
 - 1.3.6 references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to "**representations**" shall be construed as references to present facts, to "**warranties**" as references to present and future facts and to "**undertakings**" as references to obligations under this Call-Off Contract;
 - 1.3.8 references to "**Clauses**" and "**Call-Off Schedules**" are, unless otherwise provided, references to the clauses and schedules of this Call-Off Contract and references in any Call-Off Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Call-Off Schedule in which these references appear; and
 - 1.3.9 the headings in this Call-Off Contract are for ease of reference only and shall not affect the interpretation or construction of this Call-Off Contract.
- 1.4 Subject to Clauses 1.4.4 and 1.6 (Definitions and Interpretation), in the event of and only to the extent of any conflict between the Order Form, the Call-Off Terms and the provisions of the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
- 1.4.1 the Framework Agreement, except Framework Schedule 21 (Tender);
 - 1.4.2 the Order Form;
 - 1.4.3 the Call-Off Terms;
 - 1.4.4 Framework Schedule 21 (Tender).

1.5 Any permitted changes by the Customer to the Template Call-Off Terms and the Template Call-Off Form under Clause 4 (Call-Off Procedure) of the Framework Agreement and Framework Schedule 5 (Call-Off Procedure) prior to them becoming the Call-Off Terms and the Call-Off Form and the Parties entering this Call-Off Contract shall prevail over the Framework Agreement.

1.6 Where Framework Schedule 21 (Tender) contains provisions which are more favourable to the Customer in relation to this Call-Off Contract, such provisions of the Tender shall prevail. The Customer shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in this context.

2. DUE DILIGENCE

2.1 The Supplier acknowledges that:

2.1.1 the Customer has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this Call-Off Contract;

2.1.2 it has made its own enquiries to satisfy itself as to the accuracy and adequacy of the Due Diligence Information;

2.1.3 it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with the Customer before the Call-Off Commencement Date) and has entered into this Call-Off Contract in reliance on its own due diligence alone; and

2.1.4 it shall not be excused from the performance of any of its obligations under this Call-Off Contract on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:

(a) misinterpretation of the requirements of the Customer in the Order Form or elsewhere in this Call-Off Contract; and/or

(b) failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information.

3. REPRESENTATIONS AND WARRANTIES

3.1 Each Party represents and warrants that:

3.1.1 it has full capacity and authority to enter into and to perform this Call-Off Contract;

3.1.2 this Call-Off Contract is executed by its duly authorised representative;

3.1.3 there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Call-Off Contract; and

3.1.4 its obligations under this Call-Off Contract constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or Law).

3.2 The Supplier represents and warrants that:

3.2.1 it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;

3.2.2 it has all necessary consents (including, where its procedures so require, the consent of its Parent Company) and regulatory approvals to enter into this Call-Off Contract;

- 3.2.3 its execution, delivery and performance of its obligations under this Call-Off Contract does not and will not constitute a breach of any Law or obligation applicable to it and does not and will not cause or result in a Default under any agreement by which it is bound;
- 3.2.4 as at the Call-Off Commencement Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, including without limitation to the PQQ (if applicable), its Tender and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Call-Off Contract;
- 3.2.5 as at the Call-Off Commencement Date, it has notified the Customer in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in connection with any Occasions of Tax Non Compliance;
- 3.2.6 it has and shall continue to have all necessary rights in and to the Third Party IPR, the Supplier Background IPRs and any other materials made available by the Supplier (and/or any Sub-Contractor) to the Customer which are necessary for the performance of the Supplier's obligations under this Call-Off Contract including the receipt of the Services by the Customer;
- 3.2.7 it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Customer's Confidential Information (held in electronic form) owned by or under the control of, or used by, the Customer;
- 3.2.8 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Call-Off Contract;
- 3.2.9 it is not affected by an Insolvency Event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue; and
- 3.2.10 for the Call-Off Contract Period and for a period of twelve (12) months after the termination or expiry of this Call-Off Contract, the Supplier shall not employ or offer employment to any staff of the Customer which have been associated with the provision of the Services without Approval or the prior written consent of the Customer which shall not be unreasonably withheld.
- 3.3 Each of the representations and warranties set out in Clauses 3.1 and 3.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this Call-Off Contract.
- 3.4 If at any time a Party becomes aware that a representation or warranty given by it under Clauses 3.1 and 3.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 3.5 For the avoidance of doubt, the fact that any provision within this Call-Off Contract is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Supplier which constitutes a material Default.

4. CALL-OFF GUARANTEE

- 4.1 Where the Customer has stipulated in the Order Form or elsewhere in this Call-Off Contract that the Call-Off Contract shall be conditional upon receipt of a Call-Off Guarantee, then, on or prior to the Call-Off Commencement Date or on any other date specified by the Customer, the Supplier shall deliver to the Customer:

- 4.1.1 an executed Call-Off Guarantee from a Call-Off Guarantor; and
- 4.1.2 a certified copy extract of the board minutes and/or resolution of the Call-Off Guarantor approving the execution of the Call-Off Guarantee.
- 4.2 The Customer may in its sole discretion at any time agree to waive compliance with the requirement in Clause 4.1 by giving the Supplier notice in writing.

B. DURATION OF CALL-OFF CONTRACT

5. CALL-OFF CONTRACT PERIOD

- 5.1 This Call-Off Contract shall commence on the Call-Off Commencement Date and the term of this Call-Off Contract shall be the Call-Off Contract Period.

C. CALL-OFF CONTRACT PERFORMANCE

6. IMPLEMENTATION PLAN

6.1 Formation of Implementation Plan

- 6.1.1 Where the Parties agreed in the Order Form (or elsewhere in this Call-Off Contract) that an Implementation Plan (or parts thereof) shall be provided in draft by the Supplier prior to the commencement of the provision of the Services, the Supplier's draft must contain information at the level of detail necessary to manage the implementation stage effectively and as the Customer may require. The draft Implementation Plan shall take account of all dependencies known to, or which should reasonably be known to, the Supplier.
- 6.1.2 The Supplier shall submit the draft Implementation Plan to the Customer for Approval (such decision of the Customer to Approve or not shall not be unreasonably delayed or withheld) within such period as specified by the Customer in the Order Form (or elsewhere in this Call-Off Contract).
- 6.1.3 The Supplier shall perform each of the Deliverables identified in the Implementation Plan by the applicable date assigned to that Deliverable in the Implementation Plan so as to ensure that each Milestone identified in the Implementation Plan is Achieved on or before its Milestone Date.
- 6.1.4 The Supplier shall monitor its performance against the Implementation Plan and Milestones (if any) and any other requirements of the Customer as set out in this Call-Off Contract and report to the Customer on such performance.

6.2 Control of Implementation Plan

- 6.2.1 Subject to Clause 6.2.2, the Supplier shall keep the Implementation Plan under review in accordance with the Customer's instructions and ensure that it is maintained and updated on a regular basis as may be necessary to reflect the then current state of the provision of the Services. The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
- 6.2.2 Changes to the Milestones (if any), Milestone Payments (if any) and Delay Payments (if any) shall only be made in accordance with the Variation Procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Customer Cause which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).
- 6.2.3 Where so specified by the Customer in the Implementation Plan or elsewhere in this Call-Off Contract, time in relation to compliance with a date, Milestone Date or period shall be of the essence and failure of the Supplier to comply with such date, Milestone Date or period shall be a material Default unless the Parties expressly agree otherwise.

6.3 Rectification of Delay in Implementation

6.3.1 If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Call-Off Contract:

- (a) it shall:
 - (i) notify the Customer as soon as practically possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay; and
 - (ii) include in its notification an explanation of the actual or anticipated impact of the Delay; and
 - (iii) comply with the Customer's instructions in order to address the impact of the Delay or anticipated Delay; and
 - (iv) use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay; and
- (b) if the Delay or anticipated Delay relates to a Milestone in respect which a Delay Payment has been specified in the Implementation Plan, Clause 6.4 (Delay Payments) shall apply.

6.4 Delay Payments

6.4.1 If Delay Payments have been included in the Implementation Plan and a Milestone has not been achieved by the relevant Milestone Date, the Supplier shall pay to the Customer such Delay Payments (calculated as set out by the Customer in the Implementation Plan) and the following provisions shall apply:

- (a) the Supplier acknowledges and agrees that any Delay Payment is a price adjustment and not an estimate of the Loss that may be suffered by the Customer as a result of the Supplier's failure to Achieve the corresponding Milestone;
- (b) Delay Payments shall be the Customer's exclusive financial remedy for the Supplier's failure to Achieve a corresponding Milestone by its Milestone Date except where:
 - (i) the Customer is otherwise entitled to or does terminate this Call-Off Contract pursuant to Clause 38 (Customer Termination Rights) except Clause 38.7 (Termination Without Cause); or
 - (ii) the delay exceeds the number of days (the "**Delay Period Limit**") specified in Part A of Call-Off Schedule 4: (Implementation Plan, Customer Responsibilities and Key Personnel) for the purposes of this sub-Clause, commencing on the relevant Milestone Date;
- (c) the Delay Payments will accrue on a daily basis from the relevant Milestone Date and shall continue to accrue until the date when the Milestone is Achieved (unless otherwise specified by the Customer in the Implementation Plan);
- (d) no payment or concession to the Supplier by the Customer or other act or omission of the Customer shall in any way affect the rights of the Customer to recover the Delay Payments or be deemed to be a waiver of the right of the Customer to recover any such damages unless such waiver complies with Clause 45 (Waiver and Cumulative Remedies) and refers specifically to a waiver of the Customer's rights to claim Delay Payments; and
- (e) the Supplier waives absolutely any entitlement to challenge the enforceability in whole or in part of this Clause 6.4.1 and Delay

Payments shall not be subject to or count towards any limitation on liability set out in Clause 33 (Liability).

7. SERVICES

7.1 Provision of the Services

7.1.1 The Supplier acknowledges and agrees that the Customer relies on the skill and judgment of the Supplier in the provision of the Services and the performance of its obligations under this Call-Off Contract.

7.1.2 The Supplier shall ensure that the Services:

- (a) comply in all respects with any description of the Services in Call-Off Schedule 2 (Services) or elsewhere in this Call-Off Contract; and
- (b) are supplied in accordance with the provisions of this Call-Off Contract and the Tender.

7.1.3 The Supplier shall perform its obligations under this Call-Off Contract in accordance with:

- (a) all applicable Law;
- (b) Good Industry Practice;
- (c) the Standards;
- (d) the Security Policy;
- (e) the ICT Policy (if so required by the Customer); and
- (f) the Supplier's own established procedures and practices to the extent the same do not conflict with the requirements of Clauses 7.1.3(a) to 7.1.3(e).

7.1.4 The Supplier shall:

- (a) at all times allocate sufficient resources with the appropriate technical expertise to supply the Deliverables and to provide the Services in accordance with this Call-Off Contract;
- (b) subject to Clause 19.1 (Variation Procedure), obtain, and maintain throughout the duration of this Call-Off Contract, all the consents, approvals, licences and permissions (statutory, regulatory contractual or otherwise) it may require and which are necessary for the provision of the Services;
- (c) ensure that any products or services recommended or otherwise specified by the Supplier for use by the Customer in conjunction with the Deliverables and/or the Services shall enable the Deliverables and/or the Services to meet the requirements of the Customer;
- (d) ensure that the Supplier Assets will be free of all encumbrances (except as agreed in writing with the Customer); and
- (e) ensure that the Services are fully compatible with any Customer Property or Customer Assets described in Part B of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) (or elsewhere in this Call-Off Contract) or otherwise used by the Supplier in connection with this Call-Off Contract;
- (f) minimise any disruption to the Sites and/or the Customer's operations when providing the Services;

- (g) ensure that any Documentation and training provided by the Supplier to the Customer are comprehensive, accurate and prepared in accordance with Good Industry Practice;
- (h) co-operate with the Other Suppliers and provide reasonable information (including any Documentation), advice and assistance in connection with the Services to any Other Supplier and, on the Call-Off Expiry Date for any reason, to enable the timely transition of the supply of the Services (or any of them) to the Customer and/or to any Replacement Supplier;
- (i) assign to the Customer, or if it is unable to do so, shall (to the extent it is legally able to do so) hold on trust for the sole benefit of the Customer, all warranties and indemnities provided by third parties or any Sub-Contractor in respect of any Deliverables and/or the Services. Where any such warranties are held on trust, the Supplier shall enforce such warranties in accordance with any reasonable directions that the Customer may notify from time to time to the Supplier;
- (j) provide the Customer with such assistance as the Customer may reasonably require during the Call-Off Contract Period in respect of the supply of the Services;
- (k) deliver the Services in a proportionate and efficient manner;
- (l) ensure that neither it, nor any of its Affiliates, embarrasses the Customer or otherwise brings the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Supplier's obligations under this Call-Off Contract; and
- (m) gather, collate and provide such information and co-operation as the Customer may reasonably request for the purposes of ascertaining the Supplier's compliance with its obligations under this Call-Off Contract.

7.1.5 An obligation on the Supplier to do, or to refrain from doing, any act or thing shall include an obligation upon the Supplier to procure that all Sub-Contractors and Supplier Personnel also do, or refrain from doing, such act or thing.

7.2 Time of Delivery of the Services

7.2.1 The Supplier shall provide the Services on the date(s) specified in the Order Form (or elsewhere in this Call-Off Contract) and the Milestone Dates (if any). Such provision shall include compliance with the obligation on the Supplier set out in Clause 6 (Implementation Plan).

7.3 Location and Manner of Delivery of the Services

7.3.1 Except where otherwise provided in this Call-Off Contract, the Supplier shall provide the Services to the Customer through the Supplier Personnel at the Sites.

7.3.2 The Customer may inspect and examine the manner in which the Supplier provides the Services at the Sites and, if the Sites are not the Customer Premises, the Customer may carry out such inspection and examination during normal business hours and on reasonable notice.

7.4 Undelivered Services

7.4.1 In the event that any of the Services are not Delivered in accordance with Clauses 7.1 (Provision of the Services), 7.2 (Time of Delivery of the Services) and 7.3 (Location and Manner of Delivery of the Services) ("**Undelivered Services**"), the Customer, without

prejudice to any other rights and remedies of the Customer howsoever arising, shall be entitled to withhold payment of the applicable Call-Off Contract Charges for the Services that were not so Delivered until such time as the Undelivered Services are Delivered.

- 7.4.2 The Customer may, at its discretion and without prejudice to any other rights and remedies of the Customer howsoever arising, deem the failure to comply with Clauses 7.1, (Provision of the Services), 7.2 (Time of Delivery of the Services) and 7.3 (Location and Manner of Delivery of the Services) and meet the relevant Milestone Date (if any) to be a material Default.

7.5 Obligation to Remedy of Default in the Supply of the Services

- 7.5.1 Subject to Clauses 30.9.2 and 30.9.3 (IPR Indemnity) and without prejudice to any other rights and remedies of the Customer howsoever arising (including under Clauses 7.4.2 (Undelivered Services) and 35 (Customer Remedies for Default)), the Supplier shall, where practicable:

- (a) remedy any breach of its obligations in Clauses **Error! Reference source not found.** and **Error! Reference source not found.** within three (3) Working Days of becoming aware of the relevant Default or being notified of the Default by the Customer or within such other time period as may be agreed with the Customer (taking into account the nature of the breach that has occurred); and
- (b) meet all the costs of, and incidental to, the performance of such remedial work.

7.6 Continuing Obligation to Provide the Services

- 7.6.1 The Supplier shall continue to perform all of its obligations under this Call-Off Contract and shall not suspend the provision of the Services, notwithstanding:

- (a) any withholding or deduction by the Customer of any sum due to the Supplier pursuant to the exercise of a right of the Customer to such withholding or deduction under this Call-Off Contract;
- (b) the existence of an unresolved Dispute; and/or
- (c) any failure by the Customer to pay any Call-Off Contract Charges,
- (d) unless the Supplier is entitled to terminate this Call-Off Contract under Clause 39.1 (Termination on Customer Cause for Failure to Pay) for failure by the Customer to pay undisputed Call-Off Contract Charges.

8. STANDARDS AND QUALITY

- 8.1 The Supplier shall at all times during the Call-Off Contract Period comply with the Standards and maintain, where applicable, accreditation with the relevant Standards' authorisation body.

- 8.2 Throughout the Call-Off Contract Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier's provision, or the receipt by the Customer, of the Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Variation Procedure. Any change to an existing Standard which is included in Framework Schedule 2 (Services and Key Performance Indicators) shall, in addition, require the written consent of the Authority.

- 8.3 Where a new or emergent standard is to be developed or introduced by the Customer, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or the Customer's receipt of the Services is explained to the Customer (within a reasonable timeframe), prior to the implementation of the new or emergent Standard.

8.4 Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Call-Off Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard or Standards shall require Approval (and the written consent of the Authority where the relevant Standard or Standards is/are included in Framework Schedule 2 (Services and Key Performance Indicators) and shall be implemented within an agreed timescale.

8.5 The Supplier shall ensure that the Supplier Personnel shall at all times during the Call-Off Contract Period:

8.5.1 be appropriately experienced, qualified and trained to supply the Services in accordance with this Call-Off Contract;

8.5.2 apply all due skill, care, diligence in faithfully performing those duties and exercising such powers as necessary in connection with the provision of the Services; and

8.6 obey all lawful instructions and reasonable directions of the Customer (including, if so required by the Customer, the ICT Policy) and provide the Services to the reasonable satisfaction of the Customer.

8.7 Where a standard, policy or document is referred to in Call-Off Schedule 7, (Standards) by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Customer and the Parties shall agree the impact of such change.

9. TESTING

9.1 This Clause 8.6 shall apply if so specified by the Customer in the Order Form or elsewhere in this Call-Off Contract.

10. SERVICE LEVELS AND SERVICE CREDITS

10.1 The Parties shall comply with the provisions of Part A (Service Levels and Service Credits) of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).

10.2 The Supplier shall at all times during the Call-Off Contract Period provide the Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion.

10.3 The Supplier acknowledges that any Service Level Failure may have a material adverse impact on the business and operations of the Customer and that it shall entitle the Customer to the rights set out in the provisions of Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) including the right to any Service Credits.

10.4 The Supplier acknowledges and agrees that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Customer as a result of the Supplier's failure to meet any Service Level Performance Measure.

10.5 A Service Credit shall be the Customer's exclusive financial remedy for a Service Level Failure except where:

10.5.1 the Supplier has over the previous (twelve) 12 Month period accrued Service Credits in excess of the Service Credit Cap;

10.5.2 the Service Level Failure:

- (a) exceeds the relevant Service Level Threshold;
- (b) has arisen due to a Prohibited Act or wilful Default by the Supplier or any Supplier Personnel; and
- (c) results in:

- (i) the corruption or loss of any Customer Data (in which case the remedies under Clause 31.2.8 (Protection of Customer Data) shall also be available); and/or
- (ii) the Customer being required to make a compensation payment to one or more third parties; and/or

10.5.3 the Customer is otherwise entitled to or does terminate this Call-Off Contract pursuant to Clause 38 (Customer Termination Rights) except Clause 38.7 (Termination Without Cause).

10.6 Not more than once in each Contract Year the Customer may, on giving the Supplier at least three (3) Months' notice, change the weighting of Service Level Performance Measure in respect of one or more Service Level Performance Criteria and the Supplier shall not be entitled to object to, or increase the Call-Off Contract Charges as a result of such changes, provided that:

- 10.6.1 the total number of Service Level Performance Criteria for which the weighting is to be changed does not exceed the number set out, for the purposes of this clause, in Annex 2 to Part A of Call-Off Schedule 6: Service Levels, Service Credits and Performance Monitoring;
- 10.6.2 the principal purpose of the change is to reflect changes in the Customer's business requirements and/or priorities or to reflect changing industry standards; and
- 10.6.3 there is no change to the Service Credit Cap.

11. CRITICAL SERVICE LEVEL FAILURE

11.1 On the occurrence of a Critical Service Level Failure:

- 11.1.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
- 11.1.2 the Customer shall (subject to the Service Credit Cap set out in Clause 33.2.1(a) (Financial Limits)) be entitled to withhold and retain as compensation for the Critical Service Level Failure a sum equal to any Call-Off Contract Charges which would otherwise have been due to the Supplier in respect of that Service Period ("**Compensation for Critical Service Level Failure**"),

provided that the operation of this Clause 11.1 shall be without prejudice to the right of the Customer to terminate this Call-Off Contract and/or to claim damages from the Supplier for material Default as a result of such Critical Service Level Failure.

11.2 The Supplier:

- 11.2.1 agrees that the application of Clause 11.1 is commercially justifiable where a Critical Service Level Failure occurs; and
- 11.2.2 acknowledges that it has taken legal advice on the application of Clause 11.1 and has had the opportunity to price for that risk when calculating the Call-Off Contract Charges.

12. BUSINESS CONTINUITY AND DISASTER RECOVERY

12.1 Where specified in the Order Form, or elsewhere this Call-Off Contract the Parties shall comply with the provisions of Call-Off Schedule 9 (Business Continuity and Disaster Recovery).

13. DISRUPTION

13.1 The Supplier shall take reasonable care to ensure that in the performance of its obligations under this Call-Off Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.

13.2 The Supplier shall immediately inform the Customer of any actual or potential industrial action, whether such action be by the Supplier Personnel or others, which affects or might affect the Supplier's ability at any time to perform its obligations under this Call-Off Contract.

13.3 In the event of industrial action by the Supplier Personnel, the Supplier shall seek Approval to its proposals for the continuance of the supply of the Services in accordance with its obligations under this Call-Off Contract.

13.4 If the Supplier's proposals referred to in Clause 13.3 are considered insufficient or unacceptable by the Customer acting reasonably then the Customer may terminate this Call-Off Contract for material Default.

13.5 If the Supplier is temporarily unable to fulfil the requirements of this Call-Off Contract owing to disruption of normal business solely due to a Customer Cause, then subject to Clause 14 (Supplier Notification of Customer Cause), an appropriate allowance by way of an extension of time will be Approved by the Customer. In addition, the Customer will reimburse any additional expense reasonably incurred by the Supplier as a direct result of such disruption.

14. SUPPLIER NOTIFICATION OF CUSTOMER CAUSE

14.1 Without prejudice to any other obligations of the Supplier in this Call-Off Contract to notify the Customer in respect of a specific Customer Cause (including the notice requirements under Clause 39.1.1 (Termination on Customer Cause for Failure to Pay)), the Supplier shall:

- 14.1.1 notify the Customer as soon as reasonably practicable ((and in any event within two (2) Working Days of the Supplier becoming aware)) that a Customer Cause has occurred or is reasonably likely to occur, giving details of:
- (a) the Customer Cause and its effect, or likely effect, on the Supplier's ability to meet its obligations under this Call-Off Contract; and
 - (b) any steps which the Customer can take to eliminate or mitigate the consequences and impact of such Customer Cause; and
 - (c) use all reasonable endeavours to eliminate or mitigate the consequences and impact of a Customer Cause, including any Losses that the Supplier may incur and the duration and consequences of any Delay or anticipated Delay.

15. CONTINUOUS IMPROVEMENT

15.1 The Supplier shall have an ongoing obligation throughout the Call-Off Contract Period to identify new or potential improvements to the provision of the Services in accordance with this Clause 15 with a view to reducing the Customer's costs (including the Call-Off Contract Charges) and/or improving the quality and efficiency of the Services and their supply to the Customer. As part of this obligation the Supplier shall identify and report to the Customer once every twelve (12) months:

- 15.1.1 the emergence of new and evolving relevant technologies which could improve the Sites and/or the provision of the Services, and those technological advances potentially available to the Supplier and the Customer which the Parties may wish to adopt;
- 15.1.2 new or potential improvements to the provision of the Services including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and Customer support services in relation to the Services;
- 15.1.3 changes in business processes and ways of working that would enable the Services to be provided at lower costs and/or at greater benefits to the Customer; and/or

- 15.1.4 changes to the Sites business processes and ways of working that would enable reductions in the total energy consumed annually in the provision of the Services.
- 15.2 The Supplier shall ensure that the information that it provides to the Customer shall be sufficient for the Customer to decide whether any improvement should be implemented. The Supplier shall provide any further information that the Customer requests.
- 15.3 If the Customer wishes to incorporate any improvement identified by the Supplier, the Customer shall request a Variation in accordance with the Variation Procedure and the Supplier shall implement such Variation at no additional cost to the Customer.

D. CALL-OFF CONTRACT GOVERNANCE

16. PERFORMANCE MONITORING

- 16.1 Unless otherwise Approved or notified by the Customer, the Supplier shall comply with the monitoring requirements set out in Part B of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).
- 16.2 The Supplier shall implement all measurement and monitoring tools and procedures necessary to measure, monitor and report on the Supplier's performance of the provision of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels. Unless the Customer specifies otherwise, the Supplier shall obtain Approval of the relevant measuring and monitoring tools and procedures prior to using the same.
- 16.3 In the case of any additional or alternative monitoring requirements of the Customer, the provisions relating to performance monitoring of this Call-Off Contract shall apply as set out in Annex 1 to Part B of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).

17. REPRESENTATIVES

- 17.1 Each Party shall have a representative for the duration of this Call-Off Contract who shall have the authority to act on behalf of their respective Party on the matters set out in, or in connection with, this Call-Off Contract.
- 17.2 The initial Supplier Representative shall be the person named as such in the Order Form. Any change to the Supplier Representative shall be agreed in accordance with Clause 24 (Supplier Personnel).
- 17.3 The Customer shall notify the Supplier of the identity of the initial Customer Representative within five (5) Working Days of the Call-Off Commencement Date. The Customer may, by written notice to the Supplier, revoke or amend the authority of the Customer Representative or appoint a new Customer Representative.

18. RECORDS, AUDIT ACCESS AND OPEN BOOK DATA

- 18.1 The Supplier shall keep and maintain for seven (7) years after the Call-Off Expiry Date (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of this Call-Off Contract including the Services provided under it, any Sub-Contracts and the amounts paid by the Customer.
- 18.2 The Supplier shall:
- 18.2.1 keep the records and accounts referred to in Clause 18.1 in accordance with Good Industry Practice and Law; and
- 18.2.2 afford any Auditor access to the records and accounts referred to in Clause 18.1 at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same, as may be required by any of the Auditors from time to time during the Call-Off Contract Period and the period specified in

Clause 18.1, in order that the Auditor(s) may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Call-Off Contract Agreement including for the following purposes to:

- (a) verify the accuracy of the Call-Off Contract Charges and any other amounts payable by the Customer under this Call-Off Contract (and proposed or actual variations to them in accordance with this Call-Off Contract);
- (b) verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Services;
- (c) verify the Open Book Data;
- (d) verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
- (e) identify or investigate an actual or suspected Prohibited Act, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Customer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
- (f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Framework Guarantor and/or the Call-Off Guarantor and/or any Sub-Contractors or their ability to perform the Services;
- (g) obtain such information as is necessary to fulfil the Customer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
- (h) review any books of account and the internal contract management accounts kept by the Supplier in connection with this Call-Off Contract;
- (i) carry out the Customer's internal and statutory audits and to prepare, examine and/or certify the Customer's annual and interim reports and accounts;
- (j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
- (k) review any Performance Monitoring Reports provided under Part B of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) and/or other records relating to the Supplier's performance of the provision of the Services and to verify that these reflect the Supplier's own internal reports and records;
- (l) verify the accuracy and completeness of any information delivered or required by this Call-Off Contract;
- (m) review the Supplier's quality management systems (including any quality manuals and procedures);
- (n) review the Supplier's compliance with the Standards;
- (o) inspect the Customer Assets, including the Customer's IPRs, equipment and facilities, for the purposes of ensuring that the Customer Assets are secure and that any register of assets is up to date; and/or

- (p) review the integrity, confidentiality and security of the Customer Data.

18.3 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Services save insofar as the Supplier accepts and acknowledges that control over the conduct of audits carried out by the Auditor(s) is outside of the control of the Customer.

18.4 Subject to the Supplier's rights in respect of Confidential Information, the Supplier shall on demand provide the Auditor(s) with all reasonable co-operation and assistance in:

- 18.4.1 all reasonable information requested by the Customer within the scope of the audit;
- 18.4.2 reasonable access to sites controlled by the Supplier and to any Supplier Equipment used in the provision of the Services; and
- 18.4.3 access to the Supplier Personnel.

18.5 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 18, unless the audit reveals a Default by the Supplier in which case the Supplier shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

19. CHANGE

19.1 Variation Procedure

- 19.1.1 Subject to the provisions of this Clause 19 and of Call-Off Schedule 3 (Call-Off Contract Charges, Payment and Invoicing), either Party may request a variation to this Call-Off Contract provided that such variation does not amount to a material change of this Call-Off Contract within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "**Variation**".
- 19.1.2 A Party may request a Variation by completing and sending the Variation Form to the other Party giving sufficient information for the receiving Party to assess the extent of the proposed Variation and any additional cost that may be incurred.
- 19.1.3 The Customer may require the Supplier to carry out an impact assessment of the Variation on the Services (the "**Impact Assessment**"). The Impact Assessment shall be completed in good faith and shall include:
 - (a) details of the impact of the proposed Variation on the Services and the Supplier's ability to meet its other obligations under this Call-Off Contract;
 - (b) details of the cost of implementing the proposed Variation;
 - (c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Call-Off Contract Charges, any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;
 - (d) a timetable for the implementation, together with any proposals for the testing of the Variation; and
 - (e) such other information as the Customer may reasonably request in (or in response to) the Variation request.
- 19.1.4 The Parties may agree to adjust the time limits specified in the Variation request to allow for the preparation of the Impact Assessment.
- 19.1.5 Subject to 19.1.4, the receiving Party shall respond to the request within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the

discretion of the Customer having regard to the nature of the Order and the proposed Variation.

19.1.6 In the event that:

- (a) the Supplier is unable to agree to or provide the Variation; and/or
- (b) the Parties are unable to agree a change to the Call-Off Contract Charges that may be included in a request of a Variation or response to it as a consequence thereof,

the Customer may:

- (i) agree to continue to perform its obligations under this Call-Off Contract without the Variation; or
- (ii) terminate this Call-Off Contract with immediate effect, except where the Supplier has already fulfilled part or all of the Order in accordance with this Call-Off Contract or where the Supplier can show evidence of substantial work being carried out to fulfil the Order, and in such a case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution Procedure.

19.1.7 If the Parties agree the Variation, the Supplier shall implement such Variation and be bound by the same provisions so far as is applicable, as though such Variation was stated in this Call-Off Contract.

19.2 Legislative Change

19.2.1 The Supplier shall neither be relieved of its obligations under this Call-Off Contract nor be entitled to an increase in the Call-Off Contract Charges as the result of a:

- (a) General Change in Law;
- (b) Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Call-Off Commencement Date.

19.2.2 If a Specific Change in Law occurs or will occur during the Call-Off Contract Period (other than as referred to in Clause 19.2.1(b)), the Supplier shall:

- (a) notify the Customer as soon as reasonably practicable of the likely effects of that change including:
 - (i) whether any Variation is required to the provision of the Services, the Call-Off Contract Charges or this Call-Off Contract; and
 - (ii) whether any relief from compliance with the Supplier's obligations is required, including any obligation to Achieve a Milestone and/or to meet the Service Level Performance Measures; and
- (b) provide to the Customer with evidence:
 - (i) that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-Contractors;
 - (ii) as to how the Specific Change in Law has affected the cost of providing the Services; and
 - (iii) demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions

of Clause 15 (Continuous Improvement), has been taken into account in amending the Call-Off Contract Charges.

- 19.2.3 Any change in the Call-Off Contract Charges or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 19.2.1(b)) shall be implemented in accordance with the Variation Procedure.

E. PAYMENT, TAXATION AND VALUE FOR MONEY PROVISIONS

20. CALL-OFF CONTRACT CHARGES AND PAYMENT

20.1 Call-Off Contract Charges

- 20.1.1 In consideration of the Supplier carrying out its obligations under this Call-Off Contract, including the provision of the Services, the Customer shall pay the undisputed Call-Off Contract Charges in accordance with the pricing and payment profile and the invoicing procedure in Call-Off Schedule 3 (Call-Off Contract Charges, Payment and Invoicing).
- 20.1.2 Except as otherwise provided, each Party shall each bear its own costs and expenses incurred in respect of compliance with its obligations under Clauses 9 (Testing), 18 (Records, Audit Access and Open Book Data), 31.5 (Freedom of Information), 31.6 (Protection of Personal Data).
- 20.1.3 If the Customer fails to pay any undisputed Call-Off Contract Charges properly invoiced under this Call-Off Contract, the Supplier shall have the right to charge interest on the overdue amount at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.
- 20.1.4 If at any time during this Call-Off Contract Period the Supplier reduces its Framework Prices for any Services which are provided under the Framework Agreement (whether or not such Services are offered in a catalogue, if any, which is provided under the Framework Agreement) in accordance with the terms of the Framework Agreement, the Supplier shall immediately reduce the Call-Off Contract Charges for such Services under this Call-Off Contract by the same amount.

20.2 VAT

- 20.2.1 The Call-Off Contract Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Customer following delivery of a Valid Invoice.
- 20.2.2 The Supplier shall indemnify the Customer on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Customer at any time (whether before or after the making of a demand pursuant to the indemnity hereunder) in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Call-Off Contract. Any amounts due under this Clause 20.2 (VAT) shall be paid in cleared funds by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

20.3 Retention and Set Off

- 20.3.1 The Customer may retain or set off any amount owed to it by the Supplier against any amount due to the Supplier under this Call-Off Contract or under any other agreement between the Supplier and the Customer.
- 20.3.2 If the Customer wishes to exercise its right pursuant to Clause 20.3.1 it shall give notice to the Supplier within thirty (30) days of receipt of the relevant invoice, setting out the Customer's reasons for retaining or setting off the relevant Call-Off Contract Charges.
- 20.3.3 The Supplier shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the

Supplier has obtained a sealed court order requiring an amount equal to such deduction to be paid by the Customer to the Supplier.

20.4 Foreign Currency

20.4.1 Any requirement of Law to account for the Services in any currency other than Sterling, (or to prepare for such accounting) instead of and/or in addition to Sterling, shall be implemented by the Supplier free of charge to the Customer.

20.4.2 The Customer shall provide all reasonable assistance to facilitate compliance with Clause 20.4.1 by the Supplier.

20.5 Income Tax and National Insurance Contributions

20.5.1 Where the Supplier or any Supplier Personnel are liable to be taxed in the UK or to pay national insurance contributions in respect of consideration received under this Call-Off Contract, the Supplier shall:

- (a) at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, and the Social Security Contributions and Benefits Act 1992 and all other statutes and regulations relating to national insurance contributions, in respect of that consideration; and
- (b) indemnify the Customer against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made (whether before or after the making of a demand pursuant to the indemnity hereunder) in connection with the provision of the Services by the Supplier or any Supplier Personnel.

20.5.2 In the event that any one of the Supplier Personnel is a Worker as defined in Call-Off Schedule 1 (Definitions) who receives consideration relating to the Services, then, in addition to its obligations under Clause 20.5.1, the Supplier shall ensure that its contract with the Worker contains the following provisions:

- (a) that the Customer may, at any time during the Call-Off Contract Period, request that the Worker provides information which demonstrates how the Worker complies with the requirements in Clause 20.5.1, or why those requirements do not apply to it. In such case, the Customer may specify the information which the Worker must provide and the period within which that information must be provided;
- (b) that the Worker's contract may be terminated at the Customer's request if:
 - (i) the Worker fails to provide the information requested by the Customer within the time specified by the Customer under Clause 23.5.2(a); and/or
 - (ii) the Worker provides information which the Customer considers is inadequate to demonstrate how the Worker complies with Clauses 20.5.1(a) or 20.5.1(b) or confirms that the Worker is not complying with those requirements; and
- (c) that the Customer may supply any information it receives from the Worker to HMRC for the purpose of the collection and management of revenue for which they are responsible.

21. PROMOTING TAX COMPLIANCE

21.1 If, at any point during the Call-Off Contract Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:

21.1.1 notify the Customer in writing of such fact within five (5) Working Days of its occurrence; and

21.1.2 promptly provide to the Customer:

(a) details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and

(b) such other information in relation to the Occasion of Tax Non-Compliance as the Customer may reasonably require.

21.2 In the event that the Supplier fails to comply with this Clause 21 and/or does not provide details of proposed mitigating factors which in the reasonable opinion of the Customer are acceptable, then the Customer reserves the right to terminate this Call-Off Contract for material Default.

22. BENCHMARKING

22.1 Notwithstanding the Supplier's obligations under Clause 15 (Continuous Improvement), the Customer shall be entitled to regularly benchmark the Call-Off Contract Charges and level of performance by the Supplier of the supply of the Services, against other suppliers providing Services substantially the same as the Services during the Call-Off Contract Period.

22.2 The Customer, acting reasonably, shall be entitled to use any model to determine the achievement of value for money and to carry out the benchmarking evaluation referred to in Clause 22.1 above.

22.3 The Customer shall be entitled to disclose the results of any benchmarking of the Call-Off Contract Charges and provision of the Services to the Authority and any Contracting Authority(s) (subject to the Contracting Authority(s) entering into reasonable confidentiality undertakings).

22.4 The Supplier shall use all reasonable endeavours and act in good faith to supply information required by the Customer in order to undertake the benchmarking and such information requirements shall be at the discretion of the Customer.

22.5 Where, as a consequence of any benchmarking carried out by the Customer, the Customer decides improvements to the Services should be implemented such improvements shall be implemented by way of the Variation Procedure at no additional cost to the Customer.

22.6 The benefit of any work carried out by the Supplier at any time during the Call-Off Contract Period to update, improve or provide the Services, facilitate their delivery to any other Contracting Authority(s) and/or any alterations or variations to the Charges or the provision of the Services, which are identified in the Continuous Improvement Plan produced by the Supplier and/or as a consequence of any benchmarking carried out by the Authority pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking), shall be implemented by the Supplier in accordance with the Variation Procedure and at no additional cost to the Customer.

F. SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS

23. KEY PERSONNEL

23.1 This Clause shall apply if so specified in the Order Form, or elsewhere in this Call-Off Contract. Part C of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) lists the key roles ("**Key Roles**") and names of the

persons who the Supplier shall appoint to fill those Key Roles at the Call-Off Commencement Date.

23.2 The Supplier shall ensure that the Key Personnel fulfil the Key Roles at all times during the Call-Off Contract Period.

23.3 The Customer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Personnel.

23.4 The Supplier shall not remove or replace any Key Personnel (including when carrying out its obligations under Call-Off Schedule 10 (Exit Management)) unless:

- 23.4.1 requested to do so by the Customer;
- 23.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave;
- 23.4.3 the person's employment or contractual arrangement with the Supplier or a Sub-Contractor is terminated for material breach of contract by the employee; or
- 23.4.4 the Supplier obtains the Customer's prior written consent (such consent not to be unreasonably withheld or delayed).

23.5 The Supplier shall:

- 23.5.1 notify the Customer promptly of the absence of any Key Personnel (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
- 23.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
- 23.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Personnel and, except in the cases of death, unexpected ill health or a material breach of the Key Personnel's employment contract, this will mean at least three (3) Months' notice;
- 23.5.4 ensure that all arrangements for planned changes in Key Personnel provide adequate periods during which incoming and outgoing personnel work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Services; and
- 23.5.5 ensure that any replacement for a Key Role:
 - (a) has a level of qualifications and experience appropriate to the relevant Key Role; and
 - (b) is fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced.
- 23.5.6 shall and shall procure that any Sub-Contractor shall not remove or replace any Key Personnel during the Call-Off Contract Period without Approval.

23.6 The Customer may require the Supplier to remove any Key Personnel that the Customer considers in any respect unsatisfactory. The Customer shall not be liable for the cost of replacing any Key Personnel.

24. SUPPLIER PERSONNEL

24.1 Supplier Personnel

- 24.1.1 The Supplier shall:
 - (a) provide a list of the names of all Supplier Personnel requiring admission to Customer Premises, specifying the capacity in which they require admission and giving such other particulars as the Customer may reasonably require;

- (b) ensure that all Supplier Personnel:
 - (i) are appropriately qualified, trained and experienced to provide the Services with all reasonable skill, care and diligence;
 - (ii) are vetted in accordance with Good Industry Practice and, where applicable, the Security Policy and the Standards; and
 - (iii) comply with all reasonable requirements of the Customer concerning conduct at the Customer Premises, including the security requirements set out in Call-Off Schedule 8 (Security);
- (c) subject to Call-Off Schedule 11 (Staff Transfer), retain overall control of the Supplier Personnel at all times so that the Supplier Personnel shall not be deemed to be employees, agents or contractors of the Customer;
- (d) be liable at all times for all acts or omissions of Supplier Personnel, so that any act or omission of a member of any Supplier Personnel which results in a Default under this Call-Off Contract shall be a Default by the Supplier;
- (e) use all reasonable endeavours to minimise the number of changes in Supplier Personnel;
- (f) replace (temporarily or permanently, as appropriate) any Supplier Personnel as soon as practicable if any Supplier Personnel have been removed or are unavailable for any reason whatsoever;
- (g) bear the programme familiarisation and other costs associated with any replacement of any Supplier Personnel; and
- (h) procure that the Supplier Personnel shall vacate the Customer Premises immediately upon the Call-Off Expiry Date.

24.1.2 If the Customer reasonably believes that any of the Supplier Personnel are unsuitable to undertake work in respect of this Call-Off Contract, it may:

- (a) refuse admission to the relevant person(s) to the Customer Premises; and/or
- (b) direct the Supplier to end the involvement in the provision of the Services of the relevant person(s).

24.1.3 The decision of the Customer as to whether any person is to be refused access to the Customer Premises shall be final and conclusive.

24.2 Relevant Convictions

24.2.1 Where specified in the Order Form or elsewhere in this Call-Off Contract, the Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without Approval.

24.2.2 Notwithstanding Clause 24.2.1, for each member of Supplier Personnel who, in providing the Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Customer owes a special duty of care, the Supplier shall (and shall procure that the relevant Sub-Contractor shall):

- (a) carry out a check with the records held by the Department for Education (DfE);
- (b) conduct thorough questioning regarding any Relevant Convictions; and

- (c) ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS), and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Services any person who has a Relevant Conviction or an inappropriate record.

25. STAFF TRANSFER

25.1 The Parties agree that :

25.1.1 where the commencement of the provision of the Services or any part of the Services results in one or more Relevant Transfers, Call-Off Schedule 11 (Staff Transfer) shall apply as follows:

- (a) where the Relevant Transfer involves the transfer of Transferring Authority Employees, Part A of Call-Off Schedule 11 (Staff Transfer) shall apply;
- (b) where the Relevant Transfer involves the transfer of Transferring Former Supplier Employees, Part B of Call-Off Schedule 11 (Staff Transfer) shall apply;
- (c) where the Relevant Transfer involves the transfer of Transferring Authority Employees and Transferring Former Supplier Employees, Parts A and B of Call-Off Schedule 11 (Staff Transfer) shall apply; and
- (d) Part C of Call-Off Schedule 11 (Staff Transfer) shall not apply;

25.1.2 where commencement of the provision of the Services or a part of the Services does not result in a Relevant Transfer, Part C of Call-Off Schedule 11 (Staff Transfer) shall apply and Parts A and B of Call-Off Schedule 11 (Staff Transfer) shall not apply; and

25.1.3 Part D of Call-Off Schedule 11 (Staff Transfer) shall apply on the expiry or termination of the Services or any part of the Services;

25.2 The Supplier shall both during and after the Call-Off Contract Period indemnify the Customer against all Employee Liabilities that may arise as a result of any claims brought against the Customer by any person where such claim arises from any act or omission of the Supplier or any Supplier Personnel.

26. SUPPLY CHAIN RIGHTS AND PROTECTION

26.1 Appointment of Sub-Contractors

26.1.1 The Supplier shall exercise due skill and care in the selection of any Sub-Contractors to ensure that the Supplier is able to:

- (a) manage any Sub-Contractors in accordance with Good Industry Practice;
- (b) comply with its obligations under this Call-Off Contract in the Delivery of the Services; and
- (c) assign, novate or otherwise transfer to the Customer or any Replacement Supplier any of its rights and/or obligations under each Sub-Contract that relates exclusively to this Call-Off Contract.

26.1.2 Prior to sub-contacting any of its obligations under this Call-Off Contract, the Supplier shall provide the Customer with:

- (a) the proposed Sub-Contractor's name, registered office and company registration number;

- (b) the scope of any Services to be provided by the proposed Sub-Contractor; and
- (c) where the proposed Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Customer that the proposed Sub-Contract has been agreed on "arm's-length" terms.

26.1.3 If requested by the Customer within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 26.1.2, the Supplier shall also provide:

- (a) a copy of the proposed Sub-Contract; and
- (b) any further information reasonably requested by the Customer.

26.1.4 The Customer may, within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 26.1.2 (or, if later, receipt of any further information requested pursuant to Clause 26.1.3), object to the appointment of the relevant Sub-Contractor they consider that:

- (a) the appointment of a proposed Sub-Contractor may prejudice the provision of the Services or may be contrary to the interests respectively of the Customer under this Call-Off Contract;
 - (b) the proposed Sub-Contractor is unreliable and/or has not provided reasonable services to its other Customers; and/or
 - (c) the proposed Sub-Contractor employs unfit persons,
- in which case, the Supplier shall not proceed with the proposed appointment.

26.1.5 If:

- (a) the Customer has not notified the Supplier that it objects to the proposed Sub-Contractor's appointment by the later of ten (10) Working Days of receipt of:
 - (i) the Supplier's notice issued pursuant to Clause 26.1.2; and
 - (ii) any further information requested by the Customer pursuant to Clause 26.1.3; and
- (b) the proposed Sub-Contract is not a Key Sub-Contract which shall require the written consent of the Authority and the Customer in accordance with Clause 26.2 (Appointment of Key Sub-Contractors).

the Supplier may proceed with the proposed appointment.

26.2 Appointment of Key Sub-Contractors

26.2.1 The Authority and the Customer have consented to the engagement of the Key Sub-Contractors listed in Framework Schedule 7 (Key Sub-Contractors).

26.2.2 Where the Supplier wishes to enter into a new Key Sub-Contract or replace a Key Sub-Contractor, it must obtain the prior written consent of the Authority and the Customer (the decision to consent or otherwise not to be unreasonably withheld or delayed). The Authority and/or the Customer may reasonably withhold its consent to the appointment of a Key Sub-Contractor if any of them considers that:

- (a) the appointment of a proposed Key Sub-Contractor may prejudice the provision of the Services or may be contrary to its interests;
- (b) the proposed Key Sub-Contractor is unreliable and/or has not provided reasonable services to its other Customers; and/or
- (c) the proposed Key Sub-Contractor employs unfit persons.

26.2.3 Except where the Authority and the Customer have given their prior written consent under Clause 26.2.1, the Supplier shall ensure that each Key Sub-Contract shall include:

- (a) provisions which will enable the Supplier to discharge its obligations under this Call-Off Contract;
- (b) a right under CRTPA for the Customer to enforce any provisions under the Key Sub-Contract which confer a benefit upon the Customer;
- (c) a provision enabling the Customer to enforce the Key Sub-Contract as if it were the Supplier;
- (d) a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to the Customer or any Replacement Supplier;
- (e) obligations no less onerous on the Key Sub-Contractor than those imposed on the Supplier under this Call-Off Contract in respect of:
 - (i) data protection requirements set out in Clauses 31.1 (Security Requirements), 31.2 (Protection of Customer Data) and 31.6 (Protection of Personal Data);
 - (ii) FOIA requirements set out in Clause 31.5 (Freedom of Information);
 - (iii) the obligation not to embarrass the Customer or otherwise bring the Customer into disrepute set out in Clause 7.1.4(I) (Provision of Services);
 - (iv) the keeping of records in respect of the Services being provided under the Key Sub-Contract, including the maintenance of Open Book Data; and
 - (v) the conduct of audits set out in Clause 18 (Records, Audit Access & Open Book Data);
- (f) provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Customer under Clauses 38 (Customer Termination Rights), 40 (Termination by Either Party) and 42 (Consequences of Expiry or Termination) of this Call-Off Contract;
- (g) a provision restricting the ability of the Key Sub-Contractor to Sub-Contract all or any part of the provision of the Services provided to the Supplier under the Sub-Contract without first seeking the written consent of the Customer;
- (h) a provision, where a provision in Call-Off Schedule 11 (Staff Transfer) imposes an obligation on the Supplier to provide an indemnity, undertaking or warranty, requiring the Key Sub-Contractor to provide such indemnity, undertaking or warranty to the Customer, Former Supplier or the Replacement Supplier as the case may be.

26.3 Supply Chain Protection

26.3.1 The Supplier shall ensure that all Sub-Contracts contain a provision:

- (a) requiring the Supplier to pay any undisputed sums which are due from it to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a Valid Invoice;
- (b) requiring that any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion and that

undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed;

- (c) requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards suitable provisions to impose, as between the parties to that Sub-Contract, requirements to the same effect as those required by sub-clauses (a) and (b) above; and
- (d) conferring a right to the Customer to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.

26.3.2 The Supplier shall:

- (a) pay any undisputed sums which are due from it to a Sub-Contractor within thirty (30) days from the receipt of a Valid Invoice;
- (b) include within the Performance Monitoring Reports required under Part B of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) a summary of its compliance with this Clause 26.3.2, such data to be certified each quarter by a director of the Supplier as being accurate and not misleading.

26.3.3 Any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion. Undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed.

26.3.4 Notwithstanding any provision of Clauses 31.3 (Confidentiality) and 32 (Publicity and Branding) if the Supplier notifies the Customer that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Customer otherwise discovers the same, the Customer shall be entitled to publish the details of the late or non-payment (including on government websites and in the press).

26.4 Termination of Sub-Contracts

26.4.1 The Customer may require the Supplier to terminate:

- (a) a Sub-Contract where:
 - (i) the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Customer's right of termination pursuant any of the termination events in Clause 38 (Customer Termination Rights) except Clause 38.7 (Termination Without Cause); and/or
 - (ii) the relevant Sub-Contractor or its Affiliates embarrassed the Customer or otherwise brought the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Services or otherwise; and/or
- (b) a Key Sub-Contract where there is a Change of Control of the relevant Key Sub-Contractor, unless:
 - (i) the Customer has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
 - (ii) the Customer has not served its notice of objection within six (6) months of the later of the date the Change of Control took place or the date on which the Customer was given notice of the Change of Control.

26.5 Competitive Terms

- 26.5.1 If the Customer is able to obtain from any Sub-Contractor or any other third party more favourable commercial terms with respect to the supply of any materials, equipment, software, or services used by the Supplier or the Supplier Personnel in the supply of the Services, then the Customer may:
- (a) require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by the Customer in respect of the relevant item; or
 - (b) subject to Clause 26.4 (Termination of Sub-Contracts), enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.
- 26.5.2 If the Customer exercises the option pursuant to Clause 26.5.1, then the Call-Off Contract Charges shall be reduced by an amount that is agreed in accordance with the Variation Procedure.
- 26.5.3 The Customer's right to enter into a direct agreement for the supply of the relevant items is subject to:
- (a) the Customer making the relevant item available to the Supplier where this is necessary for the Supplier to provide the Services; and
 - (b) any reduction in the Call-Off Contract Charges taking into account any unavoidable costs payable by the Supplier in respect of the substituted item, including in respect of any licence fees or early termination charges.

26.6 Retention of Legal Obligations

- 26.6.1 Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 26 (Supply Chain Rights and Protection), the Supplier shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

G. PROPERTY MATTERS

27. CUSTOMER PREMISES

27.1 Licence to occupy Customer Premises

- 27.1.1 Any Customer Premises shall be made available to the Supplier on a non-exclusive licence basis free of charge and shall be used by the Supplier solely for the purpose of performing its obligations under this Call-Off Contract. The Supplier shall have the use of such Customer Premises as licensee and shall vacate the same immediately upon completion, termination, expiry or abandonment of this Call-Off Contract and in accordance with Call-Off Schedule 10 (Exit Management).
- 27.1.2 The Supplier shall limit access to the Customer Premises to such Supplier Personnel as is necessary to enable it to perform its obligations under this Call-Off Contract and the Supplier shall co-operate (and ensure that the Supplier Personnel co-operate) with such other persons working concurrently on such Customer Premises as the Customer may reasonably request.
- 27.1.3 Save in relation to such actions identified by the Supplier in accordance with Clause 2 (Due Diligence) and set out in the Order Form (or elsewhere in this Call-Off Contract), should the Supplier require modifications to the Customer Premises, such modifications shall be subject to Approval and shall be carried out by the Customer at the Supplier's expense. The Customer shall undertake any modification work which it approves pursuant to this Clause 27.1.3 without undue delay. Ownership of such modifications shall rest with the Customer.
- 27.1.4 The Supplier shall observe and comply with such rules and regulations as may be in force at any time for the use of such Customer Premises and conduct of personnel at the

Customer Premises as determined by the Customer, and the Supplier shall pay for the full cost of making good any damage caused by the Supplier Personnel other than fair wear and tear. For the avoidance of doubt, damage includes without limitation damage to the fabric of the buildings, plant, fixed equipment or fittings therein.

- 27.1.5 The Parties agree that there is no intention on the part of the Customer to create a tenancy of any nature whatsoever in favour of the Supplier or the Supplier Personnel and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to this Call-Off Contract, the Customer retains the right at any time to use any Customer Premises in any manner it sees fit.

27.2 Security of Customer Premises

- 27.2.1 The Customer shall be responsible for maintaining the security of the Customer Premises in accordance with the Security Policy. The Supplier shall comply with the Security Policy and any other reasonable security requirements of the Customer while on the Customer Premises.
- 27.2.2 The Customer shall afford the Supplier upon Approval (the decision to Approve or not will not be unreasonably withheld or delayed) an opportunity to inspect its physical security arrangements.

28. CUSTOMER PROPERTY

- 28.1 Where the Customer issues Customer Property free of charge to the Supplier such Customer Property shall be and remain the property of the Customer and the Supplier irrevocably licences the Customer and its agents to enter upon any premises of the Supplier during normal business hours on reasonable notice to recover any such Customer Property.
- 28.2 The Supplier shall not in any circumstances have a lien or any other interest on the Customer Property and at all times the Supplier shall possess the Customer Property as fiduciary agent and bailee of the Customer.
- 28.3 The Supplier shall take all reasonable steps to ensure that the title of the Customer to the Customer Property and the exclusion of any such lien or other interest are brought to the notice of all Sub-Contractors and other appropriate persons and shall, at the Customer's request, store the Customer Property separately and securely and ensure that it is clearly identifiable as belonging to the Customer.
- 28.4 The Customer Property shall be deemed to be in good condition when received by or on behalf of the Supplier unless the Supplier notifies the Customer otherwise within five (5) Working Days of receipt.
- 28.5 The Supplier shall maintain the Customer Property in good order and condition (excluding fair wear and tear) and shall use the Customer Property solely in connection with this Call-Off Contract and for no other purpose without Approval.
- 28.6 The Supplier shall ensure the security of all the Customer Property whilst in its possession, either on the Sites or elsewhere during the supply of the Services, in accordance with the Customer's Security Policy and the Customer's reasonable security requirements from time to time.
- 28.7 The Supplier shall be liable for all loss of, or damage to the Customer Property, (excluding fair wear and tear), unless such loss or damage was solely caused by a Customer Cause. The Supplier shall inform the Customer immediately of becoming aware of any defects appearing in or losses or damage occurring to the Customer Property.

29. SUPPLIER EQUIPMENT

- 29.1 Unless otherwise stated in the Order Form (or elsewhere in this Call-Off Contract), the Supplier shall provide all the Supplier Equipment necessary for the provision of the Services.
- 29.2 The Supplier shall not deliver any Supplier Equipment nor begin any work on the Customer Premises without obtaining Approval.
- 29.3 The Supplier shall be solely responsible for the cost of carriage of the Supplier Equipment to the Sites and/or any Customer Premises, including its off-loading, removal of all packaging and all other associated costs. Likewise on the Call-Off Expiry Date the Supplier shall be responsible for the removal of all relevant Supplier Equipment from the Sites and/or any Customer Premises, including the cost of packing, carriage and making good the Sites and/or the Customer Premises following removal.
- 29.4 All the Supplier's property, including Supplier Equipment, shall remain at the sole risk and responsibility of the Supplier, except that the Customer shall be liable for loss of or damage to any of the Supplier's property located on Customer Premises which is due to the negligent act or omission of the Customer.
- 29.5 Subject to any express provision of the BCDR Plan to the contrary, the loss or destruction for any reason of any Supplier Equipment shall not relieve the Supplier of its obligation to supply the Services in accordance with this Call-Off Contract, including the Service Level Performance Measures.
- 29.6 The Supplier shall maintain all Supplier Equipment within the Sites and/or the Customer Premises in a safe, serviceable and clean condition.
- 29.7 The Supplier shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
- 29.7.1 remove from the Customer Premises any Supplier Equipment or any component part of Supplier Equipment which in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with this Call-Off Contract; and
- 29.7.2 replace such Supplier Equipment or component part of Supplier Equipment with a suitable substitute item of Supplier Equipment.
- 29.8 For the purposes of this Clause 29.8, 'X' shall be the number of Service Failures, and 'Y' shall be the period in months, as respectively specified for 'X' and 'Y' in the Order Form or elsewhere in this Call-Off Contract. If this Clause is specified to apply, and there are no values specified for 'X' and/or 'Y', in default, 'X' shall be two (2) and 'Y' shall be twelve (12). Where a failure of Supplier Equipment or any component part of Supplier Equipment causes X or more Service Failures in any Y Month period, the Supplier shall notify the Customer in writing and shall, at the Customer's request (acting reasonably), replace such Supplier Equipment or component part thereof at its own cost with a new item of Supplier Equipment or component part thereof (of the same specification or having the same capability as the Supplier Equipment being replaced).

H. INTELLECTUAL PROPERTY AND INFORMATION

30. INTELLECTUAL PROPERTY RIGHTS

30.1 Allocation of title to IPR

- 30.1.1 Save as expressly granted elsewhere under this Call-Off Contract:
- (a) the Customer shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Supplier or its licensors, including:
 - (i) the Supplier Background IPR;
 - (ii) the Third Party IPR;
 - (iii) the Project Specific IPR.

- (b) the Supplier shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Customer or its licensors, including the:
 - (i) Customer Background IPR; and
 - (ii) Customer Data.

30.1.2 Where either Party acquires, by operation of Law, title to Intellectual Property Rights that is inconsistent with the allocation of title set out in Clause 30.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).

30.1.3 Neither Party shall have any right to use any of the other Party's names, logos or trade marks on any of its products or services without the other Party's prior written consent.

30.2 Licence granted by the Supplier: Project Specific IPR

30.2.1 The Supplier hereby grants to the Customer, or shall procure the direct grant to the Customer of, a perpetual, royalty-free, irrevocable, non-exclusive licence to use the Project Specific IPR including but not limited to the right to copy, adapt, publish and distribute such Project Specific IPR.

30.3 Licence granted by the Supplier: Supplier Background IPR

30.3.1 The Supplier hereby grants to the Customer a perpetual, royalty-free and non-exclusive licence to use the Supplier Background IPR for any purpose relating to the Services (or substantially equivalent Services) or for any purpose relating to the exercise of the Customer's (or, if the Customer is a Central Government Body, any other Central Government Body's) business or function.

30.3.2 At any time during the Call-Off Contract Period or following the Call-Off Expiry Date, the Supplier may terminate a licence granted in respect of the Supplier Background IPR under Clause 30.3.1 by giving thirty (30) days' notice in writing (or such other period as agreed by the Parties) if there is a Customer Cause which constitutes a material breach of the terms of 30.3.1 which, if the breach is capable of remedy, is not remedied within twenty (20) Working Days after the Supplier gives the Customer written notice specifying the breach and requiring its remedy.

30.3.3 In the event the licence of the Supplier Background IPR is terminated pursuant to Clause 30.3.2, the Customer shall:

- (a) immediately cease all use of the Supplier Background IPR;
- (b) at the discretion of the Supplier, return or destroy documents and other tangible materials that contain any of the Supplier Background IPR, provided that if the Supplier has not made an election within six (6) months of the termination of the licence, the Customer may destroy the documents and other tangible materials that contain any of the Supplier Background IPR; and
- (c) ensure, so far as reasonably practicable, that any Supplier Background IPR that is held in electronic, digital or other machine-readable form ceases to be readily accessible (other than by the information technology staff of the Customer) from any computer, word processor, voicemail system or any other device containing such Supplier Background IPR.

30.4 Customer's right to sub-license

30.4.1 The Customer shall be freely entitled to sub-license the rights granted to it pursuant to Clause 30.2.1 (Licence granted by the Supplier: Project Specific IPR).

30.4.2 The Customer may sub-license:

- (a) the rights granted under Clause 30.3.1 (Licence granted by the Supplier: Supplier Background IPR) to a third party (including for the avoidance of doubt, any Replacement Supplier) provided that:
 - (i) the sub-licence is on terms no broader than those granted to the Customer; and
 - (ii) the sub-licence only authorises the third party to use the rights licensed in Clause 30.3.1 (Licence granted by the Supplier: Supplier Background IPR) for purposes relating to the Services (or substantially equivalent Services) or for any purpose relating to the exercise of the Customer's (or, if the Customer is a Central Government Body, any other Central Government Body's) business or function; and
- (b) the rights granted under Clause 30.3.1 (Licence granted by the Supplier: Supplier Background IPR) to any Approved Sub-Licensee to the extent necessary to use and/or obtain the benefit of the Project Specific IPR provided that the sub-licence is on terms no broader than those granted to the Customer.

30.5 Customer's right to assign/novate licences

- 30.5.1 The Customer shall be freely entitled to assign, novate or otherwise transfer its rights and obligations under the licence granted to it pursuant to Clause 30.2 (Licence granted by the Supplier: Project Specific IPR); and
- 30.5.2 The Customer may assign, novate or otherwise transfer its rights and obligations under the licence granted pursuant to Clause 30.3 (Licence granted by the Supplier: Supplier Background IPR) to:
 - (a) a Central Government Body; or
 - (b) to any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Customer.
- 30.5.3 Where the Customer is a Central Government Body, any change in the legal status of the Customer which means that it ceases to be a Central Government Body shall not affect the validity of any licence granted in Clause 30.2 (Licence granted by the Supplier: Project Specific IPR) and/or Clause 30.3 (Licences granted by the Supplier: Supplier Background IPR). If the Customer ceases to be a Central Government Body, the successor body to the Customer shall still be entitled to the benefit of the licences granted in Clause 30.2 (Licence granted by the Supplier: Project Specific IPR) and Clause 30.3 (Licence granted by the Supplier: Supplier Background IPR).
- 30.5.4 If a licence granted in Clause 30.2 (Licence granted by the Supplier: Project Specific IPR) and/or Clause 30.3 (Licence granted by the Supplier: Supplier Background IPR) is novated under Clauses 30.5.1 and/or 30.5.2 or there is a change of the Customer's status pursuant to Clause 30.5.3 (both such bodies being referred to as the "**Transferee**"), the rights acquired by the Transferee shall not extend beyond those previously enjoyed by the Customer.

30.6 Third Party IPR

- 30.6.1 The Supplier shall procure that the owners or the authorised licensors of any Third Party IPR grant a direct licence to the Customer on terms at least equivalent to those set out in Clause 30.3 (Licence granted by the Supplier: Supplier Background IPR) and Clause 30.5.2 (Customer's right to assign/novate licences). If the Supplier cannot obtain for the Customer a licence materially in accordance with the licence terms set out in Clause 30.3 (Licences granted by the Supplier: Supplier Background IPR) and Clause 30.5.2 (Customer's right to assign/novate licences) in respect of any such Third Party IPR, the Supplier shall:

- (a) notify the Customer in writing giving details of what licence terms can be obtained from the relevant third party and whether there are alternative providers which the Supplier could seek to use; and
- (b) only use such Third Party IPR if the Customer Approves the terms of the licence from the relevant third party.

30.7 Licence granted by the Customer

30.7.1 The Customer hereby grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Call-Off Contract Period to use the Customer Background IPR and the Customer Data solely to the extent necessary for providing the Services in accordance with this Call-Off Contract, including (but not limited to) the right to grant sub-licences to Sub-Contractors provided that:

- (a) any relevant Sub-Contractor has entered into a confidentiality undertaking with the Supplier on the same terms as set out in Clause 31.3 (Confidentiality); and
- (b) the Supplier shall not without Approval use the licensed materials for any other purpose or for the benefit of any person other than the Customer.

30.8 Termination of licenses

30.8.1 Subject to Clause 30.3 (Licence granted by the Supplier: Supplier Background IPR), all licences granted pursuant to this Clause 30 (Intellectual Property Rights) (other than those granted pursuant to Clause 30.6 (Third Party IPR) and 30.7 (Licence granted by the Customer)) shall survive the Call-Off Expiry Date.

30.8.2 The Supplier shall, if requested by the Customer in accordance with Call-Off Schedule 10 (Exit Management), grant (or procure the grant) to the Replacement Supplier of a licence to use any Supplier Background IPR and/or Third Party IPR on terms equivalent to those set out in Clause 30.3 (Licence granted by the Supplier: Supplier Background IPR) subject to the Replacement Supplier entering into reasonable confidentiality undertakings with the Supplier.

30.8.3 The licence granted pursuant to Clause 30.7 (Licence granted by the Customer) and any sub-licence granted by the Supplier in accordance with Clause 30.7.1 (Licence granted by the Customer) shall terminate automatically on the Call-Off Expiry Date and the Supplier shall:

- (a) immediately cease all use of the Customer Background IPR and the Customer Data (as the case may be);
- (b) at the discretion of the Customer, return or destroy documents and other tangible materials that contain any of the Customer Background IPR and the Customer Data, provided that if the Customer has not made an election within six months of the termination of the licence, the Supplier may destroy the documents and other tangible materials that contain any of the Customer Background IPR and the Customer Data (as the case may be); and
- (c) ensure, so far as reasonably practicable, that any Customer Background IPR and Customer Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Supplier containing such Customer Background IPR and/or Customer Data.

30.9 IPR Indemnity

30.9.1 The Supplier shall at during and after the Call-Off Contract Period, on written demand indemnify the Customer against all Losses incurred by, awarded against or agreed to be

paid by the Customer (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.

30.9.2 If an IPR Claim is made, or the Supplier anticipates that an IPR Claim might be made, the Supplier may, at its own expense and sole option, either:

- (a) procure for the Customer the right to continue using the relevant item which is subject to the IPR Claim; or
- (b) replace or modify the relevant item with non-infringing substitutes provided that:
 - (i) the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
 - (ii) the replaced or modified item does not have an adverse effect on any other Services;
 - (iii) there is no additional cost to the Customer; and
 - (iv) the terms and conditions of this Call-Off Contract shall apply to the replaced or modified Services.

30.9.3 If the Supplier elects to procure a licence in accordance with Clause 30.9.2(a) or to modify or replace an item pursuant to Clause 30.9.2(b), but this has not avoided or resolved the IPR Claim, then:

- (i) the Customer may terminate this Call-Off Contract by written notice with immediate effect; and
- (ii) without prejudice to the indemnity set out in Clause 30.9.1, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute Services including the additional costs of procuring, implementing and maintaining the substitute items.

31. SECURITY AND PROTECTION OF INFORMATION

31.1 Security Requirements

31.1.1 The Supplier shall comply with the Security Policy and the requirements of Call-Off Schedule 8 (Security) including the Security Management Plan (if any) and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.

31.1.2 The Customer shall notify the Supplier of any changes or proposed changes to the Security Policy.

31.1.3 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Services it may propose a Variation to the Customer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Call-Off Contract Charges shall then be subject to the Variation Procedure.

31.1.4 Until and/or unless a change to the Call-Off Contract Charges is agreed by the Customer pursuant to the Variation Procedure the Supplier shall continue to provide the Services in accordance with its existing obligations.

31.2 Protection of Customer Data

31.2.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.

- 31.2.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier of its obligations under this Call-Off Contract or as otherwise Approved by the Customer.
- 31.2.3 To the extent that the Customer Data is held and/or Processed by the Supplier, the Supplier shall supply that Customer Data to the Customer as requested by the Customer and in the format (if any) specified in this Call-Off Contract and in any event as specified by the Customer from time to time in writing.
- 31.2.4 The Supplier shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- 31.2.5 The Supplier shall perform secure back-ups of all Customer Data and shall ensure that up-to-date back-ups are stored off-site at an Approved location in accordance with any BCDR Plan or otherwise. The Supplier shall ensure that such back-ups are available to the Customer (or to such other person as the Customer may direct) at all times upon request and are delivered to the Customer at no less than six (6) Monthly intervals (or such other intervals as may be agreed in writing between the Parties).
- 31.2.6 The Supplier shall ensure that any system on which the Supplier holds any Customer Data, including back-up data, is a secure system that complies with the Security Policy and the Security Management Plan (if any).
- 31.2.7 If at any time the Supplier suspects or has reason to believe that the Customer Data is corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Customer immediately and inform the Customer of the remedial action the Supplier proposes to take.
- 31.2.8 If the Customer Data is corrupted, lost or sufficiently degraded as a result of a Default so as to be unusable, the Supplier may:
- (a) require the Supplier (at the Supplier's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with the requirements specified in Call-Off Schedule 9 (Business Continuity and Disaster Recovery) or as otherwise required by the Customer, and the Supplier shall do so as soon as practicable but not later than five (5) Working Days from the date of receipt of the Customer's notice; and/or
 - (b) itself restore or procure the restoration of Customer Data, and shall be repaid by the Supplier any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in Call-Off Schedule 9 (Business Continuity and Disaster Recovery) or as otherwise required by the Customer.

31.3 Confidentiality

- 31.3.1 For the purposes of this Clause 31.3, the term **"Disclosing Party"** shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and **"Recipient"** shall mean the Party which receives or obtains directly or indirectly Confidential Information.
- 31.3.2 Except to the extent set out in this Clause 31.3 or where disclosure is expressly permitted elsewhere in this Call-Off Contract, the Recipient shall:
- (a) treat the Disclosing Party's Confidential Information as confidential and keep it in secure custody (which is appropriate depending upon the form in which such materials are stored and the nature of the Confidential Information contained in those materials); and
 - (b) not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Call-Off Contract or without obtaining the owner's prior written consent;

- (c) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Call-Off Contract; and
- (d) immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.

31.3.3 The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:

- (a) the Recipient is required to disclose the Confidential Information by Law, provided that Clause 31.5 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;
- (b) the need for such disclosure arises out of or in connection with:
 - (i) any legal challenge or potential legal challenge against the Customer arising out of or in connection with this Call-Off Contract;
 - (ii) the examination and certification of the Customer's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer is making use of any Services provided under this Call-Off Contract; or
 - (iii) the conduct of a Central Government Body review in respect of this Call-Off Contract; or
- (c) the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.

31.3.4 If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall as soon as reasonably practicable and to the extent permitted by Law notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or regulatory body requiring such disclosure and the Confidential Information to which such disclosure would apply.

31.3.5 Subject to Clauses 31.3.2 and 31.3.7, the Supplier may only disclose the Confidential Information of the Customer on a confidential basis to:

- (a) Supplier Personnel who are directly involved in the provision of the Services and need to know the Confidential Information to enable performance of the Supplier's obligations under this Call-Off Contract; and
- (b) its professional advisers for the purposes of obtaining advice in relation to this Call-Off Contract.

31.3.6 Where the Supplier discloses Confidential Information of the Customer pursuant to this Clause 31.3.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Call-Off Contract by the persons to whom disclosure has been made.

31.3.7 The Customer may disclose the Confidential Information of the Supplier:

- (a) to any Central Government Body on the basis that the information may only be further disclosed to Central Government Bodies;
- (b) to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;

- (c) to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
- (d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 31.3.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Call-Off Contract;
- (e) on a confidential basis for the purpose of the exercise of its rights under this Call-Off Contract; or
- (f) to a proposed transferee, assignee or novatee of, or successor in title to the Customer,
- (g) and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this Clause 31.3.

31.3.8 Nothing in this Clause 31.3 shall prevent a Recipient from using any techniques, ideas or Know-How gained during the performance of this Call-Off Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.

31.3.9 In the event that the Supplier fails to comply with Clauses 31.3.2 to 31.3.5, the Customer reserves the right to terminate this Call-Off Contract for material Default.

31.4 Transparency

31.4.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Call-Off Contract is not Confidential Information. The Customer shall determine whether any of the content of this Call-Off Contract is exempt from disclosure in accordance with the provisions of the FOIA. The Customer may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.

31.4.2 Notwithstanding any other provision of this Call-Off Contract, the Supplier hereby gives his consent for the Customer to publish this Call-Off Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including any changes to this Call-Off Contract agreed from time to time.

31.4.3 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Call-Off Contract.

31.5 Freedom of Information

31.5.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the EIRs. The Supplier shall:

- (a) provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its Information disclosure obligations under the FOIA and EIRs;
- (b) transfer to the Customer all Requests for Information relating to this Call-Off Contract that it receives as soon as practicable and in any event within two (2) Working Days of receipt;
- (c) provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and

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

31.5.2 The Supplier acknowledges that the Customer may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Customer shall take reasonable steps to notify the Supplier of a Request for Information (in accordance with the Secretary of State's Section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Call-Off Contract) the Customer shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

31.6 Protection of Personal Data

31.6.1 Where any Personal Data are Processed in connection with the exercise of the Parties' rights and obligations under this Call-Off Contract, the Parties acknowledge that the Customer is the Data Controller and that the Supplier is the Data Processor.

31.6.2 The Supplier shall:

- (a) Process the Personal Data only in accordance with instructions from the Customer to perform its obligations under this Call-Off Contract;
- (b) ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data, including the measures as are set out in Clauses 31.1 (Security Requirements) and 31.2 (Protection of Customer Data);
- (c) not disclose or transfer the Personal Data to any third party or Supplier Personnel unless necessary for the provision of the Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of the Customer (save where such disclosure or transfer is specifically authorised under this Call-Off Contract)
- (d) take reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that the Supplier Personnel:
 - (i) are aware of and comply with the Supplier's duties under this Clause 31.6.2 and Clauses 31.1 (Security Requirements), 31.2 (Protection of Customer Data) and 31.3 (Confidentiality);
 - (ii) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Customer or as otherwise permitted by this Call-Off Contract; and
 - (iii) have undergone adequate training in the use, care, protection and handling of personal data (as defined in the DPA);
- (e) notify the Customer within five (5) Working Days if it receives:
 - (i) from a Data Subject (or third party on their behalf) a Data Subject Access Request (or purported Data Subject Access Request) a request to rectify, block or erase any Personal Data or any other request, complaint or communication relating to the Customer's obligations under the DPA;

- (ii) any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data; or
 - (iii) a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;
- (f) provide the Customer with full cooperation and assistance (within the timescales reasonably required by the Customer) in relation to any complaint, communication or request made (as referred to at Clause 31.6.2(e)), including by promptly providing:
 - (i) the Customer with full details and copies of the complaint, communication or request;
 - (ii) where applicable, such assistance as is reasonably requested by the Customer to enable the Customer to comply with the Data Subject Access Request within the relevant timescales set out in the DPA; and
 - (iii) the Customer, on request by the Customer, with any Personal Data it holds in relation to a Data Subject; and
- (g) if requested by the Customer, provide a written description of the measures that has taken and technical and organisational security measures in place, for the purpose of compliance with its obligations pursuant to this Clause 31.6.2 and provide to the Customer copies of all documentation relevant to such compliance including, protocols, procedures, guidance, training and manuals.

31.6.3 The Supplier shall not Process or otherwise transfer any Personal Data in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC (together “**Restricted Countries**”). If, after the Call-Off Commencement Date, the Supplier or any Sub-Contractor wishes to Process and/or transfer any Personal Data in or to any outside the European Economic Area, the following provisions shall apply:

- (a) the Supplier shall propose a Variation to the Customer which, if it is agreed by the Customer, shall be dealt with in accordance with the Variation Procedure and Clauses 31.6.3(b) to 31.6.3(c);
- (b) the Supplier shall set out in its proposal to the Customer for a Variation details of the following:
 - (i) the Personal Data which will be transferred to and/or Processed in or to any Restricted Countries;
 - (ii) the Restricted Countries to which the Personal Data will be transferred and/or Processed; and
 - (iii) any Sub-Contractors or other third parties who will be Processing and/or receiving Personal Data in Restricted Countries;
 - (iv) how the Supplier will ensure an adequate level of protection and adequate safeguards in respect of the Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Customer’s compliance with the DPA;
- (c) in providing and evaluating the Variation, the Parties shall ensure that they have regard to and comply with then-current Customer, Central Government Bodies and Information Commissioner Office policies, procedures, guidance and codes of practice on, and any approvals processes in connection with, the Processing in and/or transfers of Personal Data to any Restricted Countries; and

- (d) the Supplier shall comply with such other instructions and shall carry out such other actions as the Customer may notify in writing, including:
 - (i) incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the DPA) into this Call-Off Contract or a separate data processing agreement between the Parties; and
 - (ii) procuring that any Sub-Contractor or other third party who will be Processing and/or receiving or accessing the Personal Data in any Restricted Countries either enters into:
 - (A) a direct data processing agreement with the Customer on such terms as may be required by the Customer; or
 - (B) a data processing agreement with the Supplier on terms which are equivalent to those agreed between the Customer and the Sub-Contractor relating to the relevant Personal Data transfer, and
 - (iii) in each case which the Supplier acknowledges may include the incorporation of model contract provisions (which are approved by the European Commission as offering adequate safeguards under the DPA) and technical and organisation measures which the Customer deems necessary for the purpose of protecting Personal Data.

31.6.4 The Supplier shall use its reasonable endeavours to assist the Customer to comply with any obligations under the DPA and shall not perform its obligations under this Call-Off Contract in such a way as to cause the Customer to breach any of the Customer's obligations under the DPA to the extent the Supplier is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

32. PUBLICITY AND BRANDING

32.1 The Supplier shall not:

- 32.1.1 make any press announcements or publicise this Call-Off Contract in any way; or
- 32.1.2 use the Customer's name or brand in any promotion or marketing or announcement of orders,
- 32.1.3 without Approval (the decision of the Customer to Approve or not shall not be unreasonably withheld or delayed).

32.2 Each Party acknowledges to the other that nothing in this Call-Off Contract either expressly or by implication constitutes an endorsement of any products or services of the other Party (including the Services and Supplier Equipment) and each Party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

I. LIABILITY AND INSURANCE

33. LIABILITY

33.1 Unlimited Liability

33.1.1 Neither Party excludes or limits its liability for:

- (a) death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);

- (b) bribery or Fraud by it or its employees;
- (c) breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
- (d) any liability to the extent it cannot be excluded or limited by Law.

33.1.2 The Supplier does not exclude or limit its liability in respect of the indemnity in Clause 30.9 (IPR Indemnity) and in each case whether before or after the making of a demand pursuant to the indemnity therein.

33.2 Financial Limits

33.2.1 Subject to Clause 33.1 (Unlimited Liability), the Supplier's total aggregate liability:

- (a) in respect of all:
 - (i) Service Credits; and
 - (ii) Compensation for Critical Service Level Failure;
 incurred in any rolling period of 12 Months shall be subject in aggregate to the Service Credit Cap;
- (b) in respect of all other Losses incurred by the Customer under or in connection with this Call-Off Contract as a result of Defaults by the Supplier shall in no event exceed:
 - (i) in relation to any Defaults occurring from the Call-Off Commencement Date to the end of the first Call-Off Contract Year, the higher of one million pounds (£1,000,000) and a sum equal to one hundred and twenty-five per cent (125%) of the Estimated Year 1 Call-Off Contract Charges;
 - (ii) in relation to any Defaults occurring in each subsequent Call-Off Contract Year that commences during the remainder of the Call-Off Contract Period, the higher of one million pounds (£1,000,000) in each such Call-Off Contract Year and a sum equal to one hundred and twenty-five per cent (125%) of the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the previous Call-Off Contract Year; and
 - (iii) in relation to any Defaults occurring in each Call-Off Contract Year that commences after the end of the Call-Off Contract Period, the higher of to one million pounds (£1,000,000) in each such Call-Off Contract Year and a sum equal to one hundred and twenty-five per cent (125%) of the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the last Call-Off Contract Year commencing during the Call-Off Contract Period.

33.2.2 Subject to Clauses 33.1 (Unlimited Liability) and 33.2 (Financial Limits) and without prejudice to its obligation to pay the undisputed Call-Off Contract Charges as and when they fall due for payment, the Customer's total aggregate liability in respect of all Losses as a result of Customer Causes shall be limited to:

- (a) in relation to any Customer Causes occurring from the Call-Off Commencement Date to the end of the first Call-Off Contract Year, a sum equal to the Estimated Year 1 Call-Off Contract Charges;
- (b) in relation to any Customer Causes occurring in each subsequent Call-Off Contract Year that commences during the remainder of the Call-Off Contract Period, a sum equal to the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the previous Call-Off Contract Year; and

- (c) in relation to any Customer Causes occurring in each Call-Off Contract Year that commences after the end of the Call-Off Contract Period, a sum equal to the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the last Call-Off Contract Year commencing during the Call-Off Contract Period.

33.3 Non-recoverable Losses

33.3.1 Subject to Clause 33.1 (Unlimited Liability) neither Party shall be liable to the other Party for any:

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

33.4 Recoverable Losses

33.4.1 Subject to Clause 33.2 (Financial Limits), and notwithstanding Clause 33.3 (Non-recoverable Losses), the Supplier acknowledges that the Customer may, amongst other things, recover from the Supplier the following Losses incurred by the Customer to the extent that they arise as a result of a Default by the Supplier:

- (a) any additional operational and/or administrative costs and expenses incurred by the Customer, including costs relating to time spent by or on behalf of the Customer in dealing with the consequences of the Default;
- (b) any wasted expenditure or charges;
- (c) the additional cost of procuring Replacement Services for the remainder of the Call-Off Contract Period and/or replacement Deliverables, which shall include any incremental costs associated with such Replacement Services and/or replacement Deliverables above those which would have been payable under this Call-Off Contract;
- (d) any compensation or interest paid to a third party by the Customer; and
- (e) any fine, penalty or costs incurred by the Customer pursuant to Law.

33.5 Miscellaneous

33.5.1 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Call-Off Contract.

33.5.2 Any Deductions shall not be taken into consideration when calculating the Supplier's liability under Clause 33.2 (Financial Limits).

33.5.3 Subject to any rights of the Customer under this Call-Off Agreement (including in respect of an IPR Claim), any claims by a third party where an indemnity is sought by that third party from a Party to this Call-Off Agreement shall be dealt with in accordance with the provisions of Framework Schedule 20 (Conduct of Claims).

34. INSURANCE

34.1 This Clause 34 will only apply where specified in the Order Form or elsewhere in this Call-Off Contract.

34.2 Notwithstanding any benefit to the Customer of the policy or policies of insurance referred to in Clause 34 (Insurance) of the Framework Agreement, the Supplier shall effect and maintain such further policy or policies of insurance or extensions to such existing policy or policies of insurance procured under the Framework Agreement in respect of all risks which may be incurred by the Supplier arising out of its performance of its obligations under this Call-Off Contract.

- 34.3 Without limitation to the generality of Clause 34.2 the Supplier shall ensure that it maintains the policy or policies of insurance as are stipulated in the Order Form or elsewhere in this Call-Off Contract.
- 34.4 The Supplier shall effect and maintain the policy or policies of insurance referred to in this Clause 34.4 for six (6) years after the Call-Off Expiry Date.
- 34.5 The Supplier shall give the Customer, on request, copies of all insurance policies referred to in this Clause 34 or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 34.6 If, for whatever reason, the Supplier fails to give effect to and maintain the insurance policies required under this Clause 34.4 the Customer may make alternative arrangements to protect its interests and may recover the premium and other costs of such arrangements as a debt due from the Supplier.
- 34.7 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liability under this Call-Off Contract. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability in relation to the performance of its obligations under this Call-Off Contract.
- 34.8 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Customer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

J. REMEDIES AND RELIEF

35. CUSTOMER REMEDIES FOR DEFAULT

35.1 Remedies

- 35.1.1 Without prejudice to any other right or remedy of the Customer howsoever arising (including under Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)) and subject to the exclusive financial remedy provisions in Clauses 10.5 (Service Levels and Service Credits) and 6.4.1(b) (Delay Payments), if the Supplier commits any Default of this Call-Off Contract then the Customer may (whether or not any part of the Services have been Delivered) do any of the following:
- (a) at the Customer's option, give the Supplier the opportunity (at the Supplier's expense) to remedy the Default together with any damage resulting from such Default (and where such Default is capable of remedy) or to supply Replacement Services and carry out any other necessary work to ensure that the terms of this Call-Off Contract are fulfilled, in accordance with the Customer's instructions;
 - (b) carry out, at the Supplier's expense, any work necessary to make the provision of the Services comply with this Call-Off Contract;
 - (c) if the Default is a material Default that is capable of remedy (and for these purposes a material Default may be a single material Default or a number of Defaults or repeated Defaults - whether of the same or different obligations and regardless of whether such Defaults are remedied - which taken together constitute a material Default):
 - (i) instruct the Supplier to comply with the Rectification Plan Process;

- (ii) suspend this Call-Off Contract (whereupon the relevant provisions of Clause 41 (Partial Termination, Suspension and Partial Suspension) shall apply) and step-in to itself supply or procure a third party to supply (in whole or in part) the Services;
- (iii) without terminating or suspending the whole of this Call-Off Contract, terminate or suspend this Call-Off Contract in respect of part of the provision of the Services only (whereupon the relevant provisions of Clause 41 (Partial Termination, Suspension and Partial Suspension) shall apply) and step-in to itself supply or procure a third party to supply (in whole or in part) such part of the Good and/or Services;

35.1.2 Where the Customer exercises any of its step-in rights under Clauses 35.1.1(c)(ii) or 35.1.1(c)(iii), the Customer shall have the right to charge the Supplier for and the Supplier shall on demand pay any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Services by the Customer or a third party and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining Replacement Services.

35.2 Rectification Plan Process

35.2.1 Where the Customer has instructed the Supplier to comply with the Rectification Plan Process pursuant to Clause 35.1.1(c)(i):

- (a) the Supplier shall submit a draft Rectification Plan to the Customer for it to review as soon as possible and in any event within the number of Working Days specified in the Order Form or elsewhere in this Call-Off Contract (or such other period as may be agreed between the Parties) from the date of Customer's instructions. The Supplier shall submit a draft Rectification Plan even if the Supplier disputes that it is responsible for the Default giving rise to the Customer's request for a draft Rectification Plan.
- (b) the draft Rectification Plan shall set out:
 - (i) full details of the Default that has occurred, including a root cause analysis;
 - (ii) the actual or anticipated effect of the Default; and
 - (iii) the steps which the Supplier proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including timescales for such steps and for the rectification of the Default (where applicable).

35.2.2 The Supplier shall promptly provide to the Customer any further documentation that the Customer requires to assess the Supplier's root cause analysis. If the Parties do not agree on the root cause set out in the draft Rectification Plan, either Party may refer the matter to be determined by an expert in accordance with paragraph 5 of Call-Off Schedule 12 (Dispute Resolution Procedure).

35.2.3 The Customer may reject the draft Rectification Plan by notice to the Supplier if, acting reasonably, it considers that the draft Rectification Plan is inadequate, for example because the draft Rectification Plan:

- (a) is insufficiently detailed to be capable of proper evaluation;
- (b) will take too long to complete;
- (c) will not prevent reoccurrence of the Default; and/or
- (d) will rectify the Default but in a manner which is unacceptable to the Customer.

35.2.4 The Customer shall notify the Supplier whether it consents to the draft Rectification Plan as soon as reasonably practicable. If the Customer rejects the draft Rectification Plan, the Customer shall give reasons for its decision and the Supplier shall take the reasons into account in the preparation of a revised Rectification Plan. The Supplier shall submit the revised draft of the Rectification Plan to the Customer for review within five (5) Working Days (or such other period as agreed between the Parties) of the Customer's notice rejecting the first draft.

35.2.5 If the Customer consents to the Rectification Plan, the Supplier shall immediately start work on the actions set out in the Rectification Plan.

36. SUPPLIER RELIEF DUE TO CUSTOMER CAUSE

36.1 If the Supplier has failed to:

- 36.1.1 Achieve a Milestone by its Milestone Date;
- 36.1.2 provide the Services in accordance with the Service Levels;
- 36.1.3 comply with its obligations under this Call-Off Contract,

(each a "Supplier Non-Performance"),

and can demonstrate that the Supplier Non-Performance would not have occurred but for a Customer Cause, then (subject to the Supplier fulfilling its obligations in Clause 14 (Supplier Notification of Customer Cause)):

- (a) the Supplier shall not be treated as being in breach of this Call-Off Contract to the extent the Supplier can demonstrate that the Supplier Non-Performance was caused by the Customer Cause;
- (b) the Customer shall not be entitled to exercise any rights that may arise as a result of that Supplier Non-Performance to terminate this Call-Off Contract pursuant to Clause 38 (Customer Termination Rights) except Clause 38.7 (Termination Without Cause);
- (c) where the Supplier Non-Performance constitutes the failure to Achieve a Milestone by its Milestone Date:
 - (i) the Milestone Date shall be postponed by a period equal to the period of Delay that the Supplier can demonstrate was caused by the Customer Cause;
 - (ii) if the Customer, acting reasonably, considers it appropriate, the Implementation Plan shall be amended to reflect any consequential revisions required to subsequent Milestone Dates resulting from the Customer Cause;
 - (iii) if failure to Achieve a Milestone attracts a Delay Payment, the Supplier shall have no liability to pay any such Delay Payment associated with the Milestone to the extent that the Supplier can demonstrate that such failure was caused by the Customer Cause; and/or
- (d) where the Supplier Non-Performance constitutes a Service Level Failure:
 - (i) the Supplier shall not be liable to accrue Service Credits;
 - (ii) the Customer shall not be entitled to any Compensation for Critical Service Level Failure pursuant to Clause 11 (Critical Service Level Failure); and
 - (iii) the Supplier shall be entitled to invoice for the Call-Off Contract Charges for the provision of the relevant Services affected by the Customer Cause,

- (iv) in each case, to the extent that the Supplier can demonstrate that the Service Level Failure was caused by the Customer Cause.

36.2 In order to claim any of the rights and/or relief referred to in Clause 36.1, the Supplier shall:

- 36.2.1 comply with its obligations under Clause 14 (Notification of Customer Cause); and
- 36.2.2 within ten (10) Working Days of becoming aware that a Customer Cause has caused, or is likely to cause, a Supplier Non-Performance, give the Customer notice (a “**Relief Notice**”) setting out details of:
 - (a) the Supplier Non-Performance;
 - (b) the Customer Cause and its effect on the Supplier’s ability to meet its obligations under this Call-Off Contract; and
 - (c) the relief claimed by the Supplier.

36.3 Following the receipt of a Relief Notice, the Customer shall as soon as reasonably practicable consider the nature of the Supplier Non-Performance and the alleged Customer Cause and whether it agrees with the Supplier’s assessment set out in the Relief Notice as to the effect of the relevant Customer Cause and its entitlement to relief, consulting with the Supplier where necessary.

36.4 Without prejudice to Clauses 7.6 (Continuing obligation to provide the Services) if a Dispute arises as to:

- 36.4.1 whether a Supplier Non-Performance would not have occurred but for a Customer Cause; and/or
 - 36.4.2 the nature and/or extent of the relief claimed by the Supplier,
- either Party may refer the Dispute to the Dispute Resolution Procedure. Pending the resolution of the Dispute, both Parties shall continue to resolve the causes of, and mitigate the effects of, the Supplier Non-Performance.

36.5 Any Variation that is required to the Implementation Plan or to the Call-Off Contract Charges pursuant to this Clause 36 shall be implemented in accordance with the Variation Procedure.

37. FORCE MAJEURE

37.1 Subject to the remainder of this Clause 37 (and, in relation to the Supplier, subject to its compliance with any obligations in Clause 12 (Business Continuity and Disaster Recovery)), a Party may claim relief under this Clause 37 from liability for failure to meet its obligations under this Call-Off Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Supplier in performing its obligations under this Call-Off Contract which results from a failure or delay by an agent, Sub-Contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-Contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Supplier.

37.2 The Affected Party shall as soon as reasonably practicable issue a Force Majeure Notice, which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect.

37.3 If the Supplier is the Affected Party, it shall not be entitled to claim relief under this Clause 37 to the extent that consequences of the relevant Force Majeure Event:

- 37.3.1 are capable of being mitigated by any of the provision of any Services, including any BCDR Services, but the Supplier has failed to do so; and/or

37.3.2 should have been foreseen and prevented or avoided by a prudent provider of Services similar to the Services, operating to the standards required by this Call-Off Contract.

37.4 Subject to Clause 37.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an appropriate timetable in which those steps should be taken, to enable continued provision of the Services affected by the Force Majeure Event.

37.5 The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Supplier is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.

37.6 Where, as a result of a Force Majeure Event:

37.6.1 an Affected Party fails to perform its obligations in accordance with this Call-Off Contract, then during the continuance of the Force Majeure Event:

- (a) the other Party shall not be entitled to exercise any rights to terminate this Call-Off Contract in whole or in part as a result of such failure unless the provision of the Services is materially impacted by a Force Majeure Event which endures for a continuous period of more than ninety (90) days; and
- (b) the Supplier shall not be liable for any Default and the Customer shall not be liable for any Customer Cause arising as a result of such failure;

37.6.2 the Supplier fails to perform its obligations in accordance with this Call-Off Contract:

- (a) the Customer shall not be entitled:
 - (i) during the continuance of the Force Majeure Event to exercise its step-in rights under Clause 35.1.1(b) and 35.1.1(c) (Customer Remedies for Default) as a result of such failure;
 - (ii) to receive Delay Payments pursuant to Clause 6.4 (Delay Payments) to the extent that the Achievement of any Milestone is affected by the Force Majeure Event; and
 - (iii) to receive Service Credits or withhold and retain any of the Call-Off Contract Charges as Compensation for Critical Service Level Failure pursuant to Clause 11 (Critical Service Level Failure) to the extent that a Service Level Failure or Critical Service Level Failure has been caused by the Force Majeure Event; and
- (b) the Supplier shall be entitled to receive payment of the Call-Off Contract Charges (or a proportional payment of them) only to the extent that the Services (or part of the Services) continue to be provided in accordance with the terms of this Call-Off Contract during the occurrence of the Force Majeure Event.

37.7 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Call-Off Contract.

37.8 Relief from liability for the Affected Party under this Clause 37 shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under this Call-Off Contract and shall not be dependent on the serving of notice under Clause 37.7.

K. TERMINATION AND EXIT MANAGEMENT

38. CUSTOMER TERMINATION RIGHTS

38.1 Termination in Relation to Guarantee

38.1.1 Where this Call-Off Contract is conditional upon the Supplier procuring a Call-Off Guarantee pursuant to Clause 4 (Call-Off Guarantee), the Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier where:

- (a) the Call-Off Guarantor withdraws the Call-Off Guarantee for any reason whatsoever;
- (b) the Call-Off Guarantor is in breach or anticipatory breach of the Call-Off Guarantee;
- (c) an Insolvency Event occurs in respect of the Call-Off Guarantor; or
- (d) the Call-Off Guarantee becomes invalid or unenforceable for any reason whatsoever,

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

- (e) the Supplier fails to provide the documentation required by Clause 4.1 by the date so specified by the Customer.

38.2 Termination on Material Default

38.2.1 The Customer may terminate this Call-Off Contract for material Default by issuing a Termination Notice to the Supplier where:

- (a) the Supplier commits a Critical Service Level Failure;
- (b) the representation and warranty given by the Supplier pursuant to Clause 3.2.5 (Representations and Warranties) is materially untrue or misleading, and the Supplier fails to provide details of proposed mitigating factors which in the reasonable opinion of the Customer are acceptable;
- (c) as a result of any Defaults, the Customer incurs Losses in any Contract Year which exceed 80% of the value of the Supplier's aggregate annual liability limit for that Contract Year as set out in Clauses 33.2.1(a) and 33.2.1(b) (Liability);
- (d) the Customer expressly reserves the right to terminate this Call-Off Contract for material Default, including pursuant to any of the following Clauses: 6.2.3 (Implementation Plan), 7.4.2 (Services), 11.1 (Critical Service Level Failure), 13.4 (Disruption), 18.5 (Records, Audit Access and Open Book Data), 21 (Promoting Tax Compliance), 31.3.9 (Confidentiality), 47.6.2 (Prevention of Fraud and Bribery), Paragraph 1.2.4 of the Annex to Part A and Paragraph 1.2.4 of the Annex to Part B of Call-Off Schedule 11 (Staff Transfer);
- (e) the Supplier commits any material Default of this Call-Off Contract which is not, in the reasonable opinion of the Customer, capable of remedy; and/or
- (f) the Supplier commits a Default, including a material Default, which in the opinion of the Customer is remediable but has not remedied such Default to the satisfaction of the Customer in accordance with the Rectification Plan Process.

- 38.2.2 For the purpose of Clause 38.2.1, a material Default may be a single material Default or a number of Defaults or repeated Defaults (whether of the same or different obligations and regardless of whether such Defaults are remedied) which taken together constitute a material Default.

38.3 Termination in Relation to Financial Standing

- 38.3.1 The Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier where in the reasonable opinion of the Customer there is a material detrimental change in the financial standing and/or the credit rating of the Supplier which:
- (a) adversely impacts on the Supplier's ability to supply the Services under this Call-Off Contract; or
 - (b) could reasonably be expected to have an adverse impact on the Suppliers ability to supply the Services under this Call-Off Contract.

38.4 Termination on Insolvency

- 38.4.1 The Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier where an Insolvency Event affecting the Supplier occurs.

38.5 Termination on Change of Control

- 38.5.1 The Supplier shall notify the Customer immediately if the Supplier undergoes or is intending to undergo a Change of Control and provided this does not contravene any Law shall notify the Customer immediately in writing of any circumstances suggesting that a Change of Control is planned or in contemplation or has taken place. The Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier within six (6) Months of:
- (a) being notified in writing that a Change of Control has occurred or is planned or in contemplation; or
 - (b) where no notification has been made, the date that the Customer becomes aware that a Change of Control has occurred or is planned or is in contemplation,
- but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

38.6 Termination for breach of Regulations

- 38.6.1 The Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier on the occurrence of any of the statutory provisos contained in Regulation 73 (1) (a) to (c).

38.7 Termination Without Cause

- 38.7.1 The Customer shall have the right to terminate this Call-Off Contract at any time by issuing a Termination Notice to the Supplier giving written notice of at least the number of days stipulated, for the purposes of this Clause 38.7.1, in the Order Form or elsewhere in this Call-Off Contract.

38.8 Termination in Relation to Framework Agreement

- 38.8.1 The Customer may terminate this Call-Off Contract by giving by issuing a Termination Notice to the Supplier if the Framework Agreement is terminated for any reason whatsoever.

38.9 Termination In Relation to Benchmarking

- 38.9.1 The Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier if the Supplier refuses or fails to comply with its obligations as set out in paragraphs 1 and 2 of Framework Schedule 12 (Continuous Improvement and Benchmarking).

38.10 Termination in Relation to Variation

- 38.10.1 The Customer may terminate this Call-Off Contract by issuing a Termination Notice to the Supplier for failure of the Parties to agree or the Supplier to implement a Variation in accordance with the Variation Procedure.

39. SUPPLIER TERMINATION RIGHTS

39.1 Termination on Customer Cause for Failure to Pay

- 39.1.1 The Supplier may, by issuing a Termination Notice to the Customer, terminate this Call-Off Contract if the Customer fails to pay an undisputed sum due to the Supplier under this Call-Off Contract which in aggregate exceeds the amount stipulated in the Order Form or elsewhere in this Call-Off Contract for the purposes of this Clause 39.1.1 (the **"Undisputed Sums Limit"**), and the said undisputed sum due remains outstanding for forty (40) Working Days (the **"Undisputed Sums Time Period"**) after the receipt by the Customer of a written notice of non-payment from the Supplier specifying:

- (a) the Customer's failure to pay; and
- (b) the correct overdue and undisputed sum; and
- (c) the reasons why the undisputed sum is due; and
- (d) the requirement on the Customer to remedy the failure to pay; and

this Call-Off Contract shall then terminate on the date specified in the Termination Notice (which shall not be less than twenty (20) Working Days from the date of the issue of the Termination Notice), save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under this Call-Off Contract including Clause 20.3 (Retention and Set off).

- 39.1.2 The Supplier shall not suspend the supply of the Services for failure of the Customer to pay undisputed sums of money (whether in whole or in part).

40. TERMINATION BY EITHER PARTY

40.1 Termination for continuing Force Majeure Event

- 40.1.1 Either Party may, by, by issuing a Termination Notice to the other Party terminate this Call-Off Contract if, in accordance with Clause 37.6.1(a) (Force Majeure).

41. PARTIAL TERMINATION, SUSPENSION AND PARTIAL SUSPENSION

- 41.1 Where the Customer has the right to terminate this Call-Off Contract, the Customer shall be entitled to terminate or suspend all or part of this Call-Off Contract provided always that, if the Customer elects to terminate or suspend this Call-Off Contract in part, the parts of this Call-Off Contract not terminated or suspended can, in the Customer's reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Call-Off Contract.

- 41.2 Any suspension of this Call-Off Contract under Clause 41.1 shall be for such period as the Customer may specify and without prejudice to any right of termination which has already accrued, or subsequently accrues, to the Customer.

- 41.3 The Parties shall seek to agree the effect of any Variation necessitated by a partial termination, suspension or partial suspension in accordance with the Variation Procedure, including the effect that the partial termination, suspension or partial suspension may have on the provision of any other Services and the Call-Off Contract Charges, provided that the Supplier shall not be entitled to:

- 41.3.1 an increase in the Call-Off Contract Charges in respect of the provision of the Services that have not been terminated if the partial termination arises due to the exercise of any of

the Customer's termination rights under Clause 38 (Customer Termination Rights) except Clause 38.7 (Termination Without Cause); and

41.3.2 reject the Variation.

42. CONSEQUENCES OF EXPIRY OR TERMINATION

42.1 Consequences of termination under Clauses 38.1 (Termination in Relation to Guarantee), 38.2 (Termination on Material Default), 38.3 (Termination in Relation to Financial Standing), 38.8 (Termination in Relation to Framework Agreement), 38.9 (Termination in Relation to Benchmarking) and 38.10 (Termination in Relation to Variation)

42.1.1 Where the Customer:

- (a) terminates (in whole or in part) this Call-Off Contract under any of the Clauses referred to in Clause 42.1; and
- (b) then makes other arrangements for the supply of the Services,
the Customer may recover from the Supplier the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Call-Off Contract Period provided that Customer shall take all reasonable steps to mitigate such additional expenditure. No further payments shall be payable by the Customer to the Supplier until the Customer has established the final cost of making those other arrangements.

42.2 Consequences of termination under Clauses 38.7 (Termination without Cause) and 39.1 (Termination on Customer Cause for Failure to Pay)

42.2.1 Where:

- (a) the Customer terminates (in whole or in part) this Call-Off Contract under Clause 38.7 (Termination without Cause); or
- (b) the Supplier terminates this Call-Off Contract pursuant to Clause 39.1 (Termination on Customer Cause for Failure to Pay),
the Customer shall indemnify the Supplier against any reasonable and proven Losses which would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call-Off Contract, provided that the Supplier takes all reasonable steps to mitigate such Losses. The Supplier shall submit a fully itemised and costed list of such Losses, with supporting evidence including such further evidence as the Customer may require, reasonably and actually incurred by the Supplier as a result of termination under Clause ~~38.7~~38.7 (Termination without Cause).

42.2.2 The Customer shall not be liable under Clause 42.2.1 to pay any sum which:

- (a) was claimable under insurance held by the Supplier, and the Supplier has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy; or
- (b) when added to any sums paid or due to the Supplier under this Call-Off Contract, exceeds the total sum that would have been payable to the Supplier if this Call-Off Contract had not been terminated.

42.3 Consequences of termination under Clause 40.1 (Termination for Continuing Force Majeure Event)

42.3.1 The costs of termination incurred by the Parties shall lie where they fall if either Party terminates or partially terminates this Agreement for a continuing Force Majeure Event pursuant to Clause 40.1 (Termination for Continuing Force Majeure Event).

42.4 Consequences of Termination for Any Reason

42.4.1 Save as otherwise expressly provided in this Call-Off Contract:

- (a) termination or expiry of this Call-Off Contract shall be without prejudice to any rights, remedies or obligations accrued under this Call-Off Contract prior to termination or expiration and nothing in this Call-Off Contract shall prejudice the right of either Party to recover any amount outstanding at the time of such termination or expiry; and
- (b) termination of this Call-Off Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Supplier under Clauses 18 (Records, Audit Access & Open Book Data), 30 (Intellectual Property Rights), 31.3 (Confidentiality), 31.5 (Freedom of Information) 31.6 (Protection of Personal Data), 33 (Liability), 42 (Consequences of Expiry or Termination), 48 (Severance), 50 (Entire Agreement), 51 (Third Party Rights) 53 (Dispute Resolution) and 54 (Governing Law and Jurisdiction), and the provisions of Call-Off Schedule 1 (Definitions), Call-Off Schedule 3 (Call-Off Contract Charges, Payment and Invoicing), Call-Off Schedule 10 (Exit Management), Call-Off Schedule 11 (Staff Transfer), Call-Off Schedule 12 (Dispute Resolution Procedure) and, without limitation to the foregoing, any other provision of this Call-Off Contract which expressly or by implication is to be performed or observed notwithstanding termination or expiry shall survive the Call-Off Expiry Date.

42.5 Exit management

42.5.1 The Parties shall comply with the exit management provisions set out in Call-Off Schedule 10 (Exit Management).

L. MISCELLANEOUS AND GOVERNING LAW

43. COMPLIANCE

43.1 Health and Safety

43.1.1 The Supplier shall perform its obligations under this Call-Off Contract (including those in relation to the Services) in accordance with:

- (a) all applicable Law regarding health and safety; and
- (b) the Customer's health and safety policy (as provided to the Supplier from time to time) whilst at the Customer Premises.

43.1.2 Each Party shall promptly notify the other of as soon as possible of any health and safety incidents or material health and safety hazards at the Customer Premises of which it becomes aware and which relate to or arise in connection with the performance of this Call-Off Contract

43.1.3 While on the Customer Premises, the Supplier shall comply with any health and safety measures implemented by the Customer in respect of Supplier Personnel and other persons working there and any instructions from the Customer on any necessary associated safety measures.

43.2 Equality and Diversity

43.2.1 The Supplier shall:

- (a) perform its obligations under this Call-Off Contract (including those in relation to provision of the Services) in accordance with:

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

43.3 Official Secrets Act and Finance Act

43.3.1 The Supplier shall comply with the provisions of:

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

43.4 Environmental Requirements

43.4.1 The Supplier shall, when working on the Sites, perform its obligations under this Call-Off Contract in accordance with the Environmental Policy of the Customer.

43.4.2 The Customer shall provide a copy of its written Environmental Policy (if any) to the Supplier upon the Supplier's written request.

44. ASSIGNMENT AND NOVATION

44.1 The Supplier shall not assign, novate, Sub-Contract or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Call-Off Contract or any part of it without Approval.

44.2 The Customer may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under this Call-Off Contract or any part thereof to:

- 44.2.1 any other Contracting Authority; or
- 44.2.2 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or
- 44.2.3 any private sector body which substantially performs the functions of the Customer, and the Supplier shall, at the Customer's request, enter into a novation agreement in such form as the Customer shall reasonably specify in order to enable the Customer to exercise its rights pursuant to this Clause 44.2.

44.3 A change in the legal status of the Customer such that it ceases to be a Contracting Authority shall not, subject to Clause 44.4 affect the validity of this Call-Off Contract and this Call-Off Contract shall be binding on any successor body to the Customer.

44.4 If the Customer assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Call-Off Contract to a body which is not a Contracting Authority or if a body which is not a Contracting Authority succeeds the Customer (both "**Transferee**" in the rest of this Clause) the right of termination of the Customer in Clause 38.4 (Termination on Insolvency) shall be available to the Supplier in the event of insolvency of the Transferee (as if the references to Supplier in Clause 38.4 (Termination on Insolvency) and to Supplier or Framework Guarantor or Call-Off Guarantor in the definition of Insolvency Event were references to the Transferee).

45. WAIVER AND CUMULATIVE REMEDIES

45.1 The rights and remedies under this Call-Off Contract may be waived only by notice in accordance with Clause 52 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Call-Off Contract or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that right or remedy.

45.2 Unless otherwise provided in this Call-Off Contract, rights and remedies under this Call-Off Contract are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

46. RELATIONSHIP OF THE PARTIES

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

47. PREVENTION OF FRAUD AND BRIBERY

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

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

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

47.2 The Supplier shall not during the Call-Off Contract Period:

47.2.1 commit a Prohibited Act; and/or

47.2.2 do or suffer anything to be done which would cause the Customer or any of the Customer's employees, consultants, contractors, Sub-Contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

47.3 The Supplier shall during the Call-Off Contract Period:

47.3.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;

47.3.2 keep appropriate records of its compliance with its obligations under Clause 47.3.1 and make such records available to the Customer on request;

47.3.3 if so required by the Customer, within twenty (20) Working Days of the Call-Off Commencement Date, and annually thereafter, certify to the Customer in writing of the Supplier and all persons associated with it or its Sub-Contractors or other persons who are supplying the Services in connection with this Call-Off Contract. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request; and

47.3.4 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.

47.4 The Supplier shall immediately notify the Customer in writing if it becomes aware of any breach of Clause 47.1, or has reason to believe that it has or any of the Supplier Personnel have:

- 47.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- 47.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- 47.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Call-Off Contract or otherwise suspects that any person or Party directly or indirectly connected with this Call-Off Contract has committed or attempted to commit a Prohibited Act.
- 47.5 If the Supplier makes a notification to the Customer pursuant to Clause 47.4, the Supplier shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit any books, records and/or any other relevant documentation in accordance with Clause 18 (Records, Audit Access and Open Book Data).
- 47.6 If the Supplier breaches Clause 47.3, the Customer may by notice:
- 47.6.1 require the Supplier to remove from performance of this Call-Off Contract any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
- 47.6.2 immediately terminate this Call-Off Contract for material Default.
- 47.7 Any notice served by the Customer under Clause 47.4 shall specify the nature of the Prohibited Act, the identity of the Party who the Customer believes has committed the Prohibited Act and the action that the Customer has elected to take (including, where relevant, the date on which this Call-Off Contract shall terminate).

48. SEVERANCE

- 48.1 If any provision of this Call-Off Contract (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Call-Off Contract are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Call-Off Contract shall not be affected.
- 48.2 In the event that any deemed deletion under Clause 48.1 is so fundamental as to prevent the accomplishment of the purpose of this Call-Off Contract or materially alters the balance of risks and rewards in this Call-Off Contract, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Call-Off Contract so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Call-Off Contract and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.
- 48.3 If the Parties are unable to resolve the Dispute arising under this Clause 48 within twenty (20) Working Days of the date of the notice given pursuant to Clause 48.2, this Call-Off Contract shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Call-Off Contract is terminated pursuant to this Clause 48.

49. FURTHER ASSURANCES

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

50. ENTIRE AGREEMENT

50.1 This Call-Off Contract and the documents referred to in it constitute the entire agreement between the Parties in respect of the matter and supersedes and extinguishes all prior negotiations, course of dealings or agreements made between the Parties in relation to its subject matter, whether written or oral.

50.2 Neither Party has been given, nor entered into this Call-Off Contract in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Call-Off Contract.

50.3 Nothing in this Clause 50 shall exclude any liability in respect of misrepresentations made fraudulently.

51. THIRD PARTY RIGHTS

51.1 The provisions of paragraphs 2.1 and 2.6 of Part A, paragraphs 2.1, 2.6, 3.1 and 3.3 of Part B, paragraphs 2.1 and 2.3 of Part C and paragraphs and 1.4, 2.3 and 2.8 of Part D of Call-Off Schedule 11 (Staff Transfer) and the provisions of paragraph 9.9 of Schedule 10 (Exit Management) (together "**Third Party Provisions**") confer benefits on persons named in such provisions other than the Parties (each such person a "**Third Party Beneficiary**") and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

51.2 Subject to Clause 51.1, a person who is not a Party to this Call-Off Contract has no right under the CTRPA to enforce any term of this Call-Off Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

51.3 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Customer, which may, if given, be given on and subject to such terms as the Customer may determine.

51.4 Any amendments or modifications to this Call-Off Contract may be made, and any rights created under Clause 51.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

52. NOTICES

52.1 Except as otherwise expressly provided within this Call-Off Contract, any notices sent under this Call-Off Contract must be in writing. For the purpose of this Clause 52, an e-mail is accepted as being "in writing".

52.2 Subject to Clause 52.3, the following table sets out the method by which notices may be served under this Call-Off Contract and the respective deemed time and proof of service:

Manner of delivery	Deemed time of delivery	Proof of Service
Email (Subject to Clauses 52.3 and 52.4)	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message
Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day	Properly addressed and delivered as evidenced by signature of a delivery receipt
Royal Mail Signed	At the time recorded by	Properly addressed

For TM 1 st Class or other prepaid, next Working Day service providing proof of delivery	the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm)	prepaid and delivered as evidenced by signature of a delivery receipt
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52.3 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or Royal Mail Signed ForTM 1st Class or other prepaid in the manner set out in the table in Clause 52.2:

52.3.1 any Termination Notice (Clause 38 (Customer Termination Rights)),

52.3.2 any notice in respect of:

- (a) partial termination, suspension or partial suspension (Clause 41 (Partial Termination, Suspension and Partial Suspension)),
- (b) waiver (Clause 45 (Waiver and Cumulative Remedies))
- (c) Default or Customer Cause; and

52.3.3 any Dispute Notice.

52.4 Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 52.3 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed ForTM 1st Class delivery (as set out in the table in Clause 52.2) or, if earlier, the time of response or acknowledgement by the other Party to the email attaching the notice.

52.5 This Clause 52 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under the Dispute Resolution Procedure).

52.6 For the purposes of this Clause 52, the address and email address of each Party shall be the address and email address set out in the Order Form.

53. DISPUTE RESOLUTION

53.1 The Parties shall resolve Disputes arising out of or in connection with this Call-Off Contract in accordance with the Dispute Resolution Procedure.

53.2 The Supplier shall continue to provide the Services in accordance with the terms of this Call-Off Contract until a Dispute has been resolved.

54. GOVERNING LAW AND JURISDICTION

54.1 This Call-Off Contract and any issues, Disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.

54.2 Subject to Clause 53 (Dispute Resolution) and Call-Off Schedule 12 (Dispute Resolution Procedure) (including the Customer's right to refer the Dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute or claim (whether contractual or non-contractual) that arises out of or in connection with this Call-Off Contract or its subject matter or formation.

CALL-OFF SCHEDULE 1: DEFINITIONS

1. In accordance with Clause 1 (Definitions and Interpretations) of this Call-Off Contract the following expressions shall have the following meanings:

"Achieve"	means in respect of a Test, to successfully pass such Test without any Test Issues in accordance with the Test Strategy Plan and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and "Achieved" , "Achieving" and "Achievement" shall be construed accordingly;
"Acquired Rights Directive"	means the European Council Directive 77/187/EEC on the approximation of laws of European member states relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses, as amended or re-enacted from time to time;
"Additional Clauses"	means the additional Clauses in Call-Off Schedule 14 (Alternative and/or Additional Clauses) and any other additional Clauses set out in the Order Form or elsewhere in this Call-Off Contract;
"Affected Party"	means the party seeking to claim relief in respect of a Force Majeure;
"Affiliates"	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
"Alternative Clauses"	means the alternative Clauses in Call-Off Schedule 14 (Alternative and/or Additional Clauses) and any other alternative Clauses set out in the Order Form or elsewhere in this Call-Off Contract;
"Approval"	means the prior written consent of the Customer and "Approve" and "Approved" shall be construed accordingly;
"Approved Sub-Licensee"	means any of the following: a) a Central Government Body; b) any third party providing services to a Central Government Body; and/or c) any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Customer;
"Auditor"	means: a) the Customer's internal and external auditors; b) the Customer's statutory or regulatory auditors; c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office d) HM Treasury or the Cabinet Office e) any party formally appointed by the Customer to

	<p>carry out audit or similar review functions; and</p> <p>f) successors or assigns of any of the above;</p>
"Authority"	means THE MINISTER FOR THE CABINET OFFICE (" Cabinet Office ") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
"BCDR Plan"	means the plan prepared pursuant to paragraph 2 of Call-Off Schedule 9 (Business Continuity and Disaster Recovery), as may be amended from time to time;
"BCDR Services"	means the Business Continuity Services and Disaster Recovery Services;
"Business Continuity Services"	has the meaning given to it in paragraph 4.2.2 of Call-Off Schedule 9 (Business Continuity and Disaster Recovery);
"Call-Off Agreement"	means a legally binding agreement (entered into pursuant to the provisions of the Framework Agreement) for the provision of the Services made between a Contracting Authority and the Supplier pursuant to Framework Schedule 5 (Call-Off Procedure);
"Call-Off Commencement Date"	means the date of commencement of this Call-Off Contract set out in paragraph 1.1 of the Order Form;
"Call-Off Contract"	means this contract between the Customer and the Supplier (entered into pursuant to the provisions of the Framework Agreement) consisting of the Order Form and the Call-Off Terms;
"Call-Off Contract Charges"	means the prices (inclusive of any Milestone Payments and exclusive of any applicable VAT), payable to the Supplier by the Customer under this Call-Off Contract, as set out in Annex 1 of Call-Off Schedule 3 (Call-Off Contract Charges, Payment and Invoicing), for the full and proper performance by the Supplier of its obligations under this Call-Off Contract less any Deductions;
"Call-Off Contract Period"	means the term of this Call-Off Contract from the Call-Off Commencement Date until the Call-Off Expiry Date, which shall in no event exceed a maximum duration of four (4) years;
"Call-Off Contract Year"	means a consecutive period of twelve (12) Months commencing on the Call-Off Commencement Date or each anniversary thereof;
"Call-Off Expiry Date"	<p>means:</p> <p>a) the end date of the Call-Off Initial Period or any Call-Off Extension Period; or</p> <p>b) if this Call-Off Contract is terminated before the date specified in (a) above, the earlier date of termination of this Call-Off Contract;</p>
"Call-Off Extension Period"	means the extension term of this Call-Off Contract from the end date of the Call-Off Initial Period to the end date

	of the extension period stated in the Order Form;
"Call-Off Guarantee"	means a deed of guarantee that may be required under this Call-Off Contract in favour of the Customer in the form set out in Framework Schedule 13 (Guarantee) granted pursuant to Clause 8 (Call-Off Guarantee);
"Call-Off Guarantor"	means the person, in the event that a Call-Off Guarantee is required under this Call-Off Contract, acceptable to the Customer to give a Call-Off Guarantee;
"Call-Off Initial Period"	means the initial term of this Call-Off Contract from the Call-Off Commencement Date to the end date of the initial term stated in the Order Form;
"Call-Off Schedule"	means a schedule to this Call-Off Contract;
"Call-Off Terms"	means these terms and conditions entered by the Parties (excluding the Order Form) in respect of the provision of the Services, together with the Call-Off Schedules hereto;
"Central Government Body"	means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: <ul style="list-style-type: none"> a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
"Change in Law"	means any change in Law which impacts on the supply of the Services and performance of the Call-Off Terms which comes into force after the Call-Off Commencement Date;
"Change of Control"	means a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
"Charges"	means the charges raised under or in connection with a Call-Off Agreement from time to time, which Charges shall be calculated in a manner which is consistent with the Charging Structure;
"Charging Structure"	means the structure to be used in the establishment of the charging model which is applicable to each Call-Off Agreement, which structure is set out in Framework Schedule 3 (Framework Prices and Charging Structure);
"Commercially Sensitive Information"	means the Confidential information listed in the Order Form (if any) comprising of a commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss;

"Comparable Supply"	means the supply of Services to another Customer of the Supplier that are the same or similar to the Services;
"Compensation for Critical Service Level Failure"	has the meaning given to it in Clause 11.1.2 (Critical Service Level Failure);
"Confidential Information"	means the Customer's Confidential Information and/or the Supplier's Confidential Information, as the context specifies;
"Continuous Improvement Plan"	means a plan for improving the provision of the Services and/or reducing the Charges produced by the Supplier pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking);
"Contracting Authority"	means the Authority, the Customer and any other bodies listed in paragraph VI.3 of the OJEU Notice;
"Control"	means control as defined in section 1124 and 450 Corporation Tax Act 2010 and "Controls" and "Controlled" shall be interpreted accordingly;
"Conviction"	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006;
"Costs"	<p>the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Services:</p> <ul style="list-style-type: none"> a) the cost to the Supplier or the Key Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including: <ul style="list-style-type: none"> i) base salary paid to the Supplier Personnel; ii) employer's national insurance contributions; iii) pension contributions; iv) car allowances; v) any other contractual employment benefits; vi) staff training; vii) work place accommodation; viii) work place IT equipment and tools reasonably necessary to provide the Services (but not including items included within limb (b) below); and ix) reasonable recruitment costs, as agreed with

	<p>the Customer;</p> <p>b) costs incurred in respect of those Supplier Assets which are detailed on the Registers and which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Customer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Services;</p> <p>but excluding:</p> <p>a) Overhead;</p> <p>b) financing or similar costs;</p> <p>c) maintenance and support costs to the extent that these relate to maintenance and/or support services provided beyond the Call-Off Contract Period whether in relation to Supplier Assets or otherwise;</p> <p>d) taxation;</p> <p>e) fines and penalties;</p> <p>f) amounts payable under Clause 22 (Benchmarking); and</p> <p>g) non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p>
"Critical Service Level Failure"	means any instance of critical service level failure specified in Annex 2 to Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Crown"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
"Crown Body"	means any department, office or executive agency of the Crown;
"CRTPA"	means the Contracts (Rights of Third Parties) Act 1999;
"Customer"	means the Customer(s) identified in the Order Form;
"Customer Assets"	means the Customer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Customer and which is or may be used in connection with the provision of the

	Services;
"Customer Background IPR"	<p>means:</p> <ul style="list-style-type: none"> a) IPRs owned by the Customer before the Call-Off Commencement Date, including IPRs contained in any of the Customer's Know-How, documentation, software, processes and procedures; b) IPRs created by the Customer independently of this Call-Off Contract; and/or c) Crown Copyright which is not available to the Supplier otherwise than under this Call-Off Contract;
"Customer Cause"	means any breach of the obligations of the Customer or any other default, act, omission, negligence or statement of the Customer, of its employees, servants, agents in connection with or in relation to the subject-matter of this Call-Off Contract and in respect of which the Customer is liable to the Supplier;
"Customer Data"	<p>means:</p> <ul style="list-style-type: none"> a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any Customer's Confidential Information, and which: <ul style="list-style-type: none"> i) are supplied to the Supplier by or on behalf of the Customer; or ii) the Supplier is required to generate, process, store or transmit pursuant to this Call-Off Contract; or b) any Personal Data for which the Customer is the Data Controller;
"Customer Premises"	means premises owned, controlled or occupied by the Customer which are made available for use by the Supplier or its Sub-Contractors for provision of the Services (or any of them);
"Customer Property"	means the property, other than real property and IPR, including any equipment issued or made available to the Supplier by the Customer in connection with this Call-Off Contract;
"Customer Representative"	means the representative appointed by the Customer from time to time in relation to this Call-Off Contract;
"Customer Responsibilities"	means the responsibilities of the Customer set out in the Part B of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and any other responsibilities of the Customer in the Order Form or agreed in writing between the Parties from time to time in connection with this Call-Off Contract;
"Customer's Confidential Information"	<p>means:</p> <ul style="list-style-type: none"> a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-

	<p>How and IPR of the Customer (including all Customer Background IPR and Project Specific IPR);</p> <p>b) any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has come) to the Customer's attention or into the Customer's possession in connection with this Call-Off Contract; and</p> <p>c) information derived from any of the above;</p>
"Data Controller"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Processor"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Protection Legislation" or "DPA"	means the Data Protection Act 1998 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Data Subject"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Subject Access Request"	means a request made by a Data Subject in accordance with rights granted pursuant to the DPA to access his or her Personal Data;
"Deductions"	means all Service Credits, Delay Payments or any other deduction which the Customer is paid or is payable under this Call-Off Contract;
"Default"	means any breach of the obligations of the Supplier (including but not limited to including abandonment of this Call-Off Contract in breach of its terms) or any other default (including material Default), act, omission, negligence or statement of the Supplier, of its Sub-Contractors or any Supplier Personnel howsoever arising in connection with or in relation to the subject-matter of this Call-Off Contract and in respect of which the Supplier is liable to the Customer;
"Delay"	<p>means:</p> <p>a) a delay in the Achievement of a Milestone by its Milestone Date; or</p> <p>b) a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;</p>
"Delay Payments"	means the amounts payable by the Supplier to the Customer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
"Delay Period Limit"	shall be the number of days specified in Part A of Call-Off Schedule 4: Implementation Plan, Customer Responsibilities and Key Personnel, for the purposes of

	6.4.1(b)(ii);
"Deliverable"	means an item or feature in the supply of the Services delivered or to be delivered by the Supplier at or before a Milestone Date listed in the Implementation Plan (if any) or at any other stage during the performance of this Call-Off Contract;
"Delivery"	means delivery in accordance with the terms of this Call-Off Contract as confirmed by the issue by the Customer of a Satisfaction Certificate in respect of the relevant Milestone thereof (if any) or otherwise in accordance with this Call-Off Contract and accepted by the Customer and "Deliver" and "Delivered" shall be construed accordingly;
"Disaster"	means the occurrence of one or more events which, either separately or cumulatively, mean that the Services, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Order Form or elsewhere in the Call-Off Contract (for the purposes of this definition the "Disaster Period")
"Disaster Recovery Services"	means the services embodied in the processes and procedures for restoring the provision of Services following the occurrence of a Disaster, as detailed further in Call-Off Schedule 9 (Business Continuity and Disaster Recovery);
"Disclosing Party"	has the meaning given to it in Clause 31.3.1 (Confidentiality);
"Dispute"	means any dispute, difference or question of interpretation arising out of or in connection with this Call-Off Contract, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the Variation Procedure or any matter where this Call-Off Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
"Dispute Notice"	means a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in Call-Off Schedule 12 (Dispute Resolution Procedure);
"Documentation"	means all documentation as: <ul style="list-style-type: none"> a) is required to be supplied by the Supplier to the Customer under this Call-Off Contract; b) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Customer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Services; c) is required by the Supplier in order to provide the Services; and/or d) has been or shall be generated for the purpose of

	providing the Services;
"DOTAS"	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
"Due Diligence Information"	means any information supplied to the Supplier by or on behalf of the Customer prior to the Call-Off Commencement Date;
"Employee Liabilities"	<p>means all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:</p> <ul style="list-style-type: none"> a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments; b) unfair, wrongful or constructive dismissal compensation; c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay; d) compensation for less favourable treatment of part-time workers or fixed term employees; e) outstanding debts and unlawful deduction of wages including any PAYE and National Insurance Contributions in relation to payments made by the Customer or the Replacement Supplier to a Transferring Supplier Employee which would have been payable by the Supplier or the Sub-Contractor if such payment should have been made prior to the Service Transfer Date; f) claims whether in tort, contract or statute or otherwise; g) any investigation by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;
"Employment"	means the Transfer of Undertakings (Protection of

Regulations"	Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the Acquired Rights Directive;
"Environmental Policy "	means to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Customer;
"Environmental Information Regulations or EIRs "	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
"Estimated Year 1 Call-Off Contract Charges"	means the sum in pounds estimated by the Customer to be payable by it to the Supplier as the total aggregate Call-Off Contract Charges from the Call-Off Commencement Date until the end of the first Call-Off Contract Year stipulated in the Order Form or elsewhere in this Call-Off Contract;
"Expedited Dispute Timetable"	means the timetable set out in paragraph 5 of Schedule 12 (Dispute Resolution Procedure);
"FOIA"	means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;
"Force Majeure"	<p>means any event, occurrence, circumstance, matter or cause affecting the performance by either the Customer or the Supplier of its obligations arising from:</p> <ul style="list-style-type: none"> a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under this Call-Off Contract; b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare; c) acts of the Crown, local government or Regulatory Bodies; d) fire, flood or any disaster; and e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding: <ul style="list-style-type: none"> i) any industrial dispute relating to the Supplier, the Supplier Personnel (including any subsets of them) or any other failure in the Supplier or the Sub-Contractor's supply chain; and ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions

	<p>against it by the Party concerned; and</p> <p>iii) any failure of delay caused by a lack of funds;</p>
"Force Majeure Notice"	means a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
"Former Supplier"	means a supplier supplying the Services to the Customer before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Sub-Contractor of such supplier (or any Sub-Contractor of any such Sub-Contractor);
"Framework Agreement"	means the framework agreement between the Authority and the Supplier referred to in the Order Form;
"Framework Commencement Date"	means the date of commencement of the Framework Agreement as stated in the Call-Off Schedule 1 (Definitions);
"Framework Period"	means the period from the Framework Commencement Date until the expiry or earlier termination of the Framework Agreement;
"Framework Price(s)"	means the price(s) applicable to the provision of the Services set out in Framework Schedule 3 (Framework Prices and Charging Structure);
"Framework Schedule"	means a schedule to the Framework Agreement;
"Fraud"	means any offence under any Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
"Further Competition Procedure"	means the award procedure described in paragraph 3 of Framework Schedule 5 (Call-Off Procedure);
"General Anti-Abuse Rule"	means (a) the legislation in Part 5 of the Finance Act 2013 and; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
"General Change in Law"	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"Good Industry Practice"	means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
"Government"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or

	agencies from time to time carrying out functions on its behalf;
"Halifax Abuse Principle"	means the principle explained in the CJEU Case C-255/02 Halifax and others;
"HMRC"	means Her Majesty's Revenue and Customs;
"Holding Company"	has the meaning given to it in section 1159 of the Companies Act 2006;
"ICT Policy"	<p>means the Customer's ICT policy in force as at the Call-Off Commencement Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;</p> <p>[Guidance Note: if the Customer wants the Supplier to comply with its ICT Policy, ensure it is handed over to the Customer BEFORE the Call-Off Commencement Date]</p>
"Impact Assessment"	has the meaning given to it in Clause 19.1.3 (Variation Procedure);
"Implementation Plan"	means the plan set out in the Order Form;
"Information"	has the meaning given to it under section 84 of the Freedom of Information Act 2000;
"Insolvency Event"	<p>means, in respect of the Supplier or Framework Guarantor or Call-Off Guarantor (as applicable):</p> <ul style="list-style-type: none"> a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or g) being a "small company" within the meaning of

	<p>section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or</p> <p>h) where the Supplier or Framework Guarantor or Call-Off Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or</p> <p>i) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;</p>
"Intellectual Property Rights" or "IPR"	<p>means</p> <p>a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <p>b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</p> <p>c) all other rights having equivalent or similar effect in any country or jurisdiction;</p>
"IPR Claim"	<p>means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Customer in the fulfilment of its obligations under this Call-Off Contract;</p>
"Key Performance Indicators" or "KPIs"	<p>means the performance measurements and targets in respect of the Supplier's performance of the Framework Agreement set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators);</p>
"Key Personnel"	<p>means the individuals (if any) identified as such in Part C of Call-Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel);</p>
"Key Role(s) "	<p>has the meaning given to it in Clause 23.1 (Key Personnel);</p>
"Key Sub-Contract"	<p>means each Sub-Contract with a Key Sub-Contractor;</p>
"Key Sub-Contractor"	<p>means any Sub-Contractor:</p> <p>a) listed in Framework Schedule 7 (Key Sub-Contractors);</p> <p>b) which, in the opinion of the Authority and the Customer, performs (or would perform if appointed) a critical role in the provision of all or any part of the Services; and/or</p> <p>c) with a Sub-Contract with a contract value which at</p>

	the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Call-Off Contract Charges forecast to be payable under this Call-Off Contract;
"Know-How"	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services but excluding know-how already in the other Party's possession before the Call-Off Commencement Date;
"Law"	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
"Losses"	means all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and "Loss" shall be interpreted accordingly;
"Man Day"	means 7.5 Man Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day;
"Man Hours"	means the hours spent by the Supplier Personnel properly working on the provision of the Services including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks;
"Milestone"	means an event or task described in the Implementation Plan which, if applicable, must be completed by the relevant Milestone Date;
"Milestone Date"	means the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
"Milestone Payment"	means a payment identified in the Implementation Plan to be made following the issue of a Satisfaction Certificate in respect of Achievement of the relevant Milestone;
"Month"	means a calendar month and "Monthly" shall be interpreted accordingly;
"Occasion of Tax Non-Compliance"	means: <ul style="list-style-type: none"> a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or

	<p>similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</p> <p>ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under DOTAS or any equivalent or similar regime in any jurisdiction; and/or</p> <p>b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Call-Off Commencement Date or to a civil penalty for fraud or evasion;</p>
"Open Book Data "	<p>means complete and accurate financial and non-financial information which is sufficient to enable the Customer to verify the Call-Off Contract Charges already paid or payable and Call-Off Contract Charges forecast to be paid during the remainder of this Call-Off Contract, including details and all assumptions relating to:</p> <p>a) the Supplier's Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Services;</p> <p>b) operating expenditure relating to the provision of the Services including an analysis showing:</p> <p>i) the unit costs and any other consumables and bought-in services;</p> <p>ii) manpower resources broken down into the number and grade/role of all Supplier Personnel (free of any contingency) together with a list of agreed rates against each manpower grade;</p> <p>iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier's Profit Margin; and</p> <p>c) Overheads;</p> <p>d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Services;</p> <p>e) the Supplier Profit achieved over the Call-Off Contract Period and on an annual basis;</p> <p>f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</p> <p>g) an explanation of the type and value of risk and contingencies associated with the provision of the Services, including the amount of money attributed to each risk and/or contingency; and</p>

	h) the actual Costs profile for each Service Period.
"Order"	means the order for the provision of the Services placed by the Customer with the Supplier in accordance with the Framework Agreement and under the terms of this Call-Off Contract;
"Order Form"	means the form, as completed and forming part of this Call-Off Contract, which contains details of an Order, together with other information in relation to such Order, including without limitation the description of the Services to be supplied;
"Other Supplier"	means any supplier to the Customer (other than the Supplier) which is notified to the Supplier from time to time and/or of which the Supplier should have been aware;
"Overhead"	means those amounts which are intended to recover a proportion of the Supplier's or the Key Sub-Contractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Personnel and accordingly included within limb (a) of the definition of "Costs";
"Parent Company"	means any company which is the ultimate Holding Company of the Supplier and which is either responsible directly or indirectly for the business activities of the Supplier or which is engaged by the same or similar business to the Supplier. The term "Holding or Parent Company" shall have the meaning ascribed by the Companies Act 2006 or any statutory re-enactment or amendment thereto;
"Party"	means the Customer or the Supplier and "Parties" shall mean both of them;
"Performance Monitoring System"	has the meaning given to it in paragraph 8.1.2 in Part B of Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Performance Monitoring Reports"	has the meaning given to it in paragraph 10.1 of Part B of Schedule 6 (Service Level, Service Credit and Performance Monitoring);
"Personal Data"	has the meaning given to it in the Data Protection Act 1998;
"PQQ Response"	means, where the Framework Agreement has been awarded under the Restricted Procedure, the response submitted by the Supplier to the Pre-Qualification Questionnaire issued by the Authority, and the expressions "Restricted Procedure" and "Pre-Qualification Questionnaire" shall have the meaning given to them in the Regulations;
"Processing"	has the meaning given to it in the Data Protection Legislation but, for the purposes of this Call-Off Contract, it shall include both manual and automatic processing and "Process" and "Processed" shall be interpreted

	accordingly;
"Prohibited Act"	<p>means any of the following:</p> <ul style="list-style-type: none"> a) to directly or indirectly offer, promise or give any person working for or engaged by the Customer and/or the Authority or other Contracting Authority or any other public body a financial or other advantage to: <ul style="list-style-type: none"> i) induce that person to perform improperly a relevant function or activity; or ii) reward that person for improper performance of a relevant function or activity; b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement; c) committing any offence: <ul style="list-style-type: none"> i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act) ii) under legislation or common law concerning fraudulent acts; or iii) defrauding, attempting to defraud or conspiring to defraud the Customer; or iv) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;
"Project Specific IPR"	<p>means:</p> <ul style="list-style-type: none"> a) Intellectual Property Rights in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call-Off Contract and updates and amendments of these items including (but not limited to) database schema; and/or b) IPR in or arising as a result of the performance of the Supplier's obligations under this Call-Off Contract and all updates and amendments to the same; <p>but shall not include the Supplier Background IPR;</p>
"Recipient"	has the meaning given to it in Clause 31.3.1 (Confidentiality);
"Rectification Plan"	means the rectification plan pursuant to the Rectification Plan Process;
"Rectification Plan Process"	means the process set out in Clause 35.2 (Rectification Plan Process);
"Registers"	has the meaning given to in Call-Off Schedule 10 (Exit Management);

"Regulations"	means the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2012 (as the context requires) as amended from time to time;
"Related Supplier"	means any person who provides Services to the Customer which are related to the Services from time to time;
"Relevant Conviction"	means a Conviction that is relevant to the nature of the Services to be provided or as specified by the Customer in the Order Form or elsewhere in this Call-Off Contract;
"Relevant Requirements"	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
"Relevant Tax Authority"	means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
"Relevant Transfer"	means a transfer of employment to which the Employment Regulations applies;
"Relevant Transfer Date"	means, in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;
"Relief Notice"	has the meaning given to it in Clause 36.2.2 (Supplier Relief Due to Customer Cause);
"Replacement Services"	means any services which are substantially similar to any of the Services and which the Customer receives in substitution for any of the Services following the Call-Off Expiry Date, whether those services are provided by the Customer internally and/or by any third party;
"Replacement Sub-Contractor"	means a Sub-Contractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Sub-Contractor of any such Sub-Contractor);
"Replacement Supplier"	means any third party provider of Replacement Services appointed by or at the direction of the Customer from time to time or where the Customer is providing Replacement Services for its own account, shall also include the Customer;
"Request for Information"	means a request for information or an apparent request relating to this Call-Off Contract or the provision of the Services or an apparent request for such information under the FOIA or the EIRs;
"Restricted Countries"	has the meaning given to it in Clause 34.6.3 (Protection of Personal Data);
"Satisfaction Certificate"	means the certificate materially in the form of the document contained in Call-Off Schedule 5 (Testing) granted by the Customer when the Supplier has Achieved a Milestone or a Test;
"Security Management Plan"	means the Supplier's security management plan prepared pursuant to paragraph Error! Reference source not found. of Call-Off Schedule 8 (Security) a draft of which has been provided by the Supplier to the Customer in accordance with paragraph Error! Reference source not

	found. of Call-Off Schedule 8 (Security) and as updated from time to time;
"Security Policy"	means the Customer's security policy in force as at the Call-Off Commencement Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;
"Security Policy Framework"	the HMG Security Policy Framework https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255910/HMG_Security_Policy_Framework_V11.0.pdf ;
"Service Credit Cap"	has the meaning given to it in Paragraph 7 of Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)
"Service Credits"	means any service credits specified in Annex 1 to Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) being payable by the Supplier to the Customer in respect of any failure by the Supplier to meet one or more Service Levels;
"Service Failure"	means an unplanned failure and interruption to the provision of the Services, reduction in the quality of the provision of the Services or event which could affect the provision of the Services in the future;
"Service Level Failure"	means a failure to meet the Service Level Performance Measure in respect of a Service Level Performance Criterion;
"Service Level Performance Criteria"	has the meaning given to it in paragraph 4.2 of Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Level Performance Measure"	shall be as set out against the relevant Service Level Performance Criterion in Annex 1 of Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Level Threshold"	shall be as set out against the relevant Service Level Performance Criterion in Annex 1 of Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Levels"	means any service levels applicable to the provision of the Services under this Call-Off Contract specified in Annex 1 to Part A of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Period"	has the meaning given to in paragraph 5.1 of Call-Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Transfer"	means any transfer of the Services (or any part of the Services), for whatever reason, from the Supplier or any Sub-Contractor to a Replacement Supplier or a Replacement Sub-Contractor;
"Service Transfer Date"	means the date of a Service Transfer;

"Services"	means the services to be provided by the Supplier to the Customer as referred to Annex A of Call-Off Schedule 2 (Services);
"Sites"	means: a) any premises (including the Customer Premises, the Supplier's premises or third party premises): i) from, to or at which: (1) the Services are (or are to be) provided; or (2) the Supplier manages, organises or otherwise directs the provision or the use of the Services.
"Specific Change in Law"	means a Change in Law that relates specifically to the business of the Customer and which would not affect a Comparable Supply;
"Staffing Information"	has the meaning give to it in Call-Off Schedule 11 (Staff Transfer);
"Standards"	means any: a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; b) standards detailed in the specification in Framework Schedule 2 (Services and Key Performance Indicators); c) standards detailed by the Customer in Call-Off Schedule 7 (Standards) or agreed between the Parties from time to time; d) relevant Government codes of practice and guidance applicable from time to time.
"Sub-Contract"	means any contract or agreement (or proposed contract or agreement), other than this Call-Off Contract or the Framework Agreement, pursuant to which a third party: a) provides the Services (or any part of them); b) provides facilities or services necessary for the provision of the Services (or any part of them); and/or c) is responsible for the management, direction or control of the provision of the Services (or any part of them);
"Sub-Contractor"	means any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;
"Supplier"	means the person, firm or company with whom the Customer enters into this Call-Off Contract as identified in

	the Order Form;
"Supplier Assets"	means all assets and rights used by the Supplier to provide the Services in accordance with this Call-Off Contract but excluding the Customer Assets;
"Supplier Background IPR"	means <ul style="list-style-type: none"> a) Intellectual Property Rights owned by the Supplier before the Call-Off Commencement Date, for example those subsisting in the Supplier's standard development tools, program components or standard code used in computer programming or in physical or electronic media containing the Supplier's Know-How or generic business methodologies; and/or b) Intellectual Property Rights created by the Supplier independently of this Call-Off Contract,
"Supplier Personnel"	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-Contractor engaged in the performance of the Supplier's obligations under this Call-Off Contract;
"Supplier Equipment"	means the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Customer) in the performance of its obligations under this Call-Off Contract;
"Supplier Non-Performance"	has the meaning given to it in Clause 36.1 (Supplier Relief Due to Customer Cause);
"Supplier Profit"	means, in relation to a period or a Milestone (as the context requires), the difference between the total Call-Off Charges (in nominal cash flow terms but excluding any Deductions) and total Costs (in nominal cash flow terms) for the relevant period or in relation to the relevant Milestone;
"Supplier Profit Margin"	means, in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Call-Off Contract Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
"Supplier Representative"	means the representative appointed by the Supplier named in the Order Form;
"Supplier's Confidential Information"	means <ul style="list-style-type: none"> a) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Background IPR) trade secrets, Know-How, and/or personnel of the Supplier; b) any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or

	<p>has come) to the Supplier's attention or into the Supplier's possession in connection with this Call-Off Contract;</p> <p>c) information derived from any of the above.</p>
"Template Call-Off Terms"	means the template terms and conditions in Annex 2 of Framework Schedule 4 (Template Order Form and Template Call-Off Terms);
"Template Order Form"	means the template order form in Annex 1 of Framework Schedule 4 (Template Order Form and Template Call-Off Terms);
"Tender"	means the tender submitted by the Supplier to the Authority and annexed to or referred to in Framework Schedule 21;
"Tests and Testing"	means any tests required to be carried out pursuant to this Call-Off Contract as set out in the Test Plan or elsewhere in this Call-Off Contract and "Tested" shall be construed accordingly;
"Test Issue"	means any variance or non-conformity of the Services or Deliverables from their requirements as set out in the Call-Off Contract;
"Test Plan"	<p>means a plan</p> <p>a) for the Testing of the Deliverables; and</p> <p>b) setting out other agreed criteria related to the achievement of Milestones,</p> <p>as described further in paragraph 4 of Call of Schedule 5 (Testing);</p>
"Test Strategy"	means a strategy for the conduct of Testing as described further in paragraph 3 of Call-Off Schedule 5 (Testing);
"Termination Notice"	means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Call-Off Contract on a specified date and setting out the grounds for termination;
"Third Party IPR"	means Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Services;
"Transferring Supplier Employees"	means those employees of the Supplier and/or the Supplier's Sub-Contractors to whom the Employment Regulations will apply on the Service Transfer Date.
"Undelivered Goods"	has the meaning given to it in Clause Error! Reference source not found. (Goods);
"Undelivered Services"	has the meaning given to it in Clause 7.4.1 (Services);
"Undisputed Sums Time Period"	has the meaning given to it Clause 39.1.1 (Termination of Customer Cause for Failure to Pay);
"Valid Invoice"	means an invoice issued by the Supplier to the Customer that complies with the invoicing procedure in paragraph 6 (Invoicing Procedure) of Call-Off Schedule 3 (Call-Off

	Contract Charges, Payment and Invoicing);
"Variation"	has the meaning given to it in Clause 19.1 (Variation Procedure);
"Variation Form"	means the form set out in Call-Off Schedule 13 (Variation Form);
"Variation Procedure"	means the procedure set out in Clause 19.1 (Variation Procedure);
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"Warranty Period"	means, in relation to any Goods, the warranty period specified in the Order Form;
"Worker"	means any one of the Supplier Personnel which the Customer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 07/12 (Tax Arrangements of Public Appointees) https://www.gov.uk/government/publications/procurement-policy-note-07-12-tax-arrangements-of-public-appointees applies in respect of the Services.
"Working Day"	means any Day other than a Saturday or Sunday or public holiday in England and Wales.

CALL-OFF SCHEDULE 2: SERVICES

1. INTRODUCTION

1.1 This Call-Off Schedule specifies the:

ANNEX 1: THE SERVICES

Annex A – Statement of Requirements

1. General Statement of Requirements

All Mandatory Requirements for Lots 1 and 5, as set out in Framework Schedule 2 (Services and Key Performance Indicators Part A: Services), must be complied with unless otherwise stated in the ITT documentation.

1.1. Booking Tool

- 1.1.1. The Supplier shall provide one booking tool that has the ability to direct the user to the best option between car hire and car share.

1.2. Motor Insurance

- 1.2.1. The Customer makes use of the “Crown Indemnity” status as per section 183 of the Road Traffic Act, for all hire Vehicles driven because hire Vehicles are only employed for use in the public service of the Crown. This shall extend to the future use of car share also.
- 1.2.2. The Supplier will only be required to provide insurance cover (Fully Comprehensive), including Collision Damage Waiver (CDW) on the occasions when it is stated as a specific requirement of any particular booking, such as:
 - 1.2.2.1. a third party working on behalf of the Customer(s) requires a hire Vehicle;
 - 1.2.2.2. the Vehicle is driven overseas or hire commences overseas;
 - 1.2.2.3. the Customer do not have either Crown Indemnity or their own appropriate insurance cover.

1.3. Reducing Whole Life Costs

- 1.3.1. The Customer requires a range of solutions for drivers to on and off hire at a location and with a process that provides best overall value for money i.e. not just Delivery and Collection but additionally considers the driver's effective use of their own time. Please add such service solutions to the cost schedule and advise on the resultant charge (including any nil fees).

1.4. Fuel Level on Delivery

- 1.4.1. For the avoidance of doubt the Customer requires that the Vehicles are delivered with a full tank of fuel, less any used between the nearest fuel retail outlet and the delivery address.

1.5. Management Information

- 1.5.1. The following list of the management information shall be offered free of charge by the Supplier to the Authority and to Customer(s) where required by the Authority and/or Customer(s):

1.5.2.

Requirement	Frequency
Monthly/YTD Usage:	
Customer(s) Organisation	Monthly
Single unique reference number	Monthly
Customer(s) Invoice Date	Monthly
Customer(s) Invoice Number	Monthly
Customer(s) Invoice Line Number	Monthly
Invoice Line Product/Service Description	Monthly
Unit of Purchase	Monthly
Price per Unit	Monthly
Invoice Line Quantity	Monthly
Total Charges (ex VAT)	Monthly
VAT Applicable	Monthly
VAT amount charged	Monthly
Promotion Code	Monthly
Rental Start Date	Monthly
Rental End Date	Monthly
Length of Rental	Monthly
Vehicle Group Booked	Monthly
Vehicle Group Supplied	Monthly
Vehicle Make	Monthly
Vehicle Derivative	Monthly
Fuel Type	Monthly

CO2 Emission Level	Monthly
Miles Travelled	Monthly
Refuelling Charges including fuel ex VAT	Monthly
Rental Company	Monthly
Booking Method	Monthly
On line booking discount	Monthly

1.5.3. The ability to produce a system report which can assist in the removal of dormant user accounts, e.g. User Accounts not used within the last X months.

1.5.4. The ability to produce a system report which can list all driver/renter profiles including all contact details in one report.

1.6. Key Performance Indicators

1.7.

1.7.1.

	Key Performance Indicator	Specification	Target
1	Telephone calls / online booking	All incoming telephone calls to be answered within 10 seconds. Online booking systems shall be available at all times during working normal hours.	98% 100%
2	Complaints to Bookings ratio	The Supplier will record the number of bookings and register complaints made for each calendar month.	<0.5% of Complaints to bookings made per calendar month
3	Complaints resolution	The Supplier will provide a copy of their complaints log on a monthly basis detailing the nature of the complaints and the actions taken to resolve the complaints, including timescales taken to resolve them.	100% of complaints to be responded to within 2 working days of receipt of the complaint. 98% of complaints to be resolved or have an agreed action plan in place within 10 working days.
4	Vehicle availability	The correct spec/class of Vehicles are to be made available within the timeframes stated in Annexes 3 to 7 (pages 115 to 122) of Framework	98%

		Agreement Schedule 2 Part A (Services).	
5	Vehicle specification	All Vehicles are to be delivered in a clean and a fit for purpose condition with a full tank of fuel unless specified otherwise by the Customer(s).	98%
6	Vehicle specification	All Vehicles supplied to be roadworthy.	100%
7	Additional damage reporting	The Supplier shall report any additional damage to the Customer(s) within 4 working hours.	98%
8	Vehicle collection	The Supplier shall ensure the Vehicle is collected from the Customer(s) within 2 working hours of the end of the hire period.	98%
9	Replacement vehicles	The Supplier will provide a replacement Vehicle when required within the timescales stated in para 3.7 of Framework Agreement Schedule 2 Part A (Services).	98%
10	Management Information	The Supplier is to submit full, accurate and complete MI reports to the Customer(s) within 7 days of the month end.	100%
11	Invoicing	The Supplier shall provide Customer(s) with accurate invoices each month.	98% accuracy rate every month
12	Vehicle traffic violations	Contact 100% of customers regarding notification within 48 hours of receiving any correspondence/summons/fines regarding a Vehicle hire.	98%
13	Account Management	Attend a minimum of 4 formal service management review meetings a year with each of the Customer(s).	100%
14	Account Management	Produce a minimum of 2 (or 4) advisory action plans a year for each of the Customer(s) identifying opportunities for utilising more cost effective Vehicle fuel options and expenditure reduction opportunities.	100%
15	Account Management	Respond within 10 working days to Customer(s) requests to provide support in developing best value solutions for Vehicle use across their organisation	100%
16	Account Management	Respond within 10 working days to Customer(s) responses to provide information and advice on carbon reduction	100%

		opportunities across all aspects of Vehicle travel	
17	Account Management	Contact Customer(s) once every 2 weeks to proactively discuss and resolve service delivery issues.	100%

1.8. Delivery and collection

- 1.8.1. Please note that the "Delivery / Collection Charge" shall be charged for each instance of a delivery and collection i.e. A Vehicle that is both delivered to and collected from the hirer shall incur 2 charges

2. Health and Safety Executive specific Statement of Requirement

2.1. Personal Use

- 2.1.1. HSE's staff who are provided with a short term hire Vehicles, as a replacement Vehicle if their Private User Scheme Vehicle is unavailable, are permitted to use the Vehicle for personal use. In all other circumstances personal use is not permitted.

2.2. Motor Insurance

- 2.2.1. HSE maintains a commercial insurance policy in respect of its use of short term hire Vehicles in the UK. The Supplier will only be required to provide insurance cover (Fully Comprehensive), including Collision Damage Waiver (CDW) on the occasions when Vehicle is driven overseas or hire commences overseas.

2.3. Accident/Incident Reporting

- 2.3.1. The Supplier will be required to deal with one central point of contact within HSE regarding damage claims.

2.4. Payment and Invoicing

- 2.4.1. The Supplier shall invoice all usual charges using a consolidated, electronic single header, multiple line feeder file (submitted in a de-limited, pipe separated notepad format) on a monthly basis. Payment will be fulfilled via BACS.

2.5. Management Information

- 2.5.1. HSE requires the Management Information identified in paragraph 1.5.2 on a per hire basis. Additionally HSE requires, also on a per hire basis details of any delivery/collection charges levied and any other charges incurred.
- 2.5.2. To enable HSE to fulfil its Greening Government reporting requirements the Supplier will be required to provide, on a monthly basis, in an electronic (Excel) format the following information regarding all hires undertaken by the Customer:
- 2.5.2.1. Make and model of Vehicles;
 - 2.5.2.2. Registration date of Vehicles;
 - 2.5.2.3. Fuel type of Vehicle; described as either Petrol, Diesel or Hybrid;
 - 2.5.2.4. CO2 emissions of the Vehicle: expressed in g/km;
 - 2.5.2.5. Grouping of the Vehicle; described in one of the following categories: Small (up to 1.4l); Small 1.4l to 1.7l; Medium 1.4l to 2.0l; Medium 1.7l to 2.0l; Large 2l+. The appropriate grouping will be determined by a joint consideration of the engine size and fuel type of the Vehicle
- 2.5.3. HSE may wish to explore the option of the Supplier making payment for fines and recharging HSE.

ANNEX B - FRAMEWORK AGREEMENT SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS PART A: SERVICES

1 INTRODUCTION

- 1.1** Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision of UK and International Vehicle Hire Services, Framework Agreement (RM1062). The Framework Agreement shall comprise of 6 Lots as detailed in paragraph 2.1 – Description of Lots.
- 1.2** All UK Central Government Departments and their Arm's Length Body(s) and Non-Departmental Public Body(s) shall be mandated to secure their UK and International Vehicle Hire Services through this Framework Agreement.
- 1.3** The information published in section VI.3 of the OJEU Contract Notice provides a list of the UK Central Government Departments, their Agencies and Arm's Length Bodies and all other Contracting Authority(s) whom shall be eligible to access this Vehicle Hire Framework Agreement. The Framework is also available to the Wider Public Sector. This Framework Agreement shall be managed centrally by the Authority and Call-Off Agreements shall be managed by Contracting Authority(s).
- 1.4** The procurement has been advertised by publishing a Contract Notice in the OJEU advertising the Open Procedure under the Public Contracts Regulations 2015 (as amended) (the "Regulations").
- 1.5** The purpose of this Part A of Framework Agreement Schedule 2 (Services) is to provide a description of the Services that the Supplier shall be required to deliver to Contracting Authority(s) under the lotting structure of this Framework Agreement. Suppliers are also required to provide Account Management including the provision of Management Information for all Call-Off Agreements to the Authority
- 1.6** Any Services listed within this Schedule, but not listed in Framework Agreement Schedule 3 – Framework Prices and Charging Structure, shall be provided free of charge.
- 1.7** This Vehicle Hire Services specification of requirements details the types of Vehicle and associated services for each required Lot.
- 1.8** The provision of Hired Vehicles are intended to be for business use only.
- 1.9** The staff or other representatives of the Contracting Authority(s) are not authorised by the Contracting Authority(s) to utilise the Services for private use, unless stipulated by the Contracting Authority(s). The Supplier shall

promptly notify the Contracting Authority(s) if it becomes aware of any circumstances which indicate that such intention is being breached. The Contracting Authority(s) should immediately notify the Supplier when it becomes aware of such circumstances which indicate that such intention is being breached.

- 1.10** The duration of this Framework Agreement is 36 months with the option at the discretion of the the Authority for it to extend for a further 12 months following the 36 months.

2 DESCRIPTION OF LOTS

- 2.1** The Framework Agreement consists of 6 Lots:

Lot	Description of the Lots
1	<p><u>UK Vehicle Hire: Passenger Car's Hire. Light Commercial Vehicles (LCV) Hire. General on road 4 x 4s Vehicles Hire.</u></p> <p>For the Hire of standard passenger cars in a range of makes and models, and engine size range. Offering a choice of diesel or petrol, auto or manual transmission, and electric or ultra low emission Vehicles. Light Commercial Vehicles (LCV), up to and including Vehicles with a maximum payload of 3.5 tonnes. Hire Service of on-road 4 wheel drive Vehicles, with electric or manual 4 wheel drive capability.</p> <p>Provision of expert support for Contracting Authority(s) to determine most appropriate Vehicle hire solutions, including best value and reduction of emissions in line with Government Buying Standards guidelines.</p> <p>All mandatory requirements Suppliers shall fulfil under Lot 1 of this Framework Agreement can be found at paragraphs 3.1 – 3.26</p>

2

UK 4x4 Vehicle Hire (with full off-road capability).

For the Hire of 4 wheel drive Vehicles, with electric or manual 4 wheel drive capability. These Vehicles shall be required to have full off-road capability, and may be required to have a tow bar with the ability to tow up to 3.5 tonnes.

All mandatory requirements Suppliers shall fulfil under Lot 2 of this Framework Agreement can be found at paragraphs 4.1 – 4.25

3	<p><u>UK Minibus Hire.</u></p> <p>For the Hire of Self Drive 9 to 17 seater minibuses.</p> <p>All mandatory requirements Suppliers shall fulfil under Lot 3 of this Framework Agreement can be found at paragraphs 5.1 – 5.26</p>
4	<p><u>Heavy Goods Vehicles (HGV's) and Heavy Commercial Vehicles (HCVs) over 3.5 tonnes Hire.</u></p> <p>For the Hire of Commercial Vehicles (HGV's and HCV's) over 3.5 tonnes. All the correct operator licences and permits must be in place to meet the appropriate legislation in the UK and Europe (where applicable). Coverage to be available nationally. Some international hire of HGVs shall be required.</p> <p>All mandatory requirements Suppliers shall fulfil under Lot 4 of this Framework Agreement can be found at paragraphs 6.1 – 6.24</p>
5	<p><u>UK Car Share.</u></p> <p>To provide Car Share solutions and expert support for Contracting Authority(s) to design Car Share solutions. Car Share solutions shall include access to pay as you go, short term hires, shared Vehicle assets etc.</p> <p>All mandatory requirements Suppliers shall fulfil under Lot 5 of this Framework Agreement can be found at paragraphs 7.1 – 7.16</p>
6	<p><u>International Vehicle Hire.</u></p> <p>To facilitate the provision of the Vehicle Hire for Contracting Authority(s) worldwide (excluding the UK).</p> <p>Vehicles Hire include: standard passenger cars in a range of makes and models, and engine size range. Offering a choice of diesel or petrol, auto or manual transmission, Light Commercial Vehicles (LCV), up to and including Vehicles with a maximum payload of 3.5 tonnes, 4 wheel drive Vehicles, with electric or manual 4 wheel drive on road capability, Minibuses, off road 4 x 4 Vehicles and Luton box vans with tail lift. The latter are often required for off road use for military exercises.</p> <p>All mandatory requirements Suppliers shall fulfil under Lot 6 of this Framework Agreement can be found at paragraphs 8.1 – 8.26</p>

3 MANDATORY REQUIREMENTS - LOT 1: UK VEHICLE HIRE: PASSENGER CAR'S HIRE, LIGHT COMMERCIAL VEHICLES (LCV) HIRE, GENERAL ON ROAD 4 X 4S VEHICLES HIRE.

This Vehicle Hire Lot is intended for the provision of passenger carrying Vehicles (including saloon, estate cars and MPVs (multi-purpose Vehicles)), Light Commercial Vehicles (vans for carrying goods) and 4x4 Vehicles (4x4s are primarily intended for on road use) to be hired in the UK.

This paragraph provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety under Lot 1 in order to meet the service delivery requirements of this Framework Agreement.

It is important that Suppliers take time to fully understand this important part of the service delivery requirement, all Mandatory Service Requirements, as listed below shall be required to commence from the implementation of the Call-Off Agreement with the Contracting Authority(s).

- a) **Vehicle Specifications** - The Supplier shall be able to fulfil all aspects of Vehicle Specifications 3.1.
- b) **Account Management** - The Supplier shall be able to fulfil all aspects of Account Management for Contracting Authority(s). Please refer to paragraph 3.2.
- c) **Documentation** - The Supplier shall be able to fulfil all aspects of Documentation requirements for Contracting Authority(s). Please refer to paragraph 3.3.
- d) **Breakdown and Roadside Assistance** - The Supplier shall be able to fulfil all aspects of Breakdown and Roadside Assistance for Contracting Authority(s). Please refer to paragraph 3.4.
- e) **Accident/Incident Reporting** - The Supplier shall be able to fulfil all aspects of Accident/Incident Reporting for Contracting Authority(s). Please refer to paragraph 3.5.
- f) **Maintenance** - The Supplier shall be able to fulfil all aspects of Maintenance for Contracting Authority(s). Please refer to paragraph 3.6.
- g) **Replacement Vehicles** - The Supplier shall be able to fulfil all aspects of Replacement Vehicles for Contracting Authority(s). Please refer to paragraph 3.7.
- h) **Motor Insurance Database** - The Supplier shall be able to fulfil all aspects of Motor Insurance Database for Contracting Authority(s). Please refer to paragraph 3.8.
- i) **Airport Service** - The Supplier shall be able to fulfil all aspects of Airport Service for Contracting Authority(s). Please refer to paragraph 3.9.
- j) **Data Security Management** - The Supplier shall be able to fulfil all aspects of Data Security Management. Please refer to paragraph 3.10.
- k) **Confidentiality/Enhanced Security** - The Supplier shall be able to fulfil all aspects of Confidentiality/Enhanced Security for Contracting Authority(s). Please refer to paragraph 3.11.

- l) **Hours of Service** - The Supplier shall be able to fulfil all aspects of Hours of Service for Contracting Authority(s). Please refer to paragraph 3.12.
- m) **Booking Arrangements** - The Supplier shall be able to fulfil all aspects of Booking Arrangements for Contracting Authority(s). Please refer to paragraph 3.13.
- n) **Delivery and Collection** - The Supplier shall be able to fulfil all aspects of Delivery and Collection for Contracting Authority(s). Please refer to paragraph 3.14.
- o) **Cancellation/Abortive Delivery and Collection** - The Supplier shall be able to fulfil all aspects of Cancellation/Abortive Delivery and Cancellation for Contracting Authority(s). Please refer to paragraph 3.15.
- p) **Payment and Invoicing** - The Supplier shall be able to fulfil all aspects of Payment and Invoicing for Contracting Authority(s). Please refer to paragraph 3.16.
- q) **Taking Vehicles to Other European Countries** - The Supplier shall be able to fulfil all aspects of Taking Vehicles to Other European Countries for Contracting Authority(s). Please refer to paragraph 3.17.
- r) **Fuels** - The Supplier shall be able to fulfil all aspects of Fuel for Contracting Authority(s). Please refer to paragraph 3.18.
- s) **Special Requirements of Contracting Authority(s)** - The Supplier shall be able to fulfil all aspects of Special Requirements for Contracting Authority(s). Please refer to paragraph 3.19.
- t) **Sustainability** - The Supplier shall be able to fulfil all aspects of Sustainability for Contracting Authority(s). Please refer to paragraph 3.20.
- u) **Key Performance Indicators** - The Supplier shall be able to fulfil all aspects of Key Performance Indicators for Contracting Authority(s). Please refer to paragraph 3.21.
- v) **Penalties, Fines and Congestion Charges** - The Supplier shall be able to fulfil all aspects of Penalties, Fines, and Congestion Charges for Contracting Authority(s). Please refer to paragraph 3.22.
- w) **Nominated Crown Travel & Venue Service (RM3735) Companies** - The Supplier shall make information available to nominated Crown Travel and Venue Service Companies. Please refer to paragraph 3.23.
- x) **The Hire Period**- The Supplier shall provide Vehicles for a range of Hire Periods. Please refer to paragraph 3.24.
- y) **Mileage Restrictions**-The Supplier shall be able to fulfil all aspects of Mileage Restrictions. Please refer to paragraph Restrictions 3.25.
- z) **General Requirements** – The Supplier shall be able to fulfil all aspects of General Requirements. Please refer to paragraph 3.26

3.1 Vehicle Specifications

- 3.1.1 The Supplier shall provide manual transmission Vehicles for all hires unless the Contracting Authority(s) has requested a Vehicle with automatic transmission. Automatic transmission Vehicles can be requested on the grounds of disability and/or duty of care where it would enhance safety. It is also acknowledged that Electric Vehicles and some other low emission technology Vehicles are automatic.

- 3.1.2 Where appropriate to the Vehicle type the Supplier shall have both diesel, petrol, electric and ULEV (Ultra Low Emissions) Vehicles available, with a focus on supporting the Government Buying Standards targets (for example, reduction of CO2 emissions).
- 3.1.3 The Supplier shall ensure that Vehicles within the hire fleet that have known 'recalls' either for safety or manufacturing fault are not supplied for hire.
- 3.1.4 All Vehicles supplied shall:
- 3.1.4.1 unless requested otherwise conform to the manufacturer's minimum base model sold in the UK, but shall also include a spare wheel, wheel brace and jack (or equivalent such as inflation kit or run flat tyres), plus compulsory equipment including but not limited to red triangle;
 - 3.1.4.2 where specified by the Contracting Authority(s), be provided using an industry standard Vehicle coding scheme for example Association of Car Rental Industry Systems and Standards (ACRIS) or equivalent;
 - 3.1.4.1 be clean inside and out, including clean windows;
 - 3.1.4.2 have a full tank of fuel, less any delivery distance travelled from the nearest outlet location, unless otherwise specified by the Contracting Authority(s);
 - 3.1.4.3 have the correct fluid levels and tyre pressures in accordance with the manufacturer's recommendations;
 - 3.1.4.4 have been maintained according to the manufacturer's recommendations;
 - 3.1.4.5 be fit for purpose, roadworthy and meet all In-Country legal compliance requirements;
 - 3.1.4.6 have (where reasonably possible) emissions compliant with Government Buying Standards;
 - 3.1.4.7 be compliant with a minimum four star New Car Assessment Programme (NCAP) rating, unless otherwise specified by the Contracting Authority(s);
- 3.1.5 All passenger cars shall, at the commencement of the Hire Period be less than 2 years old from the date of first registration.
- 3.1.6 Additional Vehicle Specifications for Light Commercial Vehicles:
- 3.1.6.1 if requested, light commercials Vehicles to have a 4 wheel drive capability;

- 3.1.6.2 all vans to have a full internal bulkhead between the passenger compartment and the load carrying area;
- 3.1.6.3 load securing points in the load carrying area, minimum of 4 securing points;
- 3.1.6.4 load area to have a separate illumination system;
- 3.1.6.5 load area to have ply lining (or equivalent) to prevent damage to panels;
- 3.1.6.6 a working 12v accessory power socket.
- 3.1.7 All commercial Vehicles up to 3.5 tonnes shall, at the commencement of the Hire Period be less than 4 years old from the date of first registration.

3.2 Account Management

- 3.2.1 The Supplier shall within 5 days of signing the Framework Agreement send to the Authority's email address the name and contact details (including email address and telephone number) of the Account Manager for this Framework Agreement. The nominated Account Manager shall have a minimum of two years relevant industry experience. The Supplier shall also ensure that a Deputy Account Manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Authority prior to any period of the Account Manager's unavailability and absence. The Supplier shall ensure that the Deputy Account Manager has the same powers, authority, and discretion as the Account Manager.
- 3.2.2 The Supplier shall within 5 days of signing a Call-Off Agreement provide the Contracting Authority(s) with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Contracting Authority(s). This shall be agreed prior to the Supplier and Contracting Authority(s) entering into the Call-Off Agreement.
- 3.2.3 The Account Manager shall promote, deliver and communicate transparency of pricing and savings to the Authority and the Contracting Authority(s).
- 3.2.4 The Supplier shall support the Contracting Authority(s) in relation to the Services provided, including recommendations on the most cost-effective and fuel efficient Vehicle options, expenditure reduction, pricing, answering queries and dealing with complaints.
- 3.2.5 The Supplier shall where appropriate and with agreement of the Contracting Authority(s), apply knowledge and expertise to support Contracting Authority(s) to design best value solutions across their organisations. Across organisations means all aspects of Vehicle travel, including Vehicle Hire, lease cars, Vehicle procurement and the use of employees Vehicles (Grey Fleet).
- 3.2.6 The Supplier shall provide information in relation to Vehicle Hire CO2 emissions and advice on carbon reduction across all aspects of Vehicle travel.
- 3.2.7 The Supplier shall when required provide recommendations, information, calculation and advice on how to reduce Vehicle Hire expenditure.
- 3.2.8 Provide publicity/marketing of the Framework Agreement e.g. displays and road shows etc.
- 3.2.9 Management Information and Data Reporting shall be provided to the Authority in

a dashboard format for data across all Contracting Authority(s) and to individual Contracting Authority(s) (for their data), free of charge. The minimum level of information required is outlined in Annex 1 Management Information and Data Reporting and Schedule 9 in Framework Agreement.

- 3.2.10 The Supplier shall make such Management Information and Data Reports as are set out in the Call-Off Agreement available to the Contracting Authority(s) via an electronic solution (e.g. online or email in spread sheet format) to the Contracting Authority(s) free of charge. The Supplier shall be responsible for the integrity of the data at all times.
- 3.2.11 The Supplier shall provide a Continuous Improvement Plan as agreed by the Authority within the first 3 months of Framework Award, with quarterly communication of progress on actions. The Continuous Improvement Plan shall be reviewed annually by the Authority.
- 3.2.12 The Account Manager shall hold separate service management review meetings with the Authority and the Contracting Authority(s) with agenda items and the frequency of meetings to be agreed by the Authority on Framework Award and the Contracting Authority(s) at the Call-Off Agreement stage.
- 3.2.13 The Supplier shall ensure that the Contracting Authority(s) is fully briefed regarding Best Practice activities in relation to the Contracting Authority(s) recording of Out of Hours/After Hours Hire requests (and other ancillary Services), fuel tank levels on delivery and collection, and the recoding of Vehicle damage. This is to ensure that there is a clear audit trail between Supplier and the Contracting Authority(s). The Supplier shall provide monthly (or at a frequency agreed at Call-Off Agreement stage) reports to the Contracting Authority(s) regarding the level Out of Hours/After Hours Hire requests (and other ancillary Services) being called for, fuel tank levels on delivery and collection of Hired Vehicles, and the recoding of Vehicle damage by the Contracting Authority(s) including all associated charges and cooperate with the Contracting Body(s) with regard to the reconciliation Contracting Authority(s) own records against the Supplier's reports.
- 3.2.14 In order that the Contracting Authority(s) is fully aware of the implications of its Drivers failing to correctly refuel a Hired Vehicle in accordance with the refuelling requirements agreed in the Call-Off Agreement on return to the Supplier, the Supplier shall explain to the Contracting Authority(s) how the Supplier calculates any differences (fuel volume and fuel cost) associated with the refuelling of a Hired Vehicle. The Supplier shall also make recommendations to the Contracting Authority(s) on how best it can educate its Drivers to follow the refuelling requirements of the Call-Off Agreement and what to do (such as keeping a record of the fuel level) when the refuelling requirement cannot be met.

3.3 Documentation.

- 3.3.1 At the commencement of the Hire Period, the Supplier shall provide the Driver with:
 - 3.3.1.1 the Supplier's standard documentation, with all the relevant details completed, consisting of as a minimum;
 - 3.3.1.2 a Vehicle handbook or laminated document which gives full familiarisation details of the Vehicle e.g. the controls and other characteristics specific to the Vehicle;

- 3.3.1.3 details of the action to be taken in the event of an incident (including windscreen or tyre damage), accident or breakdown including contact details;
- 3.3.1.4 Vehicle Inspection Form;
- 3.3.1.5 a damage report when requested by the Driver or Contracting Authority(s);
- 3.3.1.6 instruction how to access the Vehicle, including any Driver smart cards required to gain access to the Vehicle, as per the Suppliers' normal means;
- 3.3.1.7 all documentation must be in English.

3.4 Breakdown and Roadside Assistance

- 3.4.1 The Supplier shall provide comprehensive service for recovery and breakdown repair 24 hours a day 365 days per year (366 days in a leap year) at no additional cost. The Supplier shall attend within 1 hour from the initial request and vehicle hire service shall be re-instated within 2 hours following receipt of the initial call. It is noted that there are some international exceptions to the provision of breakdown cover. This is where breakdown cover which is provided for a Vehicle hired in the UK and to be taken to other European Countries. Contracting Authority(s) shall contact the Supplier to agree cover in these eventualities.
- 3.4.2 The Supplier shall prioritise breakdown and roadside assistance calls from lone female and/or Vulnerable Drivers.
- 3.4.3 In accordance with paragraph 3.3 above, the Supplier shall provide contact details for the roadside assistance at the time of delivery of the Vehicle.
- 3.4.4 In case of a breakdown/incident where the original Vehicle is unable to complete the journey, the Supplier is required to provide the transfer and onward movement of loads/passengers to a point specified by the Contracting Authority(s). Onward journey to start within 2 hours of breakdown/incident.

3.5 Accident / Incident reporting.

- 3.5.1 Photographic evidence of damage to Vehicles shall be provided to the Contracting Authority(s) regardless of the amount or value of the damage.
- 3.5.2 If any damage occurring to a Hired Vehicle has not been reported to the Supplier, and such damage is considered by the Supplier to have occurred after the start of the Hire Period and not subsequently been reported on the termination of the hire, then the Supplier shall notify the Contracting Authority(s) and (where possible) the Driver, within 4 working hours of the termination of the hire (unless an alternative timescale is determined at Call-Off Agreement stage). A full report of any such damage (included with the photographic evidence) detailing the Contracting Authority(s) liability shall be provided.
- 3.5.3 The Supplier shall, if the Contracting Authority(s) so requires, at their own expense, obtain a Vehicle Damage Assessors report and provide photographic evidence for all damage where the estimated cost of repair is over £250 (exclusive of VAT).. Vehicle Damage Assessors shall be ATA accredited.
- 3.5.4 Where the Contracting Authority(s) accepts liability for damage any costs associated with the above Vehicle Damage Assessors report shall be added to

the repair invoice. The cost of the Vehicle Damage Assessors report is capped at £250 per report.

- 3.5.5 The Supplier shall supply a copy of the repair invoice, together with any Vehicle Damage Assessors report to substantiate any claim for reimbursement from third parties to the Contracting Authority(s).
- 3.5.6 Where a claim arises from a third party against the Supplier after the termination of any hire, and the Supplier has reason to believe or considers that the Contracting Authority(s) has liability for such claim, then the Supplier shall notify the Contracting Authority(s) and (where possible) the Driver of any such claim within 24 hours of the claim being received by the Supplier. Full details of the claim with evidence of the Contracting Authority(s) liability shall be provided. If the Contracting Authority(s) accepts that the claim is likely to fall within the Contracting Authority(s) liability, the Supplier shall fully co-operate with the Contracting Authority(s) in responding to any such claim.
- 3.5.7 Where a third party is responsible for any damage arising to the Supplier's Vehicle (and has accepted full liability) and the Contracting Authority(s) has provided to the Supplier all of the third party's details, including the third party's insurance details, the Supplier shall not pursue the Contracting Authority(s) for any payment but shall handle the claim, excluding any claim by the Contracting Authority(s), directly through the third party's insurance or other representative.
- 3.5.8 Where losses have been incurred by the Contracting Authority(s) as a result of liability from a third party, the Supplier shall contact the Contracting Authority(s) and/or their insurance company and/or managing agent as agreed in the Call-Off Agreement.
- 3.5.9 Where the Vehicle is damaged beyond economic repair, and the Contracting Authority(s) are found to be at fault, the Contracting Authority(s) shall only be liable for the residual trade book value.

3.6 Maintenance

- 3.6.1 The Supplier shall be responsible for arranging (at their own expense) the costs of:
 - 3.6.1.1 normal routine maintenance of Hired Vehicles in accordance with manufacturer's maintenance recommendations as amended periodically;
 - 3.6.1.2 repairs of Hired Vehicles arising outside of normal routine maintenance;
 - 3.6.1.3 tyre, battery and exhaust replacements in respect of Hired Vehicles during the Hire Period corresponding to each such Hired Vehicle;
 - 3.6.1.4 repairs (excluding any costs attributable to deterioration due to fair wear and tear) due to Driver negligence or Driver damage shall be chargeable to the Contracting Authority(s).

3.7 Replacement Vehicles

- 3.7.1 In the event of a breakdown or other occurrence, such as an accident, which renders the Vehicle immobile or otherwise unfit for use, the Supplier shall:
 - 3.7.1.1 provide a replacement Vehicle of at least the same standard. If it is determined that a replacement Vehicle is required, the replacement

shall be provided within 2 hours. This Service is required 24 hours a day, 7 days per week, 365 days a year (366 days in a leap year);

- 3.7.1.2 ensure the breakdown or road assistance package includes a provision to take the Driver and any passengers and cargo to their requested destination outside 'office hours' or to the Supplier's nearest depot or to the Driver's official business destination during 'office hours'.

3.8 Motor Insurance Database

- 3.8.1 The Supplier shall maintain and update the Motor Insurance Database (MID) of all hires at all times in order to meet the requirements of the EU Motor Insurance Directive.
- 3.8.2 The Supplier shall provide the necessary information, including details regarding the gross weights of the commercial Vehicles, to the Contracting Authority(s) within the necessary timescales where the Contracting Authority(s) undertakes the responsibility to update the Motor Insurance Database (MID). There is a legal responsibility of the Contracting Authority(s) to upload their rental fleet profile onto the MID.

3.9 Airport Service

- 3.9.1 Where necessary the Supplier shall provide courtesy transport to and from their rental outlets when arriving or departing from an airport during outlet office hours.
- 3.9.2 If necessary the Supplier shall provide a meet and greet service, if the Supplier's depot is not located at the airport.

3.10 Data Security Management

- 3.10.1 It is mandatory by the date of the Framework Agreement commencement (or at a later date as agreed) that the Supplier is able to demonstrate that they meet the technical requirements prescribed by Cyber Essentials for data pertinent to the Vehicle Hire Service as detailed in this document and, in particular, to the treatment of any personal details of Drivers held and processed by the Supplier. This mandatory requirement is in order to further reduce the levels of cyber security risks in the supply chain. The Cyber Essentials Scheme and the related Assurance Framework both indicate that there are two levels of protection in dealing with cyber security risks. These include a basic level of assurance which is known as *Cyber Essentials* and an advanced level of assurance known as *Cyber Essentials Plus*. With regard to the Services, Suppliers must demonstrate that they have achieved the basic level of assurance known as Cyber Essentials. Suppliers shall demonstrate this in one of the ways listed below:
 - 3.10.1.1 A Supplier has a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or
 - 3.10.1.2 A Supplier has not got a current and valid Cyber Essentials certificate, but is working towards gaining it, and shall confirm that it has been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies by the date of the Framework Agreement (or a later date as agreed); or
 - 3.10.1.3 A Supplier has not got a current and valid Cyber Essentials

certificate but can demonstrate or shall be able to demonstrate by the date of the Framework Agreement (or a later date as agreed) that its organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

and that the Supplier can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) for data pertinent to the Vehicle Hire Service as detailed in this document, in particular to the treatment of any personal details of Drivers held and processed by the Supplier; or

- 3.10.1.4 The Supplier is exempt from complying with the requirements at paragraph 3.10.1.1 where a Supplier conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard (and shall be verified as such) for data pertinent to the Vehicle Hire Service as detailed in this document, in particular to the treatment of any personal details of Drivers held and processed by the Supplier. The body(s) employed by the Supplier to carry out the verification shall be approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies.
- 3.10.2 The Supplier shall throughout the Framework Period and any Call-Off Agreement Period renew its Cyber Essentials certificate immediately after the expiration of a period of 12 consecutive months from the date that the same was first issued or last renewed; or where the Supplier does not have a Cyber Essentials certificate but has provided evidence from a technically competent and independent third party that its organisation demonstrates compliance with Cyber Essentials requirements, it shall immediately after the expiration of a period of 12 months from any date that such evidence was provided, provide the Authority or a Contracting Authority(s) as the case may be with evidence of the same kind by way of a renewal of the demonstration that it is able to comply with Cyber Essentials requirements.
- 3.10.3 The Supplier shall ensure that its Sub-Contractors comply with the provisions of paragraphs 3.10.1 to 3.10.2 (inclusive) where such Sub-Contractors are responsible for receiving data pertinent to the Vehicle Hire Service as detailed in this document and, in particular, to the treatment of any personal details of Drivers held and processed by the Supplier.
- 3.10.4 Details about the Cyber Essentials Scheme and the Assurance Framework can be accessed via the following link:
<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

3.11 Confidentiality/Enhanced Security

- 3.11.1 In certain instances, the Supplier shall agree with Contracting Authority(s) in individual Call-Off Agreement to supply :
 - 3.11.1.1 Hired Vehicles to be used in surveillance operations and therefore the Supplier shall ensure Contracting Authority(s) are able to change these Vehicles at short notice, should they become compromised
 - 3.11.1.2 a greater level of security some occasions where for example a number of the Contracting Authority(s) Vehicles are involved in law enforcement and/or covert operations that require a higher level of security. The Supplier and their Sub-Contractors shall be required to provide a higher

level of security, as agreed with the Contracting Authority(s) throughout the processes they perform directly and those that they sub-contract so as not to compromise the identity of the Vehicles, the identity of the Drivers and/or the operational effectiveness. This may include the requirement to keep the Contracting Authority(s) details anonymous and in some cases adopting a pseudonym name for use by the Supplier and their Sub-Contractors. In such cases, the Supplier shall ensure that booking confirmations and any other documentation should only contain the details that would not disclose the true identity of the relevant Contracting Authority(s).

3.11.1.3 Use of the Contracting Authority(s) own internal electronic booking system, and in such cases the Supplier shall provide the facility to accept (subject to entering into a Code of Connection agreement which shall subject to a separate charge to be agreed with Contracting Authority(s) at Call-Off Agreement) an electronic feed to receive booking information from the Contracting Authority(s) system.

3.11.1.4 "disguised" Vehicles which may be required for covert operations. Such Vehicles may be required to have the appearance of used Vehicles but are fully road-worthy; have signage or livery. Those Vehicles will meet the Vehicle Specifications in paragraph 3.1

3.12 Hours of Service

3.12.1 The Supplier shall ensure that its operating hours in relation to the provision of the Services for the UK, shall be as a minimum:

08:00 to 18:00 Monday to Friday, excluding Bank Holidays

09:00 to 12 noon. Saturday

3.12.2 The Supplier shall provide an Out of Hours/After Hours service for any delivery or collection of a Vehicle outside of the normal operating hours in the UK

3.12.3 The Supplier shall provide an Out of Hours/After Hours emergency contact number which must be a local rate number where required by the Contracting Authority(s) to hire Vehicles at short notice outside of the normal operating hours.

3.13 Booking Arrangements.

3.13.1 Booking arrangements for the provision of Hired Vehicles shall depend on the Contracting Authority(s) individual requirements within departmental travel policies. Further details of these shall be set out in the Call-Off Agreement. The Supplier shall make systems available which allow the Contracting Authority(s) to make bookings via telephone, facsimile, email and through a secure online booking tool, which is accessible via the internet worldwide.

3.13.2 The Supplier shall provide to each Contracting Authority(s) with a simple listing of all charges for all types of bookings relevant to their requirements and travel policies.

3.13.3 The Supplier shall provide an online booking tool to the Contracting Authority(s).

The booking tool shall have the facility to identify which classes of Vehicle are within or out of the Contracting Authority(s) travel policy and to be able to block Vehicles (and associated services) outside the Contracting Authority(s) travel policy. The booking tool shall also have the facility to enable line management pre-trip approval where required.

3.13.4 The Supplier shall where required, provide training in the use of the online booking tool. However, the booking tool shall be designed to be intuitive in use.

3.13.5 The Supplier shall provide an offline booking service via a call centre, whereby bookings can be made either by telephone, facsimile or email. The Supplier shall provide an emergency Out of Hours/After Hours telephone booking service.

3.13.6 As a minimum requirement each Vehicle Order shall specify:

3.13.6.1 the Contracting Authority(s) hiring the Vehicle;

3.13.6.2 the cost centre;

3.13.6.3 the name, staff / service number and email of the Booker;

3.13.6.4 the name, staff / service number of the main Driver and the names of any additional Drivers;

3.13.6.5 contact telephone number, facsimile number and/or email address of the Supplier and Contracting Authority(s);

3.13.6.6 the group and type of Vehicle required;

3.13.6.7 insurance, if required by the Contracting Authority(s);

3.13.6.8 special requirements, such as disability controls and adjustments, roof racks, snow chains, child seats, sat navigation, etc.;

3.13.6.9 the date, time and location of commencement of hire;

3.13.6.10 the date, time and location of termination of hire;

3.13.6.11 if delivery or collection is required, the address where the Vehicle should be delivered to and/or collected from;

3.13.6.12 flight details in the case of delivery/pick up to/from the airport;

3.13.6.13 additional extras e.g. delivery and collection charges;

3.13.6.14 possible congestion charges, automated tolls.

- 3.13.7 If a Vehicle from the group requested by the Booker is not available, the Supplier shall endeavour to provide a Vehicle of the same emissions level. If an upgrade to a different Vehicle group is provided the cost of the Vehicle originally requested shall apply. If a Vehicle of a lower standard is provided, the cost of the Vehicle from the lower group shall apply. The Supplier shall notify the Contracting Authority(s) of any changes to their requested Vehicle prior to delivery. Notification of such changes shall allow sufficient time for the Contracting Authority(s) to make alternative arrangements if necessary. If such changes are found not acceptable, the Contracting Authority(s) shall reserve the right to cancel the Vehicle without penalty or cancellation charge.
- 3.13.8 Following a booking, the Supplier shall make Vehicles available within the timeframes specified in the Annex 3 (Lot 1 Vehicle Types and Availability).
- 3.13.9 In remote rural delivery locations the Supplier shall notify the Contracting Authority(s) if the availability period needs to be extended. If the Supplier does not notify the Contracting Authority(s) then standard delivery times shall prevail.
- 3.13.10 The Supplier shall provide the Contracting Authority(s) with a single unique number (which could be the reservation number) at the time of booking of each Vehicle, this shall be carried through all stages and shall be used in all correspondence relating to the Hired Vehicle, including invoicing and reported in Management Information and Data reports (refer to paragraph 3.2.9).
- 3.13.11 The Supplier agrees that a 'no turn down' policy shall apply to the supply of all Vehicles. When the Supplier is not able to supply the demand from the Supplier's own fleet, they shall use Sub-Contractors, as they deem necessary, with no additional cost to the Contracting Authority(s).
- 3.13.12 Sub-Contracting by the Supplier in any way shall not relieve the Supplier from any of their responsibilities under this Framework Agreement. It is the Supplier's responsibility to ensure that all Sub-Contractors comply with all Key Performance Indicators as well as any relevant legislation and Security procedures.
- 3.13.13 The Supplier shall take overall responsibility for ensuring that all Sub-Contractors engaged under this Framework Agreement are compliant with the current and future legislation pertaining to all Vehicle Hire services.
- 3.13.14 Drivers holding a full driving license shall to be able to hire Vehicles with no minimum age restriction.

3.14 Delivery and Collection

- 3.14.1 The Supplier shall supply the Vehicle on the date and time (or on the day prior) as specified in the Vehicle Order and in accordance with the instructions of the Contracting Authority(s) at the price agreed in the Framework Agreement or Call-Off Agreement (whichever is lower). The Hire Period shall commence at the time requested or when the Hired Vehicle is delivered or picked up and signed for, whichever is the later, and shall terminate at the time specified at the time of

booking or when the Hired Vehicle is collected or returned to the Supplier, whichever is the earlier.

- 3.14.2 Where multiple Drivers are involved, one representative only shall need to present themselves at the hire location.
- 3.14.3 The Supplier's liability for loss or damage to a Hired Vehicle ceases at the time specified at booking or on delivery, whichever is the later, and shall (**unless a different duration is agreed in the Call-Off Agreement**) commence again either 2 working hours after the time specified at booking or 2 working hours after the hire is terminated or when the Hired Vehicle is collected, whichever is the earlier.
- 3.14.4 The Supplier shall provide the Driver with a full familiarisation of the Hired Vehicle's controls and other characteristics specific to the Hired Vehicle upon delivery. The Supplier shall ensure that the type of fuel used in the Vehicle is highlighted to the Driver. Where the Driver is not present at the time of delivery, familiarisation details (which stress the type of fuel used) shall be provided with the Hired Vehicle. If specialist equipment is provided the Supplier shall provide the Driver with the appropriate familiarisation awareness training necessary to safely, legally and effectively perform their duties. The Supplier shall record the Driver's details and training provided for the specialist equipment, wherever possible or necessary.
- 3.14.5 Where representatives of the Contracting Authority(s) are unavailable at the time the Hired Vehicle is delivered, the Supplier shall leave a Vehicle Inspection Form in the Hired Vehicle, for the attention of the Driver, clearly showing any points where any damage, however slight, has been noted on the Hired Vehicle. In order to carry out this inspection the car must be clean and left in a well lit area (if possible).
- 3.14.6 If the Driver is not present at the time of collection, the Supplier shall complete a Vehicle Inspection Form, recording the mileage for the Driver's attention and report to the Contracting Authority(s) (or the Contracting Authority(s) nominated agent) details of any additional damage within 4 working hours of the termination of the hire. To allow accurate time stamping the report should be in an email format. A copy of the Vehicle Inspection Form should also be left at the collection address. Failure to do so shall result in the Contracting Authority(s) not being liable for damage claims.
- 3.14.7 The Supplier shall ensure that, where a Vehicle has ended its hire and its continued presence at the Contracting Authority(s) work premises or at a private address causes problems, the Vehicle is removed promptly at an agreed time upon receipt of notification from the Contracting Authority(s). The Contracting Authority(s) shall provide up to 2 hours paid parking (**unless a different duration is agreed in the Call-Off Agreement**) where the Vehicle is to be collected from a pay and display car park, parking meter etc.
- 3.14.8 In the event of a Vehicle being returned late the Supplier shall apply a grace period of 59 minutes before charges for an additional day are incurred. Daily charges shall be incurred while the Vehicle is in the Driver's possession or

control.

- 3.14.9 The Supplier shall, provided there has been prior notification and is agreed by the Supplier, allow the Contracting Authority(s) to hire a Vehicle from one location and return it to another.
- 3.14.10 When requested to deliver to a point which requires payment for parking such as a pay and display meter and it is practical to do so (for example it may not be practical in the case of a very large vehicle), the Supplier shall pay for 2 hours parking from the commencement of the Hire Period. Such costs shall be reimbursed at cost by the Contracting Authority(s) to the Supplier.
- 3.14.11 The Supplier shall make all reasonable efforts to ensure that (unless alternative delivery arrangements are specified by the Contracting Authority(s)) the delivered Vehicle is parked in a well lit, open area.

3.15 Cancellation /Abortive Delivery and Collection.

- 3.15.1 In the event that a Hired Vehicle requires cancellation, the Contracting Authority(s) shall notify the Supplier, where it is reasonably possible to do so, at least 2 working hours prior to the commencement of the hire. Charges shall not apply for any bookings which are cancelled more than 2 working hours prior to rental commencement. In the case of home deliveries, cancellation shall be made 4 working hours prior to rental commencement and the Supplier shall issue written confirmation along with a reference number which confirms the booking has been cancelled.
- 3.15.2 The Supplier shall specify at the time of booking if a longer cancellation notice period for specialist Vehicles is needed. In remote delivery locations that are more than 50 miles from the Supplier's nearest depot, then 4 working hours notice must be provided by the Contracting Authority(s).
- 3.15.3 In the event where the Contracting Authority(s) has failed to provide notice of cancellation at least 2 working hours (or 4 working hours for home and remote locations) prior to the requested commencement of hire time, and the Vehicle has been delivered or is in the process of being delivered, the Supplier shall be entitled to an abortive delivery charge to be agreed at Call-Off Agreement stage but which shall not exceed 1 day's rental.
- 3.15.4 Where the Supplier has endeavoured to pick up a Vehicle as per the Contracting Authority(s) instructions and the Vehicle is not available, after a waiting time of 59 minutes (or a time agreed in the Call-Off Agreement) has elapsed, the Supplier shall be entitled to an abortive collection charge which shall not exceed 1 day's rental.
- 3.15.5 Daily charges shall be incurred while the Vehicle is the Driver's possession or control.
- 3.15.6 The Supplier shall process any amendments or cancellations to bookings as requested and identify in advance any cancellation fees that shall be incurred as

a consequence.

- 3.15.7 The Supplier shall refund all incorrect charges within 10 working days of cancellation to the Contracting Authority(s).

3.16 Payment and Invoicing

- 3.16.1 The Supplier shall offer the Contracting Authority(s) a choice of payment options, to include and not be limited to bill-back, electronic billing, , and corporate payment cards and lodged cards, to be discussed and agreed at the Call-Off Agreement stage.
- 3.16.2 Where requested by the Contracting Authority(s), the Suppliers systems shall interface with the Contracting Authority(s) e-Commerce (Purchase2Pay) system.
- 3.16.3 Where the Contracting Authority(s) do not require a full e-Commerce (Purchase2Pay) system, the Supplier shall provide an alternative solution as agreed at Call-Off Agreement stage.
- 3.16.4 The Online Booking System shall hold and or provide the facility for the Booker to insert the three-digit CCV security code.
- 3.16.5 Where the payment option chosen by the Contracting Authority(s) includes the mechanism for invoicing, the Supplier shall invoice all usual charges within the financial year in which the charges apply (it is recognised that some ad hoc requirements for example, invoices for damage to Vehicles, may take longer).
- 3.16.6 The Supplier shall have the ability to attribute the cost of each booking to the Contracting Authority(s) bookers Cost Centre Code.

3.17 Taking Vehicles to other European Countries.

- 3.17.1 If the Hired Vehicle is to be taken out of the UK, to another European country (for the purpose of this Framework Agreement European Countries is defines in Annex 8), the Contracting Authority(s) shall obtain authorisation from the Supplier, giving at least 48 hours notice.
- 3.17.2 The Supplier shall provide any necessary documentation, overseas Drivers pack and other relevant items required for the particular European Country where the Vehicle is being taken and that it is covered by a relevant breakdown and recovery package. The Supplier's insurance cover shall be provided (if requested) when a Vehicle is taken overseas.
- 3.17.3 It is the responsibility of Contracting Authority(s) to ensure that Drivers are legally compliant with the rules and regulations of the countries to be visited. The Supplier if requested by the Contracting Authority(s) shall assist and advise on any specific requirements.
- 3.17.4 The Supplier shall provide the Vehicle on Hire Certificate (VE103B) to the

Contracting Authority(s) whom shall ensure that the Driver has completed which is required when the Vehicle is driven outside UK.

- 3.17.5 In all circumstances, where a Vehicle is taken from the UK to another European country, the Driver shall return it to the UK on completion of the specified Hire Period.
- 3.17.6 The Supplier shall when required, carry out regular checks on the Hired Vehicle during such a Hire Period. Where convenient to the Contracting Authority(s), the Vehicle shall be returned to the UK to carry out the check. However, if this is not practical to the Contracting Authority(s), the Supplier shall either delegate checking of the Vehicle to a local agent or obtain direct confirmation from the Contracting Authority(s) that the Vehicle continues to be hired to them in accordance with the Vehicle Agreement.
- 3.17.7 If requested by the Contracting Authority(s) prior to the Vehicle's departure from the UK, the Supplier shall provide alterations for winterisation requirements to allow Vehicles to operate legally in all European countries for snow and ice conditions within 2 days of request.

3.18 Fuels

- 3.18.1 The Supplier shall supply all Hired Vehicles with a full tank of fuel, less delivery mileage and the Vehicle should be returned with a full tank of fuel. Delivery mileage is from the nearest available depot. If the Vehicle is then returned with less than a full tank then it shall be re-fuelled by the Supplier at the agreed fuel rate (refer to paragraph 3.18.6).
- 3.18.2 The Supplier's right to charge for re-fuelling depends on the Vehicle being delivered with a full tank, if the Driver has identified that the Vehicle has not been delivered with a full tank then this should be identified on the delivery note and the Driver shall be required to return the Vehicle in the same fuelled state. For example, if a half tank of fuel has been delivered then the returned Vehicle must also have a half tank of fuel for collection.
- 3.18.3 The Supplier accepts that if a Contracting Authority(s) has different requirements to that described at paragraph 3.18.1 then any such differences shall be set out in the Call-Off Agreement.
- 3.18.4 The Supplier shall provide clear identification on the Vehicle of the type of fuel to be used, including identification at the filling point. If clear identification of the type of fuel is not shown, the Contracting Authority(s) shall not be liable if the Vehicle is re-fuelled with the wrong fuel type.
- 3.18.5 The Supplier shall provide clear instructions for refuelling. Where the Contracting Authority(s) incorrectly refuels the Vehicle and informs the Supplier, the Supplier shall arrange for the Vehicle to be replaced subject to paragraph 3.7. The Supplier shall undertake to minimise any costs associated with repairing the

Vehicle.

- 3.18.6 The Supplier shall charge refuelling in line with the cost per litre as defined in the UK government weekly/monthly fuel price index, plus the Supplier's additional pence per litre refuelling charge.

www.gov.uk/government/collections/energy-price-statistics

3.19 Special Requirements of the Contracting Authority(s)

- 3.19.1 If required by the Contracting Authority(s) to be determined at Call-Off Agreement stage, the Supplier shall provide specialist services similar to the ones listed below. This list is for indicative purposes only:

- 3.19.1.1 Special Requirements of the Contracting Authority(s)
- 3.19.1.2 If required by the Contracting Authority(s) to be determined at Call-Off Agreement stage, the Supplier shall provide specialist services similar to the ones listed below. The prices for these services should be added to Annex 2. This list is for indicative purposes only:
- 3.19.1.3 Vehicles with controls and necessary adjustments appropriate to the needs of disabled Drivers eg fitment of Lynx Hand Controls
- 3.19.1.4 Minor modifications e.g. fitment of roof rack;
- 3.19.1.5 Delivery/Collection Charge greater than 10 miles from nearest supplier Depot (£)
- 3.19.1.6 Delivery/Collection Charge equal to or less than 10 miles from nearest supplier Depot (£)
- 3.19.1.7 Out of hours delivery charges.
- 3.19.1.8 Fuel Charge per litre if a Vehicle is returned with less fuel than when delivered (in addition to pump price).
- 3.19.1.9 One Way Hire surcharge.
- 3.19.1.10 Online Booking Discount.
- 3.19.1.11 Cancellation cost of a Hire Booking when less than 2 hours notice has been given - (this shall not exceed 1 day's rental).
- 3.19.1.12 Airport Hire Surcharge.
- 3.19.1.13 Charge per pick up or drop off at an Airport or a Railway Station .
- 3.19.1.14 Administration Charge for processing Speeding, Parking Fines, Congestion charging .
- 3.19.1.15 Charge for DVLA driver check .
- 3.19.1.16 Charge for loss of keys.
- 3.19.1.17 Charge per day to Take Hire Vehicle to Europe.
- 3.19.1.18 Charge for Recovering a Hire Vehicle from Europe.
- 3.19.1.19 Daily surcharge for Towbar equipped vehicle (where available).
- 3.19.1.20 Daily surcharge for Flashing Beacon (magnetic mount).
- 3.19.1.21 Charge for Satellite Navigation System .
- 3.19.1.22 Abortive delivery or collection charge (ref. 3.15).
- 3.19.1.23 Provide older specific Vehicles; (not included in Framework Agreement Pricing Schedule 3 prices to be determined at Call-Off agreement stage)

3.20 Sustainability

3.20.1 The Authority requires that the Supplier consider and address proportionately, the relevance of sustainability to the Services provided under the lotting structure of this Framework Agreement. This includes not only consideration of commercial needs, but minimisation of negative impacts and maximisation of positive impacts on society, the environment and the economy.

3.20.2 The Authority and the Contracting Authority(s) shall expect the Supplier to provide assistance to support the Government's agenda in this area and be proactive in support throughout the lifetime of this Framework Agreement and any Call-Off Agreements established. Of relevance to the Services provided under this Framework Agreement, but not a fixed or exhaustive list are:

3.20.2.1 compliance with the Greening Government Commitments, in particular the Government Buying Standards for Transport and the targets around travel reduction and air quality and tailpipe emissions targets;

3.20.2.2 compliance with the requirements of Article 6 of the Energy Efficiency Directive for tyres;

3.20.2.3 promotion of the uptake of Ultra Low Emission Vehicles and development of their supporting infrastructure;

3.20.2.4 delivery of Social Value;

3.20.2.5 support for Small Medium Enterprises (SMEs), social enterprises and mutuals, including prompt payment;

3.20.2.6 support for Equalities including Disability and promotion of equality of access;

3.20.2.7 the Contracting Authority(s) Travel Policy (where provided).

3.20.3 All Central and Civil Government Departments must meet the Greening Government Commitments (as revised from time to time or superseded):

<https://www.gov.uk/government/publications/greening-government-commitments-targets>

3.20.4 The Greening Government Commitments includes a commitment to ensure government buys more sustainable and efficient products and engages with its Suppliers to understand and reduce the impacts of its supply chain. In order to help the Government achieve this, the Supplier shall make available and publish data on its supply chain impacts.

3.20.5 The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental well being in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area. The Supplier may be required at Call-Off Agreement stage, to identify, as an optional added value variant, Social Value initiatives it proposes as proportionate and relevant to the Call-Off Agreement.

- 3.20.6 The Supplier is required to use all reasonable endeavours to assist the Authority in seeking to reduce the CO2 emissions arising as a result of the provision of the Services by recommending and providing environmentally friendly Vehicles wherever feasible. Suppliers' Vehicles in the UK shall comply with the target set out in the 'Government Buying Standards – Transport' including those for CO2 emissions (measured in g/km of CO2).

3.21 Key Performance Indicators

- 3.21.1 The Supplier shall at all times comply with the Service Levels and Key Performance Indicators as described in Framework Agreement Schedule 2 Annex 2 – Key Performance Indicators.
- 3.21.2 Where the Contracting Authority(s) requires different Service Levels and Key Performance Indicators these shall be set out in the Call-Off Agreement.

3.22 Penalties Fines and Congestion Charges

- 3.22.1 The Supplier shall not be responsible for the payment of fines, fees or penalties incurred by the Contracting Authority(s) or the Contracting Authority(s) Driver of a Vehicle including congestion charges, parking fines, tolls and road traffic offences ("Penalties").
- 3.22.2 The Supplier shall ensure that the Contracting Authority(s) promptly receives any notifications of Penalties which it receives together with full details of the alleged offence as provided by the relevant authorities.
- 3.22.3 The Supplier shall be liable for any additional costs arising from escalations to the original Penalty or charge if they have failed to notify the Contracting Authority(s) in sufficient time following receipt of the Penalty or charge.
- 3.22.4 The Supplier may charge an administrative fee, forwarded to the Contracting Authority(s) with the Penalty documentation, as stated within Schedule 3 of the Framework Agreement.
- 3.22.5 Where the Contracting Authority(s) notifies the Supplier that the Vehicle to be hired shall be driven in an area subject to a congestion charge, or other automated toll charges, then the Supplier shall (where possible) provide the Contracting Authority(s) with advanced notification of the Vehicle registration number or if the Vehicle carries an exemption.

3.23 Nominated Crown Travel & Venue Services (RM3735) Companies

- 3.23.1 When requested the Supplier shall make the Supplier Framework Agreement price schedules and details of how to hire a Vehicle, available to the nominated Crown Travel & Venue Service (RM3735) Companies (and/or the Contracting Authority(s)) that have a Framework Agreement in place between them and the Authority. This shall enable the Crown Travel & Venue Service (RM3735) Companies (and/or Contracting Authority(s)) to act as an intermediary and hire

Vehicles on the Contracting Authority(s) behalf as part of their travel itinerary.

3.24 The Hire Period

- 3.24.1 The Hire Period shall usually last between 1 to 28 days. However, the Supplier shall also make provision for Hire Periods of up to 1 year or longer.

3.25 Mileage Restriction

- 3.25.1 No mileage restriction shall apply to the use of Vehicles provided on hire pursuant to this Framework Agreement, i.e. they shall be provided on the basis of unlimited mileage. It is, however, recognised that some Vehicles may be subject to mileage restriction for servicing and maintenance requirements and that the Supplier shall need to ensure that manufacturer inspection and servicing guidelines are carried out to ensure both the Vehicle can be safely operated, but also that the Vehicle warranty is not invalidated. The Supplier shall identify such Vehicles to the Contracting Authority(s).
- 3.25.2 It should be noted that the Supplier, if required, shall (at a time mutually convenient to both the Contracting Authority(s) and the Supplier) change the Vehicle during the Hire Period for a Vehicle of an equivalent standard. Reasons may include, but not limited to, the mileage on the Vehicle becoming excessively high.

3.26 General Requirements

- 3.26.1 The Supplier shall be accredited by the British Vehicle Leasing & Rental Association by a similarly recognised organisation and operate a mandatory Code of Conduct and/or compliance with accreditation standards. <http://www.bvrla.co.uk>

7 MANDATORY REQUIREMENTS - LOT 5 UK CAR SHARE.

This Vehicle Hire lot is intended for the provision of Car Share Vehicles. Car Share Vehicles can be for the hire of a locally deployed Vehicle (in the main passenger cars and some Light Commercial Vehicles). Hire can be for 'Ad Hoc' very short periods of hire, for example 1 hour's hire. The Supplier's hiring infrastructure is specifically designed to meet this requirement (as opposed to Suppliers that offer daily rental services).

In certain circumstances, it would be commercially and/or operationally advantageous for a public sector organisation to 'Block Book' locally deployed Car Share Vehicles (for say 9:00 to 17:00 Monday to Friday) in order to gain unrestricted access to those Vehicles during the agreed period. Outside of the Block Booked hours the Vehicles would be available to the general public sector, this increases the cost-effectiveness of the Car Share Vehicles and to an extent meets the needs of the government's Sharing Economy objectives.

Alternatively, it may be commercially and/or operationally advantageous for a public sector organisation to have a pool fleet of 'Corporate Car Share' Vehicles; replacing their owned or leased pool fleet or as an alternative to Grey Fleet usage. This Car Share fleet of Vehicles could be for the sole use of a single public sector organisation or shared between a number of organisations and/or the general public, depending on how the Call-Off Agreement was set up.

This paragraph provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety under Lot 5 in order to meet the service delivery requirements of this Framework Agreement. It is important that Suppliers take time to fully understand this important part of the service delivery requirement, all Mandatory Service Requirements, as listed below shall be required to commence from the implementation of the Call-Off Agreement with the Contracting Authority(s).

- a) **General Requirements** - The Supplier shall be able to fulfil all aspects of general requirement Please refer to paragraph 7.1.
- b) **Vehicle Specifications** - The Supplier shall be able to fulfil all aspects of Vehicle Specifications 7.2.
- c) **Account Management** - The Supplier shall be able to fulfil all aspects of Account Management for Contracting Authority(s). Please refer to paragraph 7.3.
- d) **Documentation** - The Supplier shall be able to fulfil all aspects of Documentation requirements for Contracting Authority(s). Please refer to paragraph 7.4.
- e) **Breakdown and Roadside Assistance** - The Supplier shall be able to fulfil all aspects of Breakdown and Roadside Assistance for Contracting Authority(s). Please refer to paragraph 7.5.
- f) **Accident/Incident Reporting** - The Supplier shall be able to fulfil all aspects of Accident/Incident Reporting for Contracting Authority(s). Please refer to paragraph 7.6.
- g) **Maintenance** - The Supplier shall be able to fulfil all aspects of Maintenance for Contracting Authority(s). Please refer to paragraph 7.7.

- h) **Motor Insurance Database** - The Supplier shall be able to fulfil all aspects of Motor Insurance Database for Contracting Authority(s). Please refer to paragraph 7.8.
- i) **Data Security Management**– The Supplier shall be able to fulfil all aspects of Data Security Management. Please refer to paragraph 7.9.
- j) **Hours of Service** - The Supplier shall be able to fulfil all aspects of Hours of Service for Contracting Authority(s). Please refer to paragraph 7.10.
- k) **Payment and Invoicing** - The Supplier shall be able to fulfil all aspects of Payment and Invoicing for Contracting Authority(s). Please refer to paragraph 7.11.
- l) **Fuels** - The Supplier shall be able to fulfil all aspects of Fuel for Contracting Authority(s). Please refer to paragraph 7.12.
- m) **Special Requirements of Contracting Authority(s)** – The Supplier shall be able to fulfil all aspects of Special Requirements for the Contracting Authority(s). Please refer to paragraph 7.13
- n) **Sustainability** - The Supplier shall be able to fulfil all aspects of Sustainability for Contracting Authority(s). Please refer to paragraph 7.14.
- o) **Key Performance Indicators** - The Supplier shall be able to fulfil all aspects of Key Performance Indicators for Contracting Authority(s). Please refer to paragraph 7.15.
- p) **Penalties, Fines and Congestion Charges** - The Supplier shall be able to fulfil all aspects of Penalties, Fines, and Congestion Charges for Contracting Authority(s). Please refer to paragraph 7.16.

7.1 General requirements.

- 7.1.1 For Car Share the Contracting Authority(s) shall be permitted to specify transmission type and fuel type at the time of the Call-Off Agreement. The Supplier shall (where available) make available a choice of petrol, diesel, hybrid, ULEV and electric Vehicles.
- 7.1.2 Drivers holding a full driving license shall to be able to hire Vehicles with no minimum age restriction.
- 7.1.3 For the Car Share, hire options shall be offered to meet the requirements of:
 - 7.1.3.1 the Ad Hoc hire of Vehicles shall be for very short periods which in some cases 30 minutes, but normally 1 hour or more. Such Vehicle usage shall be available through the Supplier's established Car Share network;
 - 7.1.3.2 the Block Booking of Vehicles shall be during working hours throughout the working week. Block Booked Vehicles can be reserved for set periods of time, for example 9:00 to 17:00. Working hours and days to be determined by the Contracting Authority(s) individual needs. Such Vehicle usage shall be available through the Supplier's established (or specifically deployed) Car Share network. Outside of the Block Booked hours, the Vehicles would be available to the general public;
 - 7.1.3.3 longer term hire of one or more Vehicles Corporate Car Share shall available for the exclusive use of a public sector organisation or number of public sector organisations or, if so required by the Contracting

Authority(s), additionally the general public or a number of other organisations occupying the same offices or who are in close proximity to the Contracting Authority(s) offices.

- 7.1.4 The Supplier shall hold full accreditation by Carplus or by the British Vehicle Leasing & Rental Association or a similarly recognised organisation as appropriate and operate a mandatory Code of Conduct and/or compliance with accreditation standards.

<http://www.bvrla.co.uk/>

<http://www.carplus.org.uk/>

7.2 Vehicle Specifications

- 7.2.1 For each Car Share the Vehicle numbers and types of Vehicle shall be determined at Call-Off Agreement stage by the Contracting Authority(s) and the Supplier. (For Ad Hoc Car Share access to Vehicles may be determined by the Supplier's existing Car Share infrastructure or if it is economically advantageous to deploy a Vehicle so as to make it available for Ad Hoc usage.)
- 7.2.2 Where appropriate to the Vehicle type (and if practical for the Supplier to do so) the Supplier shall have diesel, petrol, electric and ULEV (Ultra Low Emissions) Vehicles available, with a focus on supporting the Government Buying Standards targets and the reduction of Vehicle emission levels.
- 7.2.3 The Supplier shall ensure that Vehicles within the hire fleet that have known 'recalls' either for safety or manufacturing fault are not supplied for hire.
- 7.2.4 All Vehicles supplied shall:
- 7.2.4.1 conform to the manufacturer's minimum base model sold in the UK;
 - 7.2.4.2 include a spare wheel, wheel brace and jack (or equivalent such as inflation kit or run flat tyres), plus any compulsory equipment including but not limited to red triangle;
 - 7.2.4.3 where specified by the Contracting Authority(s), be provided using an industry standard Vehicle coding scheme for example Association of Car Rental Industry Systems and Standards (ACRIS) or similar;
 - 7.2.4.4 be clean inside and out, including clean windows;
 - 7.2.4.5 have a full tank of fuel (less any delivery distance travelled from the nearest Supplier's outlet location) or sufficient fuel to drive to a refuelling point or service station. (Fuel requirements will be agreed at Call-Off Agreement stage);

- 7.2.4.6 have the correct fluid levels and tyre pressures in accordance with the manufacturer's recommendations;
- 7.2.4.7 have been maintained according to the manufacturer's recommendations;
- 7.2.4.8 be fit for purpose, roadworthy and meet all legal compliance requirements;
- 7.2.4.9 have (where reasonably possible) emissions compliant with Government Buying Standards;
- 7.2.4.10 be compliant with a minimum four star New Car Assessment Programme (NCAP) rating, unless otherwise specified by the Contracting Authority(s).

- 7.2.5 All cars shall, at the commencement of the Hire Period be less than 2 years old from the date of first registration.

7.3 Account Management

- 7.3.1 The Supplier shall within 5 days of signing the Framework Agreement send to the Authority's email address the name and contact details (including email address and telephone number) of the Account Manager for this Framework Agreement. The nominated Account Manager shall have a minimum of 2 years relevant industry experience. The Supplier shall also ensure that a Deputy Account Manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Authority prior to any period of the Account Manager's unavailability and absence. The Supplier shall ensure that the Deputy Account Manager has the same powers, authority, and discretion as the Account Manager.
- 7.3.2 The Supplier shall within 5 days of signing a Call-Off Agreement provide the Contracting Authority(s) with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Contracting Authority(s). This shall be agreed prior to the Supplier and Contracting Authority(s) entering into the Call-Off Agreement.
- 7.3.3 The Account Manager shall promote, deliver and communicate transparency of pricing and savings to the Authority and the Contracting Authority(s).
- 7.3.4 The Supplier shall support the Contracting Authority(s) in relation to the Services provided, including recommendations on the most cost-effective and fuel efficient Vehicle options, expenditure reduction, pricing, answering queries and dealing with complaints.
- 7.3.5 The Supplier shall where appropriate and with agreement of the Contracting Authority(s), apply knowledge and expertise to support Contracting Authority(s) to design best value solutions across their organisations. Across organisations means all aspects of Car Share and the use of employees Vehicles (Grey Fleet).
- 7.3.6 The Supplier shall provide information in relation to Car Share Vehicle CO2 emissions and advice on carbon reduction across all aspects of Vehicle travel.

- 7.3.7 The Supplier shall when required provide recommendations, information, calculation and advice on how to reduce Vehicle usage expenditure.
- 7.3.8 Provide publicity/marketing of the Framework Agreement e.g. displays and road shows etc.
- 7.3.9 Management Information and Data Reporting shall be provided to the Authority in a dashboard format for data across all Contracting Authority(s) and to individual Contracting Authority(s) (for their data), free of charge. The minimum level of information required is outlined in Management Information and Data Reporting Schedule 9 in Framework Agreement.
- 7.3.10 The Supplier shall make such Management Information and Data Reports as are set out in the Call-Off Agreement available to the Contracting Authority(s) via an electronic solution (e.g. online or email in spread sheet format) to the Contracting Authority(s) free of charge. The Supplier shall be responsible for the integrity of the data at all times.
- 7.3.11 The Supplier shall provide a Continuous Improvement Plan as agreed by the Authority within the first 3 months of Framework Award, with quarterly communication of progress on actions. The Continuous Improvement Plan shall be reviewed annually by the Authority.
- 7.3.12 The Account Manager shall hold separate service management review meetings with the Authority and the Contracting Authority(s) with agenda items and the frequency of meetings to be agreed by the Authority on Framework Award and the Contracting Authority(s) at the Call-Off Agreement stage.
- 7.3.13 The Supplier shall ensure that the Contracting Authority(s) is fully briefed regarding Best Practice activities in relation to the Contracting Authority(s) recording of Out of Hours/After Hours Hire requests (and other ancillary Services), fuel tank levels on delivery and collection, and the recoding of Vehicle damage. This is to ensure that there is a clear audit trail between Supplier and the Contracting Authority(s). The Supplier shall provide monthly (or at a frequency agreed at Call-Off Agreement stage) reports to the Contracting Authority(s) regarding the level Out of Hours/After Hours Hire requests (and other ancillary Services) being called for, fuel tank levels on delivery and collection of Hired Vehicles, and the recoding of Vehicle damage by the Contracting Authority(s) including all associated charges and cooperate with the Contracting Body(s) with regard to the reconciliation Contracting Authority(s) own records against the Supplier's reports.
- 7.3.14 In order that the Contracting Authority(s) is fully aware of the implications of its Drivers failing to correctly refuel a Hired Vehicle in accordance with the refuelling requirements agreed in the Call-Off Agreement on return to the Supplier, the Supply shall explain to the Contracting Authority(s) how the Supplier calculates any administrative costs associated with refuelling the Vehicle. The Supplier shall also make recommendations to the Contracting Authority(s) on how best it can educate its Drivers to follow the refuelling requirements of the Call-Off Agreement and what to do when the refuelling requirement cannot be met.

7.4 Documentation.

- 7.4.1 At the commencement of the Hire Period, the Supplier shall provide the Driver with:

- 7.4.1.1 the Supplier standard documentation with all the relevant details completed, consisting of as a minimum;
- 7.4.1.2 a Vehicle handbook or laminated document which gives full familiarisation details of the Vehicle e.g. the controls and other characteristics specific to the Vehicle;
- 7.4.1.3 details of the action to be taken in the event of an incident (including windscreen or tyre damage), accident or breakdown including contact details;
- 7.4.1.4 Vehicle Inspection Form (if delivered for Car Share);
- 7.4.1.5 Supplier shall provide a damage report and a contact number to report the damage when requested by the Driver;
- 7.4.1.6 instruction how to access the Vehicle, including any Driver smart cards, PIN codes or smartphone applications required to gain access to the Vehicle, as per the Suppliers' normal means.

7.5 Breakdown and Roadside Assistance

- 7.5.1 The Supplier shall provide comprehensive service for recovery and breakdown repair 24 hours a day 365 days per year (366 days in a leap year) at no additional cost. Supplier shall attend within 1 hour and service re-instated with 2 hours following receipt of the initial call. The Supplier shall not charge the Contracting Body(s) for hire of the Car Share Vehicle during periods of breakdown until as such time a replacement Vehicle is made available to the Driver.
- 7.5.2 The Supplier shall prioritise breakdown and roadside assistance calls from lone female and/or Vulnerable Drivers.
- 7.5.3 In accordance with paragraph 7.4 above, the Supplier shall provide contact details for the roadside assistance.
- 7.5.4 In case of a breakdown/incident where the original Vehicle is unable to complete the journey, the Supplier is required to provide the transfer and onward movement of loads/passengers to a point specified by the Contracting Authority(s). Onward journey to start within 2 hours of breakdown/incident.

7.6 Accident / Incident reporting.

- 7.6.1 Photographic evidence of damage to Vehicles shall be provided to the Contracting Authority(s) regardless of the amount or value of the damage.
- 7.6.2 If any damage occurring to a hired Car Share Vehicle has not been reported to the Supplier, and such damage is considered by the Supplier to have occurred after the start of the Hire Period and not subsequently been reported on the termination of the hire, then the Supplier shall notify the Contracting Authority(s) and (where possible) Driver, within 24 working hours of the termination of the hire (unless an alternative timescale is determined at Call-Off Agreement stage). A full report of any such damage (included with the photographic evidence) detailing the Contracting Authority(s) liability shall be provided.
- 7.6.3 The Supplier shall, if the Contracting Authority(s) so requires, at their own expense, obtain an Vehicle Damage Assessors report and provide photographic evidence for all damage where the estimated cost is over £250 (exclusive of VAT) to repair. Vehicle Damage Assessors shall be ATA accredited.
- 7.6.4 Where the Contracting Authority(s) accepts liability for damage any costs

associated with the above Vehicle Damage Assessors report shall be added to the repair invoice. The cost of the Vehicle Damage Assessors report is capped at £250 per report.

- 7.6.5 The Supplier shall supply a copy of the repair invoice, together with any Vehicle Damage Assessors report to substantiate any claim for reimbursement from third parties to the Contracting Authority(s).
- 7.6.6 Where a claim arises from a third party against the Supplier after the termination of any hire, and the Supplier has reason to believe or considers that the Contracting Authority(s) has liability for such claim, then the Supplier shall notify the Contracting Authority(s) and (where possible) Driver of any such claim within 24 hours of the claim being received by the Supplier. Full details of the claim with evidence of the Contracting Authority(s) liability shall be provided. If the Contracting Authority(s) accepts that the claim is likely to fall within the Contracting Authority(s) liability, the Supplier shall fully co-operate with the Contracting Authority(s) in responding to any such claim.
- 7.6.7 Where a third party is responsible for any damage arising to the Supplier's Vehicle (and has accepted full liability), and the Contracting Authority(s) has provided to the Supplier all of the third party's details, including the third party's insurance details, the Supplier shall not pursue the Contracting Authority(s) for any payment but shall handle the claim, excluding any claim by the Contracting Authority(s), directly through the third party's insurance or other representative.
- 7.6.8 Where losses have been incurred by the Contracting Authority(s) as a result of liability from a third party, the Supplier shall contact the Contracting Authority(s) and/or their insurance company and/or managing agent as agreed in the Call-Off Agreement.
- 7.6.9 Where the Vehicle is damaged beyond economic repair, and the Contracting Authority(s) are found to be at fault, the Contracting Authority(s) shall only be liable for the residual trade book value.

7.7 Maintenance

- 7.7.1 The Supplier shall be responsible for arranging (at their own expense) the costs of:
 - 7.7.1.1 normal routine maintenance of Hired Vehicles in accordance with manufacturer's maintenance recommendations as amended periodically;
 - 7.7.1.2 repairs of Hired Vehicles arising outside of normal routine maintenance; and
 - 7.7.1.3 tyre, battery and exhaust replacements in respect of Hired Vehicles during the Hire Period corresponding to each such Hired Vehicle.
 - 7.7.1.4 repairs (excluding any costs attributable to deterioration due to fair wear and tear) due to Driver negligence or Driver damage shall be chargeable to the Contracting Authority(s).

7.8 Motor Insurance Database

- 7.8.1 The Supplier shall maintain and update the Motor Insurance Database (MID) of all hires at all times in order to meet the requirements of the EU Motor Insurance Directive.
- 7.8.2 The Supplier shall provide the necessary information, including details regarding the gross weights of the commercial Vehicles, to the Contracting Authority(s) within the necessary timescales; where the Contracting Authority(s), undertakes the responsibility to update the Motor Insurance Database (MID). There is a legal responsibility of the Contracting Authority(s) to upload their rental fleet profile onto the MID.

7.9 Data Security Management

- 7.9.1 It is mandatory by the date of the Framework Agreement commencement (or at a later date as agreed) that the Supplier is able to demonstrate that they meet the technical requirements prescribed by Cyber Essentials for data pertinent to the Vehicle Hire Service as detailed in this document and, in particular, to the treatment of any personal details of Drivers held and processed by the Supplier. This mandatory requirement is in order to further reduce the levels of cyber security risks in the supply chain. The Cyber Essentials Scheme and the related Assurance Framework both indicate that there are two levels of protection in dealing with cyber security risks. These include a basic level of assurance which is known as *Cyber Essentials* and an advanced level of assurance known as *Cyber Essentials Plus*. With regard to the Services, Suppliers must demonstrate that they have achieved the basic level of assurance known as Cyber Essentials. Suppliers shall demonstrate this in one of the ways listed below:
- 7.9.1.1 A Supplier has a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or
- 7.9.1.2 A Supplier has not got a current and valid Cyber Essentials certificate, but is working towards gaining it, and shall confirm that it has been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies by the date of the Framework Agreement (or a later date as agreed); or
- 7.9.1.3 A Supplier has not got a current and valid Cyber Essentials certificate but can demonstrate or shall be able to demonstrate by the date of the Framework Agreement (or a later date as agreed) that its organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview> and that the Supplier can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) for data pertinent to the Vehicle Hire Service as detailed in this document, in particular to the treatment of any personal details of Drivers held and processed by the Supplier; or
- 7.9.1.4 The Supplier is exempt from complying with the requirements at paragraph 7.9.1.1 where a Supplier conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard (and shall be verified as such) for data pertinent to the Vehicle Hire Service as detailed in this document, in particular to the

treatment of any personal details of Drivers held and processed by the Supplier. The body(s) employed by the Supplier to carry out the verification shall be approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies.

- 7.9.2 The Supplier shall throughout the Framework Period and any Call-Off Agreement Period renew its Cyber Essentials certificate immediately after the expiration of a period of 12 consecutive months from the date that the same was first issued or last renewed; or where the Supplier does not have a Cyber Essentials certificate but has provided evidence from a technically competent and independent third party that its organisation demonstrates compliance with Cyber Essentials requirements, it shall immediately after the expiration of a period of 12 months from any date that such evidence was provided, provide the Authority or a Contracting Authority(s) as the case may be with evidence of the same kind by way of a renewal of the demonstration that it is able to comply with Cyber Essentials requirements.
- 7.9.3 The Supplier shall ensure that its Sub-Contractors comply with the provisions of paragraphs 7.9.1 to 7.9.2 (inclusive) where such Sub-Contractors are responsible for receiving data pertinent to the Vehicle Hire Service as detailed in this document and, in particular, to the treatment of any personal details of Drivers held and processed by the Supplier.
- 7.9.4 Details about the Cyber Essentials Scheme and the Assurance Framework can be accessed via the following link:
<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

7.10 Hours of Service

- 7.10.1 The Supplier shall ensure that its operating hours in relation to the provision of the Services shall be as a minimum:

08:00 to 18:00 Monday to Friday, excluding Bank Holidays 09:00 to 12

noon. Saturday

- 7.10.2 In some instances availability of Car Share shall be outside of these hours to be agreed with Contracting Authority(s) at Call-Off Agreement stage.
- 7.10.3 The Supplier shall provide an Out Of Hours/After Hours emergency contact number which must be a local rate number where required by the Contracting Authority(s) to hire Vehicles or for other urgent enquiries outside of the normal operating hours.

7.11 Payment and Invoicing

- 7.11.1 The Supplier shall offer the Contracting Authority(s) a choice of payment options, to include and not be limited to bill-back, electronic billing, and corporate payment cards and lodged cards, to be discussed and agreed at the Call-Off Agreement stage.
- 7.11.2 Where requested by the Contracting Authority(s), the Suppliers systems shall interface with the Contracting Authority(s) e-Commerce (Purchase2Pay) system.

- 7.11.3 Where the Contracting Authority(s) do not require a full e-Commerce (Purchase2Pay) system, the Supplier shall provide an alternative solution as agreed at Call-Off Agreement stage.
- 7.11.4 The Online Booking System shall hold and or provide the facility for the Booker to insert the three-digit CCV security code.
- 7.11.5 Where the payment option chosen by the Contracting Authority(s) includes the mechanism for invoicing, the Supplier shall invoice all usual charges within the financial year in which the charges apply (it is recognised that some ad hoc requirements for example, invoices for damage to vehicles, may take longer).
- 7.11.6 The Supplier shall have the ability to attribute the cost of each booking to the Contracting Authority(s) bookers Cost Centre Code.

7.12 Fuels

- 7.12.1 The Supplier shall provide the option of Fuel Cards, other refuelling methods for Car Share; this shall be determined during Call-Off Agreement stage by Contracting Authority(s). Where Fuel Cards are used, a detailed report on the use of the Fuel Cards shall be provided to the Contracting Authority(s) each Month.
- 7.12.2 The Supplier shall provide clear identification on the Vehicle of the type of fuel to be used, including identification at the filling point. If clear identification of the type of fuel is not shown, the Contracting Authority(s) shall not be liable if the Vehicle is re-fuelled with the wrong fuel type.
- 7.12.3 The Supplier shall provide clear instructions for refuelling. Where the Contracting Authority(s) incorrectly refuels the Vehicle and informs the Supplier. The Supplier shall undertake to minimise any costs associated with repairing the Vehicle.

7.13 Special Requirements of the Contracting Authority(s)

- 7.13.1 If required by the Contracting Authority(s) to be determined and agreed (between Supplier and the Contracting Authority(s) at the Call-Off Agreement stage, the Supplier shall provide specialist services similar to the ones listed below. The prices for these additional services should be input on the Pricing Schedule for Lot 5 Pricing Schedule – Framework Agreement Schedule 3. This list is for indicative purposes only:
- 7.13.2 Vehicles with controls and necessary adjustments appropriate to the needs of disabled Drivers eg fitment of Lynx control system;
- 7.13.3 Minor modification e.g. fitment of roof rack.
- 7.13.4 Membership cost per annum (£)
- 7.13.5 Number of Miles included in the rental day rate.
- 7.13.6 Damage fee (insurance excess)(£)
- 7.13.7 Charge for Replacement Access Cards (£)
- 7.13.8 Administration Charge for processing Speeding, Parking Fines, Congestion charging etc

- 7.13.9 Charge for Late return of vehicle
- 7.13.10 Insurance excess per Accident
- 7.13.11 Other Penalty charges (for example valeting)

7.14 Sustainability

7.14.1 The Authority requires that the Supplier consider and address proportionately, the relevance of sustainability to the Services provided under the lotting structure of this Framework Agreement. This includes not only consideration of commercial needs, but minimisation of negative impacts and maximisation of positive impacts on society, the environment and the economy.

7.14.2 The Authority and the Contracting Authority(s) shall expect the Supplier to provide assistance to support the Government's agenda in this area and be proactive in support throughout the lifetime of this Framework Agreement and any Call-Off Agreements established. Of relevance to the Services provided under this Framework Agreement, but not a fixed or exhaustive list are:

7.14.2.1 compliance with the Greening Government Commitments, in particular the Government Buying Standards for Transport and the targets around travel reduction and air quality and tailpipe emissions targets;

7.14.2.2 compliance with the requirements of Article 6 of the Energy Efficiency Directive for tyres;

7.14.2.3 promotion of the uptake of Ultra Low Emission Vehicles and development of their supporting infrastructure;

7.14.2.4 delivery of Social Value;

7.14.2.5 support for Small Medium Enterprises (SMEs), social enterprises and mutuals, including prompt payment;

7.14.2.6 support for Equalities including Disability and promotion of equality of access;

7.14.2.7 the Contracting Authority(s) Travel Policy (where provided).

7.14.3 All Central and Civil Government Departments must meet the Greening Government Commitments (as revised from time to time or superseded):

<https://www.gov.uk/government/publications/greening-government-commitments-targets>

7.14.4 The Greening Government Commitments includes a commitment to ensure government buys more sustainable and efficient products and engages with its Suppliers to understand and reduce the impacts of its supply chain. In order to help the Government achieve this, the Supplier shall make available and publish data on its supply chain impacts.

- 7.14.5 The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental well being in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area. The Supplier may be required at Call-Off Agreement stage, to identify, as an optional added value variant, Social Value initiatives it proposes as proportionate and relevant to the Call-Off Agreement.
- 7.14.6 The Supplier is required to use all reasonable endeavours to assist the Authority in seeking to reduce the CO2 emissions arising as a result of the provision of the Services by recommending and providing environmentally friendly Vehicles wherever feasible. Suppliers' Vehicles in the UK shall comply with the target set out in the "Government Buying Standards – Transport" including those for CO2 emissions (measured in g/km of CO2).

7.15 Key Performance Indicators

- 7.15.1 The Supplier shall at all times comply with the Service Levels and Key Performance Indicators as described in Schedule 2 Framework Agreement – Annex 2 - Key Performance Indicators.
- 7.15.2 Where the Contracting Authority(s) requires different Service Levels and Key Performance Indicators these shall be set out at Call-Off Agreement stage.

7.16 Penalties Fines and Congestion Charges

- 7.16.1 The Supplier shall not be responsible for the payment of fines, fees or penalties incurred by the Contracting Authority(s) or the Contracting Authority(s) Driver of a Vehicle including congestion charges, parking fines, tolls and road traffic offences ("Penalties"). For Car Share based in London (and other UK cities) specific rules may apply to be determined at Call-Off Agreement stage.
- 7.16.2 The Supplier shall ensure that the Contracting Authority(s) promptly receives any notifications of Penalties which it receives together with full details of the alleged offence as provided by the relevant authorities.
- 7.16.3 The Supplier shall be liable for any additional costs arising from escalations to the original Penalty or charge if they have failed to notify the Contracting Authority(s) in sufficient time following receipt of the Penalty or charge.
- 7.16.4 The Supplier may charge an administrative fee, forwarded to the Contracting Authority(s) with the Penalty documentation, as stated within Schedule 3 of the Framework Agreement.
- 7.16.5 Where the Contracting Authority(s) notifies the Supplier that the Vehicle to be hired shall be driven in an area subject to a congestion charge, or other automated toll charges then the Supplier shall (where possible) provide the Contracting Authority(s) with advanced notification of the Vehicle registration number or if the Vehicle carries an exemption.

8 MANDATORY REQUIREMENTS - LOT 6 INTERNATIONAL VEHICLE HIRE.

This Vehicle Hire Lot covers the requirements of International Vehicle hire - excluding UK Vehicle hire – for the provision of passenger carrying Vehicles (including saloon, estate cars and MPV's (multi-purpose vehicles)), Light Commercial Vehicles (vans for carrying goods) and 4x4 vehicles. International Vehicle hire shall provide worldwide coverage but will have specific emphasis on countries including but not limited to Ireland, USA, Germany, Cypress, and Gibraltar.

This paragraph provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety under Lot 6 in order to meet the service delivery requirements of this Framework Agreement.

It is important that Suppliers take time to fully understand this important part of the service delivery requirement, all Mandatory Service Requirements, as listed below shall be required to commence from the implementation of the Call-Off Agreement with the Contracting Authority(s).

- a) **Vehicle Specifications** -The Supplier shall be able to fulfil all aspects of Vehicle Specifications 8.1.
- b) **Account Management** - The Supplier shall be able to fulfil all aspects of Account Management for Contracting Authority(s). Please refer to paragraph 8.2.
- c) **Documentation** - The Supplier shall be able to fulfil all aspects of Documentation requirements for Contracting Authority(s). Please refer to paragraph 8.3.
- d) **Breakdown and Roadside Assistance** - The Supplier shall be able to fulfil all aspects of Breakdown and Roadside Assistance for Contracting Authority(s). Please refer to paragraph 8.4.
- e) **Accident/Incident Reporting** - The Supplier shall be able to fulfil all aspects of Accident/Incident Reporting for Contracting Authority(s). Please refer to paragraph 8.5.
- f) **Maintenance** - The Supplier shall be able to fulfil all aspects of Maintenance for Contracting Authority(s). Please refer to paragraph 8.6.
- g) **Replacement Vehicles** - The Supplier shall be able to fulfil all aspects of Replacement Vehicles for Contracting Authority(s). Please refer to paragraph 8.7.
- h) **Motor Insurance Database** - The Supplier shall be able to fulfil all aspects of Motor Insurance Database for Contracting Authority(s). Please refer to paragraph 8.8.
- i) **Airport Service** - The Supplier shall be able to fulfil all aspects of Airport Service for Contracting Authority(s). Please refer to paragraph 8.9.
- j) **Data Security Management** – The Supplier shall be able to fulfil all aspects of Data Security Management. Please refer to paragraph 8.10.

- k) **Confidentiality/Enhanced Security** - The Supplier shall be able to fulfil all aspects of Confidentiality/Enhanced Security for Contracting Authority(s). Please refer to paragraph 8.11.
- l) **Hours of Service** - The Supplier shall be able to fulfil all aspects of Hours of Service for Contracting Authority(s). Please refer to paragraph 8.12.
- m) **Booking Arrangements** - The Supplier shall be able to fulfil all aspects of Booking Arrangements for Contracting Authority(s). Please refer to paragraph 8.13.
- n) **Delivery and Collection** - The Supplier shall be able to fulfil all aspects of Delivery and Collection for Contracting Authority(s). Please refer to paragraph 8.14.
- o) **Cancellation/Abortive Delivery and Collection** - The Supplier shall be able to fulfil all aspects of Cancellation/Abortive Delivery and Cancellation for Contracting Authority(s). Please refer to paragraph 8.15.
- p) **Payment and Invoicing** - The Supplier shall be able to fulfil all aspects of Payment and Invoicing for Contracting Authority(s). Please refer to paragraph 8.16.
- q) **Taking Vehicles to Other Countries** - The Supplier shall be able to fulfil all aspects of Taking Vehicles to Other Countries for Contracting Authority(s). Please refer to paragraph 8.17.
- r) **Fuels** - The Supplier shall be able to fulfil all aspects of Fuel for Contracting Authority(s). Please refer to paragraph 8.18.
- s) **Special Requirements of Contracting Authority(s)** - The Supplier shall be able to fulfil all aspects of Special Requirements for Contracting Authority(s). Please refer to paragraph 8.19.
- t) **Sustainability** - The Supplier shall be able to fulfil all aspects of Sustainability for Contracting Authority(s). Please refer to paragraph 8.20.
- u) **Key Performance Indicators** - The Supplier shall be able to fulfil all aspects of Key Performance Indicators for Contracting Authority(s). Please refer to paragraph 8.21.
- v) **Penalties, Fines and Congestion Charges** - The Supplier shall be able to fulfil all aspects of Penalties, Fines, and Congestion Charges for Contracting Authority(s). Please refer to paragraph 8.22.
- w) **Nominated Crown Travel & Venue Service (RM3735) Companies** - The Supplier shall make information available to nominated Crown Travel & Venue Service Companies. Please refer to paragraph 8.23.
- x) **The Hire Period**- The Supplier shall provide Vehicles for a range of Hire Periods. Please refer to paragraph 8.24
- y) **Mileage Restrictions** - The Supplier shall be able to fulfil all aspects of Mileage Restrictions 8.25.
- z) **General Requirements** – The Supplier shall be able to fulfil all aspects of General Requirements. Please refer to paragraph 8.26

8.1 Vehicle Specifications

- 8.1.1 The Supplier shall provide manual transmission Vehicles for all hires (where possible) unless the Contracting Authority(s) has requested a Vehicle with

automatic transmission. Automatic transmission Vehicles can be requested on the grounds of disability and/or duty of care where it would enhance safety. It is also acknowledged that Electric Vehicles and some other low emission technology Vehicles are automatic. It is recognised that in countries such as the USA, the provision of automatic transmission Vehicles is the norm.

8.1.2 Where appropriate to the Vehicle type the Supplier shall have both diesel, petrol, electric and ULEV (Ultra Low Emissions) Vehicles available, with a focus on supporting the UK Government Buying Standards targets (for example, reduction of CO2 emissions) or similar in-country of hire standards and targets.

8.1.3 The Supplier shall ensure that Vehicles within the hire fleet that have known 'recalls' either for safety or manufacturing fault are not supplied for hire.

8.1.4 All Vehicles supplied shall:

8.1.4.1 Conform to the manufacturer's minimum In-Country specification for the country in which hired or shall be travelling to. To also include a spare wheel, wheel brace and jack (or equivalent such as inflation kit or run flat tyres), plus compulsory equipment but not limited to red triangle;

8.1.4.2 where specified by the Contracting Authority(s), be provided using an industry standard Vehicle coding scheme for example Association of Car Rental Industry Systems and Standards (ACRIS) or similar;

8.1.4.3 be clean inside and out, including clean windows;

8.1.4.4 have a full tank of fuel, less any delivery distance travelled from the nearest outlet location, unless otherwise specified by the Contracting Authority(s);

8.1.4.5 have the correct fluid levels and tyre pressures in accordance with the manufacturer's recommendations;

8.1.4.6 have been maintained according to the manufacturer's recommendations;

8.1.4.7 be fit for purpose, roadworthy and meet all In-Country legal compliance requirements.

8.1.4.8 have (where reasonably possible) emissions compliant with UK Government Buying Standards;

8.1.4.9 be compliant with a minimum four star New Car Assessment Programme (NCAP) rating, unless otherwise specified by the Contracting Authority(s).

8.1.5 All cars shall, at the commencement of the Hire Period be less than 2 years old from the date of first registration.

8.1.6 Additional Vehicle Specifications for Light Commercial Vehicles:

8.1.6.1 if requested, light commercial Vehicles to have a 4 wheel drive capability;

8.1.6.2 all vans to have a full internal bulkhead between the passenger compartment and the load carrying area;

8.1.6.3 load securing points in the load carrying area, minimum of 4 securing points;

8.1.6.4 load area to have a separate illumination system;

8.1.6.5 load area to have ply lining (or equivalent) to prevent damage to panels;

8.1.6.6 a working 12v accessory power socket

8.1.7 All commercial Vehicles up to 3.5 tonnes shall, at the commencement of the Hire Period be less than 4 years old from the date of first registration

8.1.8 All Minibuses at the commencement of the Hire Period be less than 4 years old from the date of first registration

8.1.9 All Minibuses shall have:

8.1.8.1 have forward facing seats;

8.1.8.2 have all seats fitted with seat-belts;

8.1.8.3 be less than 5 years old from the date of first registration;

8.1.10 All 4x4 Vehicles shall be less than 2 old from the date of first registration.

8.2 Account Management

8.2.1 The Supplier shall within 5 days of signing the Framework Agreement send to the Authority's email address the name and contact details (including email address and telephone number) of the Account Manager for this Framework Agreement. The nominated Account Manager shall have a minimum of two years relevant industry experience. The Supplier shall also ensure that a Deputy Account Manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Authority prior to any period of the Account Manager's unavailability and absence. The Supplier shall ensure that the Deputy Account Manager has the same powers, authority, and discretion as the Account Manager.

8.2.2 The Supplier shall within 5 days of signing a Call-Off Agreement provide the Contracting Authority(s) with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size

and requirements of the Contracting Authority(s). This shall be agreed prior to the Supplier and Contracting Authority(s) entering into the Call-Off Agreement.

8.2.3 The Account Manager shall promote, deliver and communicate transparency of pricing and savings to the Authority and the Contracting Authority(s).

8.2.4 The Supplier shall support the Contracting Authority(s) in relation to the Services provided, including recommendations on the most cost-effective and fuel efficient

Vehicle options, expenditure reduction, pricing, answering queries and dealing with complaints.

8.2.5 The Supplier shall provide information in relation to Vehicle Hire CO2 emissions and advice on carbon reduction across all aspects of Vehicle travel.

8.2.6 The Supplier shall when required provide recommendations, information, calculation and advice on how to reduce Vehicle Hire expenditure.

8.2.7 Provide publicity/marketing of the Framework Agreement e.g. displays and road shows etc.

8.2.8 Management Information and Data Reporting shall be provided to the Authority in a dashboard format for data across all Contracting Authority(s) and to individual Contracting Authority(s) (for their data), free of charge. The minimum level of information required is outlined in Management Information and Reporting Schedule Schedule 9 in Framework Agreement.

8.2.9 The Supplier shall make such Management Information and Data Reports as are set out in the Call-Off Agreement available to the Contracting Authority(s) via an electronic solution (e.g. online or email in spread sheet format) to the Contracting Authority(s) free of charge. The Supplier shall be responsible for the integrity of the data at all times.

8.2.10 The Supplier shall provide a Continuous Improvement Plan as agreed by the Authority within the first 3 months of Framework Award, with quarterly communication of progress on actions. The Continuous Improvement Plan shall be reviewed annually by the Authority.

8.2.11 The Account Manager shall hold separate service management review meetings with the Authority and the Contracting Authority(s) with agenda items and the frequency of meetings to be agreed by the Authority on Framework Award and the Contracting Authority(s) at the Call-Off Agreement stage.

8.2.12 The Supplier shall ensure that the Contracting Authority(s) is fully briefed regarding Best Practice activities in relation to the Contracting Authority(s) recording of Out of Hours/After Hours Hire requests (and other ancillary Services), fuel tank levels on delivery and collection, and the recoding of Vehicle damage. This is to ensure that there is a clear audit trail between Supplier and the Contracting Authority(s). The Supplier shall provide monthly (or at a frequency agreed at Call-Off Agreement stage) reports to the Contracting Authority(s) regarding the level Out of Hours/After Hours Hire requests (and other ancillary Services) being called for, fuel tank levels on delivery and collection of Hired Vehicles, and the recoding of Vehicle damage by the Contracting Authority(s) including all associated charges and cooperate with the Contacting Body(s) with regard to the reconciliation Contracting Authority(s) own records against the Supplier's reports.

8.2.13 In order that the Contracting Authority(s) is fully aware of the implications of its Drivers failing to correctly refuel a Hired Vehicle in accordance with the refuelling requirements agreed in the Call-Off Agreement on return to the Supplier, the Supply shall explain to the Contracting Authority(s) how the Supplier calculates

any differences (fuel volume and fuel cost) associated with the refuelling of a Hired Vehicle. The Supplier shall also make recommendations to the Contracting Authority(s) on how best it can educate its Drivers to follow the refuelling requirements of the Call-Off Agreement and what to do (such as keeping a record of the fuel level) when the refuelling requirement cannot be met.

8.3 Documentation.

8.3.1. At the commencement of the Hire Period, the Supplier shall provide the Driver with:

8.3.1.1. the Supplier standard documentation ,with all the relevant details completed, consisting of as a minimum;

8.3.1.2. a Vehicle handbook or laminated document which gives full familiarisation details of the Vehicle e.g. the controls and other characteristics specific to the Vehicle;

8.3.1.3. details of the action to be taken in the event of an incident (including windscreen or tyre damage), accident or breakdown including contact details;

8.3.1.4. Vehicle Inspection Form;

8.3.1.5. Supplier shall provide a damage report when requested by the Driver;

8.3.1.6. instruction how to access the Vehicle, including any Driver smart cards required to gain access to the Vehicle, as per the Suppliers' normal means;

8.3.1.7. all documentation must be in English and the language of the country of use.

8.4 Breakdown and Roadside Assistance

8.4.1. The Supplier shall provide comprehensive service for recovery and breakdown repair 24 hours a day 365 days per year (366 days in a leap year) at no additional cost. Supplier shall attend within 1 hour and service re-instated with 2 hours following receipt of the initial call. It is noted that there are some international exceptions to the provision of breakdown cover in some countries. Contracting Authority(s) shall contact the Supplier to agree cover in these eventualities.

8.4.2. The Supplier shall prioritise breakdown and roadside assistance calls from lone female and/or Vulnerable Drivers.

8.4.3. In accordance with paragraph 8.3 above, the Supplier shall provide contact details for the roadside assistance at the time of delivery of the Vehicle.

8.4.4. In case of a breakdown/incident where the original Vehicle is unable to complete the journey, the Supplier is required to provide the transfer and onward movement of loads/passengers to a point specified by the Contracting Authority(s). Onward journey to start within 2 hours of breakdown/incident.

8.5 Accident / Incident reporting.

- 8.5.1. Photographic evidence of damage to Vehicles shall be provided to the Contracting Authority(s) regardless of the amount or value of the damage.
- 8.5.2. If any damage occurring to a Hired Vehicle has not been reported to the Supplier, and such damage is considered by the Supplier to have occurred after the start of the Hire Period and not subsequently been reported on the termination of the hire, then the Supplier shall notify the Contracting Authority(s) and (where possible) Driver, within 4 working hours of the termination of the hire. (unless an alternative timescale is determined at Call off Agreement stage). A full report of any such damage (including photographic evidence if required) detailing the Contracting Authority(s) liability shall be provided.
- 8.5.3. The Supplier shall, if the Contracting Authority(s) so requires, at their own expense, obtain an Vehicle Damage Assessors report and provide photographic evidence for all damage where the estimated cost is over £250 (exclusive of VAT) to repair. Vehicle Damage Assessors shall be ATA accredited (or the In-Country equivalent).
- 8.5.4. Where the Contracting Authority(s) accepts liability for damage any costs associated with the above Vehicle Damage Assessors report shall be added to the repair invoice. The cost of the Vehicle Damage Assessors report is capped at £250 per report.
- 8.5.5. The Supplier shall supply a copy of the repair invoice, together with any Vehicle Damage Assessors report to substantiate any claim for reimbursement from third parties to the Contracting Authority(s).
- 8.5.6. Where a claim arises from a third party against the Supplier after the termination of any hire, and the Supplier has reason to believe or considers that the Contracting Authority(s) has liability for such claim, then the Supplier shall notify the Contracting Authority(s) and (where possible) Driver of any such claim within 24 hours of the claim being received by the Supplier. Full details of the claim with evidence of the Contracting Authority(s) liability shall be provided. If the Contracting Authority(s) accepts that the claim is likely to fall within the Contracting Authority(s) liability, the Supplier shall fully co-operate with the Contracting Authority(s) in responding to any such claim.
- 8.5.7. Where a third party is responsible for any damage arising to the Supplier's Vehicle (and has accepted full liability), and the Contracting Authority(s) has provided to the Supplier all of the third party's details, including the third party's insurance details, the Supplier shall not pursue the Contracting Authority(s) for any payment but shall handle the claim, excluding any claim by the Contracting Authority(s), directly through the third party's insurance or other representative.
- 8.5.8. Where losses have been incurred by the Contracting Authority(s) as a result of liability from a third party, the Supplier shall contact the Contracting Authority(s) insurance company and or managing agent as agreed in the Call-Off Agreement.
- 8.5.9. Where the Vehicle is damaged beyond economic repair, and the Contracting Authority(s) are found to be at fault, the Contracting Authority(s) shall only be liable for the residual trade book value.
- 8.5.10. The Contracting Authority(s) shall agree specific processes with the Supplier in respect of traffic violations and damage to Vehicles.
- 8.5.11. The Contracting Authority(s) does not rely on Crown Indemnity and appropriate insurance cover must be included in the hire agreement. The Supplier shall be expected to deal with any insurance claims and shall notify the Contracting Authority(s) of any excess payable in the event of liability of Contracting

Authority(s).

8.6 Maintenance

- 8.6.1. The Supplier shall be responsible for arranging (at its own cost) the costs of:
 - 8.6.1.1. normal routine maintenance of Hired Vehicles in accordance with manufacturer's maintenance recommendations as amended periodically;
 - 8.6.1.2. repairs of Hired Vehicles arising outside of normal routine maintenance;
 - 8.6.1.3. tyre, battery and exhaust replacements in respect of Hired Vehicles during the Hire Period corresponding to each such Hired Vehicle.
 - 8.6.1.4. repairs (excluding any costs attributable to deterioration due to fair wear and tear) due to Driver negligence or Driver damage shall be chargeable to the Contracting Authority(s).

8.7 Replacement Vehicles

- 8.7.1. In the event of a breakdown or other occurrence, such as an accident, which renders the Vehicle immobile or otherwise unfit for use, the Supplier shall:
 - 8.7.1.1. provide a replacement Vehicle of at least the same standard. If it is determined that a replacement Vehicle is required, the replacement shall be provided within 2 hours. This Service is required 24 hours a day, 7 days per week, 365 days a year (366 days in a leap year).
 - 8.7.1.2. ensure the breakdown or road assistance package includes a provision to take the Driver and any passengers and cargo to their requested destination outside 'office hours' or to the Supplier's nearest depot or to the Driver's official business destination during 'office hours'.

8.8 Motor Insurance Database

- 8.8.1. The Supplier shall maintain and update the Motor Insurance Database (MID) of all hires at all times in order to meet the requirements of the EU Motor Insurance Directive (or the In-Country's equivalent regulatory or legal requirements for Vehicle insurance).
- 8.8.2. The Supplier shall provide the necessary information, including details regarding the gross weights of the commercial Vehicles, to the Contracting Authority(s) within the necessary timescales; where the Contracting Authority(s), undertakes the responsibility to update the Motor Insurance Database (MID). There is a legal responsibility of the Contracting Authority(s) to upload their rental fleet profile onto the MID.

8.9 Airport Service

- 8.9.1. Where necessary the Supplier shall provide courtesy transport to and from their rental outlets when arriving or departing from an airport during outlet office hours.
- 8.9.2. If necessary the Supplier shall provide a meet and greet service, if the Supplier's depot is not located at the airport.

8.10 Data Security Management

- 8.10.1. It is mandatory by the date of the Framework Agreement commencement (or at a later date as agreed) that the Supplier is able to demonstrate that they meet the

technical requirements prescribed by Cyber Essentials for data pertinent to the Vehicle Hire Service as detailed in this document and, in particular, to the treatment of any personal details of Drivers held and processed by the Supplier. This mandatory requirement is in order to further reduce the levels of cyber security risks in the supply chain. The Cyber Essentials Scheme and the related Assurance Framework both indicate that there are two levels of protection in dealing with cyber security risks. These include a basic level of assurance which is known as *Cyber Essentials* and an advanced level of assurance known as *Cyber Essentials Plus*. With regard to the Services, Suppliers must demonstrate that they have achieved the basic level of assurance known as Cyber Essentials. Suppliers shall demonstrate this in one of the ways listed below:

- 8.1.8.8 A Supplier has a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or
- 8.1.8.9 A Supplier has not got a current and valid Cyber Essentials certificate, but is working towards gaining it, and shall confirm that it has been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies by the date of the Framework Agreement (or a later date as agreed); or
- 8.1.8.10 A Supplier has not got a current and valid Cyber Essentials certificate but can demonstrate or shall be able to demonstrate by the date of the Framework Agreement (or a later date as agreed) that its organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview> and that the Supplier can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) for data pertinent to the Vehicle Hire Service as detailed in this document, in particular to the treatment of any personal details of Drivers held and processed by the Supplier; or
- 8.1.8.11 The Supplier is exempt from complying with the requirements at paragraph 8.10.1.1 where a Supplier conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard (and shall be verified as such) for data pertinent to the Vehicle Hire Service as detailed in this document, in particular to the treatment of any personal details of Drivers held and processed by the Supplier. The body(s) employed by the Supplier to carry out the verification shall be approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies.
- 8.10.2. The Supplier shall throughout the Framework Period and any Call-Off Agreement Period renew its Cyber Essentials certificate immediately after the expiration of a period of 12 consecutive months from the date that the same was first issued or last renewed; or where the Supplier does not have a Cyber Essentials certificate but has provided evidence from a technically competent and independent third party that its organisation demonstrates compliance with Cyber Essentials requirements, it shall immediately after the expiration of a period of 12 months from any date that such evidence was provided, provide the Authority or a Contracting Authority(s) as the case may be with evidence of the same kind by way of a renewal of the demonstration that it is able to comply with Cyber Essentials requirements.
- 8.10.3. The Supplier shall ensure that its Sub-Contractors comply with the provisions of

paragraphs 8.10.1 to 8.10.2 (inclusive) where such Sub-Contractors are responsible for receiving data pertinent to the Vehicle Hire Service as detailed in this document and, in particular, to the treatment of any personal details of Drivers held and processed by the Supplier.

- 8.10.4. Details about the Cyber Essentials Scheme and the Assurance Framework can be accessed via the following link:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

8.11 Confidentiality/Enhanced Security

- 8.11.1. In certain instances, a Contracting Authority(s) shall require the following, and such requirements shall be individually agreed at Call-Off Agreement stage, with each Contracting Authority(s) in question:
- 8.11.2. a higher level of security, as agreed with the Contracting Authority(s), throughout the processes they perform directly and those that they sub-contract.
- 8.11.3. Use of the Contracting Authority(s) own internal electronic booking system, and in such cases the Supplier shall provide the facility to accept (subject to entering into a Code of Connection agreement which shall subject to a separate charge to be agreed with Contracting Authority(s) at Call-Off Agreement) an electronic feed to receive booking information from the Contracting Authority(s) system
- 8.11.4. There may be some occasions when “disguised” Vehicles may be required for covert operations. Such Vehicles may be required to have the appearance of used Vehicles but are fully road-worthy; or have signage or livery. Those Vehicles will meet the Vehicle Specifications in paragraph 8.1

8.12 Hours of Service

- 8.12.1. The Supplier shall ensure that its operating hours in relation to the provision of the Services for the country of use, shall be as a minimum:

08:00 to 18:00 Monday to Friday, excluding National Holidays 09:00 to 12

noon. Saturday

- 8.12.2. The Supplier shall provide an Out of Hours/After Hours emergency contact number which must be a non-premium rate where required by the Contracting Authority(s) to hire Vehicles at short notice outside of the normal operating hours.

8.13 Booking Arrangements.

- 8.13.1. Booking arrangements for the provision of Hired Vehicles shall depend on the Contracting Authority(s) individual requirements within departmental travel policies. Further details of these shall be set out in the Call-Off Agreement. The Supplier shall make systems available which allow the Contracting Authority(s) to make bookings via telephone, facsimile, email and through a secure online booking tool, which is accessible via the internet worldwide.
- 8.13.2. The Supplier shall provide to each Contracting Authority(s), a simple listing of all charges for all types of bookings relevant to their requirements and travel policies.
- 8.13.3. The Supplier shall provide an online booking tool to the Contracting Authority(s).

The booking tool shall have the facility to identify which classes of Vehicle are within or out of the Contracting Authority(s) travel policy and to be able to block Vehicles (and associated services) outside the Contracting Authority(s) travel policy. The tools shall also have the facility to enable line management pre-trip approval where required.

- 8.13.4. The Supplier shall where required, provide training in the use of online booking tools. However, such tools shall be designed to be intuitive in use.
- 8.13.5. The Supplier shall provide an offline booking service via a call centre, whereby bookings can be made either by telephone or email .Contact needs to be able to speak English and language of country of use.
- 8.13.6. The Supplier shall provide an emergency Out of Hours/After Hours telephone booking service. The Supplier's operative taking the call shall be able to speak English and language of country of use.
- 8.13.7. As a minimum requirement each Vehicle Order shall specify:

- 8.13.7.1. the Contracting Authority(s) hiring the Vehicle;
- 8.13.7.2. the cost centre;
- 8.13.7.3. the name, staff / service number and email of the Booker;
- 8.13.7.4. the name, staff / service number of the main Driver and the names of any additional Drivers;
- 8.13.7.5. contact telephone number, facsimile number and/or email address of the Supplier and Contracting Authority(s);
- 8.13.7.6. the group and type of Vehicle required;
- 8.13.7.7. insurance, if required by the Contracting Authority(s);
- 8.13.7.8. special requirements, such as disability controls and adjustments, roof racks, snow chains, child seats, sat navigation, etc.;
- 8.13.7.9. the date, time and location of commencement of hire;
- 8.13.7.10. the date, time and location of termination of hire;
- 8.13.7.11. if delivery or collection is required, the address where the Vehicle should be delivered to and/or collected from;
- 8.13.7.12. flight details in the case of delivery/pick up to/from the airport;
- 8.13.7.13. additional extras e.g. delivery and collection charges;
- 8.13.7.14. possible congestion charges, automated tolls.

- 8.13.8. If a Vehicle from the group requested by the Booker is not available, the Supplier shall endeavour to provide a Vehicle of the same emissions level. If an upgrade to a different Vehicle group is provided the cost of the Vehicle originally requested shall apply and if a Vehicle of a lower standard is provided the cost of the Vehicle from the lower group shall apply. The Supplier shall notify the Contracting Authority(s) of any changes to their requested Vehicle prior to delivery. Notification of such changes shall allow sufficient time for the Contracting Authority(s) to make alternative arrangements if necessary. If such changes are found not acceptable, the Contracting Authority(s) shall reserve the right to cancel the Vehicle without penalty or cancellation charge.
- 8.13.9. Following a booking, the Supplier shall make Vehicles available within the timeframes specified in Annex 7 (Lot 6 International Vehicle Hire types and availability).
- 8.13.10. In remote rural delivery locations the Supplier shall notify the Contracting Authority(s) if the availability period needs to be extended. If the Supplier does not notify the Contracting Authority(s) then standard delivery times would prevail.
- 8.13.11. The Supplier shall provide the Contracting Authority(s) with a single unique number (which could be the reservation number) at the time of booking of each Vehicle, this shall be carried through all stages shall be used in all correspondence relating to the Hired Vehicle, including invoicing and reported in Management Information (refer to Account Management 8.2.9)
- 8.13.12. The Supplier agrees that a 'no turn down' policy shall apply to the supply of all Vehicles. When the Supplier is not able to supply the demand from the Supplier's fleet, they shall use Sub-Contractors, as they deem necessary, with no additional cost to the Contracting Authority(s).
- 8.13.13. Sub-Contracting by the Supplier in any way shall not relieve the Supplier from any of their responsibilities under this agreement. It is the Supplier's responsibility to ensure that all Sub-Contractors comply with all Key Performance Indicators as well as any relevant legislation and security procedures.
- 8.13.14. The Supplier shall take overall responsibility for ensuring that all Sub-Contractors that they engage under this Framework Agreement are compliant with the current and future legislation pertaining to all Vehicle Hire services.
- 8.13.15. The Supplier shall (where required) provide insurance cover, this may include the adoption of US Military rates (where appropriate, for example to the Ministry of Defence). Drivers holding a full driving license from their country of origin are to be able to hire vehicles with no minimum age restriction. Multiple drivers are also to be permitted under this agreement.

8.14 Delivery and Collection

- 8.14.1. The Supplier shall supply the Vehicle on the date and time (or on the day prior) as specified in the Vehicle Order and in accordance with the instructions of the Contracting Authority(s) at the price agreed in the Framework Agreement. The Hire Period shall commence at the time requested or when the Hired Vehicle is delivered or picked up and signed for, whichever is the later, and shall terminate at the time specified at the time of booking or when the Hired Vehicle is collected or returned to the Supplier, whichever is the earlier.
- 8.14.2. Where multiple Drivers are involved, one representative only shall need to present themselves at the hire location.
- 8.14.3. The Supplier's liability for loss or damage to a Hired Vehicle ceases at the time specified at booking or on delivery, whichever is the later, and shall (**unless a**

different duration is agreed in the Call-Off Agreement) commence again either 2 working hours after the time specified at booking or 2 working hours after the hire is terminated or when the Hired Vehicle is collected, whichever is the earlier.

- 8.14.4. The Supplier shall provide the Driver with a full familiarisation of the Hired Vehicle's controls and other characteristics specific to the Hired Vehicle upon delivery. Supplier shall ensure that type of fuel used in the Vehicle is highlighted to the Driver. Where the Driver is not present at the time of delivery, familiarisation details (which stress the type of fuel used) shall be provided with the Hired Vehicle. The details must be in English and local language of use. If specialist equipment is provided the Supplier shall provide the Driver with the appropriate familiarisation awareness training necessary to safely, legally and effectively perform their duties. The Supplier shall record the Driver's details and training provided for the specialist equipment, wherever possible or necessary.
- 8.14.5. Where representatives of the Contracting Authority(s) are unavailable at the time the Hired Vehicle is delivered, the Supplier shall leave a Vehicle Inspection Form in the Hired Vehicle, for the attention of the Driver, clearly showing any points where any damage, however slight, has been noted on the Hired Vehicle. The details must be in English and local language of use. In order to carry out this inspection the car must be clean and left in a well lit area (if possible).
- 8.14.6. If the Driver is not present at the time of collection, the Supplier shall complete a Vehicle Inspection Form, recording the mileage for the Driver's attention and report to the Contracting Authority(s) (or the Contracting Authority(s) nominated agent) details of any additional damage within 4 working hours of the termination of the hire (**unless an alternative timescale is determined at Call off Agreement stage**). To allow accurate time stamping the report should be in an email format. A copy of the Vehicle Inspection Report should also be left at the collection address. Failure to do so shall result in the Contracting Authority(s) not being liable for damage claims.
- 8.14.7. The Supplier shall ensure that, where a Vehicle has ended its hire and its continued presence at the Contracting Authority(s) work premises or at a private address causes problems, the Vehicle is removed promptly at an agreed time upon receipt of notification from the Contracting Authority(s). The Contracting Authority(s) shall provide up to 2 hours paid parking (**unless a different duration is agreed in the Call-Off Agreement**) where the Vehicle is to be collected from a pay and display car park, parking meter etc.
- 8.14.8. In the event of a Vehicle being returned late the Supplier shall apply a grace period of 59 minutes before charges for an additional day are incurred. Daily charges shall be incurred while the Vehicle is in the Drivers possession or control.
- 8.14.9. The Supplier shall, provided there has been prior notification and is agreed by the Supplier, allow the Contracting Authority(s) to hire a Vehicle from one location and return it to another.
- 8.14.10. When requested to deliver to a point which requires payment for parking such as a pay and display meter and it is practical to do so (for example it shall not be practical in the case of a very large Vehicle), the Supplier shall pay for two hours parking from the commencement of the Hire Period. Such costs shall be reimbursed at cost by the Contracting Authority(s) to the Supplier.
- 8.14.11. The Supplier shall make all reasonable efforts to ensure that (unless alternative delivery arrangements are specified by the Contracting Authority(s)) the delivered

Vehicle is parked in a well lit, open area.

8.15 Cancellation /Abortive Delivery and Collection.

- 8.15.1. In the event that a Hired Vehicle requires cancellation, the Contracting Authority(s) shall notify the Supplier, where it is reasonably possible to do so, at least 2 working hours prior to the commencement of the hire. Charges shall not apply for any bookings which are cancelled more than 2 working hours prior to rental commencement. In the case of home deliveries, cancellation should be made 4 working hours prior to rental commencement and the Supplier shall issue written confirmation along with a reference number which confirms the booking has been cancelled.
- 8.15.2. The Supplier shall specify at the time of booking if a longer cancellation notice period for specialist Vehicles is needed. In remote delivery locations that are more than 50 miles from the Supplier's nearest depot, then 4 working hours notice must be provided by the Contracting Authority(s).
- 8.15.3. In the event where the Contracting Authority(s) has failed to provide notice of cancellation at least 2 working hours prior to the requested commencement of hire time, and the Vehicle has been delivered or is in the process of being delivered, the Supplier shall be entitled to an abortive delivery charge to be agreed at Call-Off Agreement stage but which shall not exceed 1 day's rental.
- 8.15.4. Where the Supplier has endeavoured to pick up a Vehicle as per the Contracting Authority(s) instructions and the Vehicle is not available, after a waiting time of 59 minutes (or a time agreed in the Call-Off Agreement) has elapsed, the Supplier shall be entitled to an abortive collection charge which shall not exceed 1 day's rental.
- 8.15.5. Daily charges shall be incurred while the Vehicle is the Driver's possession or control.
- 8.15.6. The Supplier shall process any amendments or cancellations to bookings as requested and identify in advance any cancellation fees that shall be incurred as a consequence.
- 8.15.7. The Supplier shall refund all incorrect charges within 10 working days of cancellation to the Contracting Authority(s).

8.16 Payment and Invoicing

- 8.16.1. The Supplier shall offer the Contracting Authority(s) a choice of payment options, to include and not be limited to bill-back, electronic billing, and corporate payment cards and lodged cards, to be discussed and agreed at the Call-Off Agreement stage.
- 8.16.2. Where requested by the Contracting Authority(s), the Suppliers systems shall interface with the Contracting Authority(s) e-Commerce (Purchase2Pay) system.
- 8.16.3. Where the Contracting Authority(s) do not require a full e-Commerce (Purchase2Pay) system, the Supplier shall provide an alternative solution as agreed at Call-Off Agreement stage.
- 8.16.4. The Online Booking System shall hold and or provide the facility for the Booker to insert the three-digit CCV security code.

- 8.16.5. Where the payment option chosen by the Contracting Authority(s) includes the mechanism for invoicing, the Supplier shall invoice all usual charges within the financial year the charges apply (it is recognised that some ad hoc requirements for example, invoices for damage to Vehicles, may take longer).
- 8.16.6. The Supplier shall have the ability to attribute the cost of each booking to the Contracting Authority(s) bookers Cost Centre Code.

8.17 Taking Vehicles to Other Countries.

- 8.17.1. If the Hired Vehicle is to be taken out of the originating country, to another Country, the Contracting Authority(s) shall obtain authorisation from the Supplier, giving at least 48 hours notice.
- 8.17.2. The Supplier shall provide any necessary documentation, overseas Drivers pack and other relevant items required for the particular Country where the Vehicle is being taken and that it is covered by an acceptable breakdown and recovery package. The Supplier's insurance cover shall be provided (if requested) when a Vehicle is taken to Other Countries.
- 8.17.3. It is the responsibility of Contracting Authority(s) to ensure that Drivers are legally compliant with the rules and regulations of the countries to be visited. The Supplier if requested shall assist and advice on any specific requirements
- 8.17.4. The Supplier shall if required, carry out regular checks on the Hired Vehicle during such a Hire Period. The Supplier shall either delegate checking of the Vehicle to a local agent or obtain direct confirmation from the Contracting Authority(s) that the Vehicle continues to be hired to them in accordance with the Vehicle Agreement.
- 8.17.5. If requested by the Contracting Authority(s) prior to the Vehicle's departure from the country originally hired, the Supplier shall provide the minimum alterations for winterisation requirements to allow Vehicles to operate legally in all European countries for snow and ice conditions within 2 days of request.

8.18 Fuels

- 8.18.1. The Supplier shall supply all Hired Vehicles with a full tank of fuel, less delivery mileage and the Vehicle should be returned with a full tank of fuel. Delivery mileage is from the nearest available depot. If the Vehicle is then returned with less than a full tank then it shall be re-fuelled by the Supplier at the agreed fuel rate. To be agreed by Contracting Authority(s) at Call-Off Agreement stage.
- 8.18.2. The Suppliers right to charge for re-fuelling depends on the Vehicle being delivered with a full tank, if the Driver has identified that the Vehicle has not been delivered with a full tank then this should be identified on the delivery note and the Driver shall be required to return the Vehicle in the same fuelled state. For example, if half tank has been identified then the returned Vehicle must have a half tank of fuel.

- 8.18.3. The Supplier shall provide clear identification on the Vehicle of the type of fuel to be used, including identification at the filling point. If clear identification of the type of fuel is not shown, the Contracting Authority(s) shall not be liable if the Vehicle is re-fuelled with the wrong fuel type.
- 8.18.4. The Supplier shall provide clear instructions for refuelling. Where the Contracting Authority(s) incorrectly refuels the Vehicle and informs the Supplier, the Supplier shall arrange for the Vehicle to be replaced subject paragraph 8.7. The Supplier shall undertake to minimise any costs associated with repairing the Vehicle.
- 8.18.5. The Supplier shall charge refuelling in line with the cost per litre as defined in the UK government weekly/monthly fuel price index or the In-Country national monthly average whichever is the lower, plus the Supplier's additional pence per litre refuelling charge.

www.gov.uk/government/collections/energy-price-statistics

8.19 Special Requirements of the Contracting Authority(s)

- 8.19.1 If required by the Contracting Authority(s) to be determined at Call-Off Agreement stage, the Supplier shall provide specialist services similar to the ones listed below. The prices for these services should be added to Pricing Schedule – Framework Agreement Schedule 3. This list is for indicative purposes only:
- 8.19.2 Vehicles with controls and necessary adjustments appropriate to the needs of disabled Drivers eg fitment of Lynx Hand Controls
- 8.19.3 Minor modifications e.g. fitment of roof rack;
- 8.19.4 Delivery/Collection Charge greater than 10 miles from nearest supplier Depot (£)
- 8.19.5 Delivery/Collection Charge equal to or less than 10 miles from nearest supplier Depot (£)
- 8.19.6 Out of hours delivery charges.
- 8.19.7 Fuel Charge per litre if a Vehicle is returned with less fuel than when delivered (in addition to pump price).
- 8.19.8 One Way Hire surcharge.
- 8.19.9 Online Booking Discount.
- 8.19.10 Cancellation cost of a Hire Booking when less than 2 hours notice has been given - (this shall not exceed 1 day's rental).
- 8.19.11 Airport Hire Surcharge.

8.19.12 Administration Charge for processing Speeding, Parking Fines, Congestion charging .

8.19.13 Charge for loss of keys.

8.19.14 Daily surcharge for Towbar equipped vehicle (where available).

8.19.15 Daily surcharge for Flashing Beacon (magnetic mount).

8.19.16 Charge for Satellite Navigation System .

8.19.17 Abortive delivery or collection charge (ref. 8.15).

▪ **8.19 Sustainability**

8.20.1 The Authority requires that the Supplier consider and address proportionately, the relevance of sustainability to the Services provided under the lotting structure of this Framework Agreement. This includes not only consideration of commercial needs, but minimisation of negative impacts and maximisation of positive impacts on society, the environment and the economy.

8.20.2 The Authority and the Contracting Authority(s) shall expect the Supplier to provide assistance to support the Government's agenda in this area and be proactive in support throughout the lifetime of this Framework Agreement and any Call-Off Agreements established. Of relevance to the Services provided under this Framework Agreement, but not a fixed or exhaustive list are:

8.20.2.1 compliance with the Greening Government Commitments, in particular the Government Buying Standards for Transport and the targets around travel reduction and air quality and tailpipe emissions targets ;

8.20.2.2 compliance with the requirements of Article 6 of the Energy Efficiency Directive for tyres;

8.20.2.3 promotion of the uptake of Ultra Low Emission Vehicles and development of their supporting infrastructure;

8.20.2.4 delivery of Social Value;

8.20.2.5 support for Small Medium Enterprises (SMEs), social enterprises and mutuals, including prompt payment;

8.20.2.6 support for Equalities including Disability and promotion of equality of access;

8.20.2.7 the Contracting Authority(s) Travel Policy (where provided)

8.20.3 All Central and Civil Government Departments must meet the Greening Government Commitments (as revised from time to time or superseded):

<https://www.gov.uk/government/publications/greening-government-commitments-targets>

- 8.20.4 The Greening Government Commitments includes a commitment to ensure government buys more sustainable and efficient products and engages with its Suppliers to understand and reduce the impacts of its supply chain. In order to help the Government achieve this, the Supplier shall make available and publish data on its supply chain impacts.
- 8.20.5 The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental well being in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area. The Supplier may be required at Call-Off Agreement stage, to identify, as an optional added value variant, Social Value initiatives it proposes as proportionate and relevant to the Call-Off Agreement.
- 8.20.6 The Supplier is required to use all reasonable endeavours to assist the Authority in seeking to reduce the CO2 emissions arising as a result of the provision of the Services by recommending and providing environmentally friendly Vehicles wherever feasible. Suppliers' Vehicles in the UK shall comply with the target set out in the "Government Buying Standards – Transport" including those for CO2 emissions (measured in g/km of CO2).

8.21 Key Performance Indicators

- 8.21.1. The Supplier shall at all times comply with the Service Levels and Key Performance Indicators as described Schedule 2 Framework Agreement – Key Performance Indicators.

- 8.21.2. Where the Contracting Authority(s) requires different Service Levels and Key Performance Indicators these shall be set out in the Call-Off Agreement.

8.22 Penalties Fines and Congestion Charges

- 8.22.1. The Supplier shall not be responsible for the payment of fines, fees or penalties incurred by the Contracting Authority(s) or the Contracting Authority(s) Driver of a Vehicle including congestion charges, parking fines, tolls and road traffic offences ("Penalties").
- 8.22.2. The Supplier shall ensure that the Contracting Authority(s) promptly receives any notifications of Penalties which it receives together with full details of the alleged offence as provided by the relevant authorities.
- 8.22.3. The Supplier may charge an administrative fee, forwarded to the Contracting Authority(s) with the Penalty documentation, as stated within Schedule 3 of the Framework Agreement.
- 8.22.4. The Supplier shall be liable for any additional costs arising from escalations to the original Penalty or charge if they have failed to notify the Contracting Authority(s) in sufficient time following receipt of the Penalty or charge.
- 8.22.5. Where the Contracting Authority(s) notifies the Supplier that the Vehicle to be

hired shall be driven in an area subject to a congestion charge, or other automated toll charges then the Supplier shall (where possible) provide the Contracting Authority(s) with advanced notification of the Vehicle registration number or if the Vehicle carries an exemption.

8.23 Nominated Travel & Venue Service (RM3735) Companies

- 8.23.1. When requested the Supplier shall make the Suppliers Framework Agreement price schedules and details of how to hire a Vehicle, available to the nominated Crown Travel & Venue Service (RM3735) Companies (and/or the Contracting Authority(s)) that have a Framework Agreement in place between them and the Authority. This shall enable the Crown Travel & Venue Service (RM3735) Companies (and/or Contracting Authority(s)) to act as an intermediary and hire Vehicles on the Contracting Authority(s) behalf as part of their travel itinerary.

8.24 The Hire Period

- 8.24.1. The Hire Period shall usually last between 1 to 28 days. However, the Supplier shall also make provision for Hire Periods of up to 1 year or longer.

8.25 Mileage Restriction

- 8.25.1. No mileage restriction shall apply to the use of Vehicles provided on hire pursuant to this Framework Agreement, i.e. they shall be provided on the basis of unlimited mileage. It is, however, recognised that some Vehicles may be subject to mileage restriction for servicing and maintenance requirements and that the Supplier shall need to ensure that manufacturer inspection and servicing guidelines are carried out to ensure both the Vehicle can be safely operated, but also that the Vehicle warranty is not invalidated. The Supplier to identify such Vehicles to the Contracting Authority(s).
- 8.25.2. It should be noted that the Supplier, if required, shall (at a time mutually convenient to both the Contracting Authority(s) and the Supplier) change the Vehicle during the Hire Period for a Vehicle of an equivalent standard. Reasons may include, but not limited to, the mileage on the Vehicle becoming excessively high.

8.26 General Requirements

- 8.26.1 The Supplier shall be accredited by the British Vehicle Leasing & Rental Association by a similarly recognised organisation and operate a mandatory Code of Conduct and/or compliance with accreditation standards. <http://www.bvrla.co.uk>

ANNEX 2: THE GOODS – NOT USED

CALL-OFF SCHEDULE 3: CALL-OFF CONTRACT CHARGES, PAYMENT AND INVOICING

1. DEFINITIONS

1.1 The following terms used in this Call-Off Schedule shall have the following meaning:

"Review Adjustment Date"	has the meaning given to it in paragraph 9.1.2 of this Call-Off Schedule;
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2. GENERAL PROVISIONS

2.1 This Call-Off Schedule details:

- 2.1.1 the Call-Off Contract Charges for the Services under this Call-Off Contract; and
- 2.1.2 the payment terms/profile for the Call-Off Contract Charges;
- 2.1.3 the invoicing procedure; and
- 2.1.4 the procedure applicable to any adjustments of the Call-Off Contract Charges.

3. CALL-OFF CONTRACT CHARGES

3.1 The Call-Off Contract Charges which are applicable to this Call-Off Contract are set out in Annex 1 of this Call-Off Schedule.

3.2 The Supplier acknowledges and agrees that:

- 3.2.1 In accordance with paragraph 2 (General Provisions) of Framework Schedule 3 (Framework Prices and Charging Structure), the Call-Off Contract Charges can in no event exceed the Framework Prices set out in Annex 3 to Framework Schedule 3 (Framework Prices and Charging Structure); and
- 3.2.2 subject to paragraph 7 of this Call-Off Schedule (Adjustment of Call-Off Contract Charges), the Call-Off Contract Charges cannot be increased during the Call-Off Contract Period.

4. COSTS AND EXPENSES

4.1 The Call-Off Contract Charges include all costs and expenses relating to the Services and/or the Supplier's performance of its obligations under this Call-Off Contract and no further amounts shall be payable by the Customer to the Supplier in respect of such performance, including in respect of matters such as:

- 4.1.1 any incidental expenses that the Supplier incurs, including travel, subsistence and lodging, document or report reproduction, shipping, desktop or office equipment costs required by the Supplier Personnel, network or data interchange costs or other telecommunications charges; or
- 4.1.2 any amount for any services provided or costs incurred by the Supplier prior to the Call-Off Commencement Date.

5. PAYMENT TERMS/PAYMENT PROFILE

5.1 The payment terms/profile which are applicable to this Call-Off Contract are set out in Annex 2 of this Call-Off Schedule.

6. INVOICING PROCEDURE

- 6.1 The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within thirty (30) days of receipt of a Valid Invoice, submitted to the address specified by the Customer in paragraph 6.5 of this Call-Off Schedule and in accordance with the provisions of this Call-Off Contract.
- 6.2 The Supplier shall ensure that each invoice (whether submitted electronically or in a paper form, as the Customer may specify):
- 6.2.1 contains:
- (a) all appropriate references, including the unique Order reference number 1.11.4.2859.; and
 - (b) a detailed breakdown of the Delivered Services, including the Milestone(s) (if any) and Deliverable(s) within this Call-Off Contract to which the Delivered Services relate, against the applicable due and payable Call-Off Contract Charges; and
- 6.2.2 shows separately:
- (a) any Service Credits due to the Customer; and
 - (b) the VAT added to the due and payable Call-Off Contract Charges in accordance with Clause 20.2.1 of this Call-Off Contract (VAT) and the tax point date relating to the rate of VAT shown; and
- 6.2.3 is exclusive of any Management Charge (and the Supplier shall not attempt to increase the Call-Off Contract Charges or otherwise recover from the Customer as a surcharge the Management Charge levied on it by the Authority); and
- 6.2.4 it is supported by any other documentation reasonably required by the Customer to substantiate that the invoice is a Valid Invoice.
- 6.3 The Supplier shall accept the Government Procurement Card as a means of payment for the Services where such card is agreed with the Customer to be a suitable means of payment. The Supplier shall be solely liable to pay any merchant fee levied for using the Government Procurement Card and shall not be entitled to recover this charge from the Customer.
- 6.4 All payments due by one Party to the other shall be made within thirty (30) days of receipt of a Valid Invoice unless otherwise specified in this Call-Off Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.
- 6.5 The Supplier shall submit invoices directly to:
- Marion Parkinson (marion.parkinson@hse.gov.uk); and copied to Ann-Marie Bilsborough(ann-marie.bilsborough@hse.gov.uk).
- 6.4 Redgrave Court, Merton Road, Bootle, Merseyside, L20 7HS

7. ADJUSTMENT OF CALL-OFF CONTRACT CHARGES

- 7.1 The Call-Off Contract Charges shall only be varied:
- 7.1.1 due to a Specific Change in Law in relation to which the Parties agree that a change is required to all or part of the Call-Off Contract Charges in accordance with Clause 19.2 of this Call-Off Contract (Legislative Change);

- 7.1.2 in accordance with Clause 20.1.4 of this Call-Off Contract (Call-Off Contract Charges and Payment) where all or part of the Call-Off Contract Charges are reduced as a result of a reduction in the Framework Prices;
 - 7.1.3 where all or part of the Call-Off Contract Charges are reduced as a result of a review of the Call-Off Contract Charges in accordance with Clause 15 of this Call-Off Contract (Continuous Improvement);
 - 7.1.4 where all or part of the Call-Off Contract Charges are reduced as a result of a review of Call-Off Contract Charges in accordance with Clause 22 of this Call-Off Contract (Benchmarking);
 - 7.1.5 where all or part of the Call-Off Contract Charges are reviewed and reduced in accordance with paragraph 8 of this Call-Off Schedule;
 - 7.1.6 where a review and increase of Call-Off Contract Charges is requested by the Supplier and Approved, in accordance with the provisions of paragraph 9 of this Call-Off Schedule
- 7.2 Subject to paragraphs 7.1.1 to 7.1.5 of this Call-Off Schedule, the Call-Off Contract Charges will remain fixed for the first two (2) Contract Years.

8. SUPPLIER PERIODIC ASSESSMENT OF CALL-OFF CONTRACT CHARGES

- 8.1 Every six (6) Months during the Call-Off Contract Period, the Supplier shall assess the level of the Call-Off Contract Charges to consider whether it is able to reduce them.
- 8.2 Such assessments by the Supplier under paragraph 8 of this Call-Off Schedule shall be carried out on 1 May and 1 December in each Contract Year (or in the event that such dates do not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates). To the extent that the Supplier is able to decrease all or part of the Call-Off Contract Charges it shall promptly notify the Customer in writing and such reduction shall be implemented in accordance with paragraph 10.1.5 of this Call-Off Schedule below.

9. SUPPLIER REQUEST FOR INCREASE OF THE CALL-OFF CONTRACT CHARGES

- 9.1 The Supplier may request an increase in all or part of the Call-Off Contract Charges in accordance with the remaining provisions of this paragraph 9 subject always to:
 - 9.1.1 paragraph 3.2 of this Call-Off Schedule;
 - 9.1.2 the Supplier's request being submitted in writing at least three (3) Months before the effective date for the proposed increase in the relevant Call-Off Contract Charges ("**Review Adjustment Date**") which shall be subject to paragraph 9.2 of this Call-Off Schedule; and
 - 9.1.3 the Approval of the Customer which shall be granted in the Customer's sole discretion.
- 9.2 The earliest Review Adjustment Date will be the first (1st) Working Day following the [second (2nd)] anniversary of the Call-Off Commencement Date. Thereafter any subsequent increase to any of the Call-Off Contract Charges in accordance with this paragraph 9 of this Call-Off Schedule shall not occur before the anniversary of the previous Review Adjustment Date during the Call-Off Contract Period.

- 9.3 To make a request for an increase of some or all of the Call-Off Contract Charges in accordance with this paragraph 9, the Supplier shall provide the Customer with:
- 9.3.1 a list of the Call-Off Contract Charges it wishes to review;
- 9.3.2 for each of the Call-Off Contract Charges under review, written evidence of the justification for the requested increase including:
- (a) a breakdown of the profit and cost components that comprise the relevant Call-Off Contract Charge;
 - (b) details of the movement in the different identified cost components of the relevant Call-Off Contract Charge;
 - (c) reasons for the movement in the different identified cost components of the relevant Call-Off Contract Charge;
 - (d) evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components; and
 - (e) evidence that the Supplier's profit component of the relevant Call-Off Contract Charge is no greater than that applying to Call-Off Contract Charges using the same pricing mechanism as at the Call-Off Commencement Date.

10. IMPLEMENTATION OF ADJUSTED CALL-OFF CONTRACT CHARGES

- 10.1 Variations in accordance with the provisions of this Call-Off Schedule to all or part the Call-Off Contract Charges (as the case may be) shall be made by the Customer to take effect:
- 10.1.1 in accordance with Clause 19.2 of this Call-Off Contract (Legislative Change) where an adjustment to the Call-Off Contract Charges is made in accordance with paragraph 7.1.1 of this Call-Off Schedule;
- 10.1.2 in accordance with Clause 20.1.4 of this Call-Off Contract (Call-Off Contract Charges and Payment) where an adjustment to the Call-Off Contract Charges is made in accordance with paragraph 7.1.2 of this Call-Off Schedule;
- 10.1.3 in accordance with Clause 15 of this Call-Off Contract (Continuous Improvement) where an adjustment to the Call-Off Contract Charges is made in accordance with paragraph 7.1.3 of this Call-Off Schedule;
- 10.1.4 in accordance with Clause 22 of this Call-Off Contract (Benchmarking) where an adjustment to the Call-Off Contract Charges is made in accordance with paragraph 7.1.4 of this Call-Off Schedule [or]
- 10.1.5 on [1 June] for assessments made on [1 May] and on [1 January] for assessments made on [1 December] where an adjustment to the Call-Off Contract Charges is made in accordance with paragraph 7.1.5 of this Call-Off Schedule[.] [; or]
- 10.1.6 [on the Review Adjustment Date where an adjustment to the Call-Off Contract Charges is made in accordance with paragraph 7.1.6 of this Call-Off Schedule;] and the Parties shall amend the Call-Off Contract Charges shown in Annex 1 to this Call-Off Schedule to reflect such variations.

ANNEX 1: CALL-OFF CONTRACT CHARGES

Lot 1: UK Vehicle Hire: Passenger Car's Hire, Light Commercial Vehicles (LCV) Hire, General on road 4 x 4s Vehicles Hire.

Type	Group	Vehicle Category	SIPP	Example (for illustrative purposes only)	Rental Period - Cost Per Day (£)						
					1 To 2 Days	3 To 6 Days	7 To 27 Days	28 Days +	56 Days +	90 Days +	6 Months +
Manual	A	Mini	MCMN	Peugeot 107 or equivalent	£ 19.24	£ 16.12	£ 13.42	£ 10.41	£ 10.41	£ 10.41	£ 10.41
	B	Economy	ECMR	Opel/Vauxhall Corsa or equivalent	£ 19.24	£ 17.12	£ 14.76	£ 11.23	£ 11.23	£ 11.23	£ 11.23
	C	Compact	CDMR	Citroen C4, Ford Focus or equivalent	£ 21.38	£ 18.11	£ 16.11	£ 12.04	£ 12.04	£ 12.04	£ 12.04
	D	Intermediate	IDMR	VW Passat, Ford Mondeo or equivalent	£ 21.59	£ 20.83	£ 16.14	£ 14.12	£ 14.12	£ 14.12	£ 14.12
	E	Standard	SDMR	Peugeot 407 or equivalent	£ 25.53	£ 21.81	£ 19.22	£ 14.72	£ 14.72	£ 14.72	£ 14.72
	F	Full-size	FDMR	Saab 9-3 or equivalent	£ 59.95	£ 55.00	£ 42.50	£ 37.00	£ 37.00	£ 37.00	£ 37.00
	G	Premium	PDMR	Mercedes E280 or equivalent	£ 69.95	£ 65.00	£ 52.50	£ 47.00	£ 47.00	£ 47.00	£ 47.00
Auto	EV	Electric Car	MXAR	Nissan leaf	£ 59.95	£ 55.00	£ 42.50	£ 37.00	£ 37.00	£ 37.00	£ 37.00
	Ca	Economy Hybrid	EXAR	Honda Jazz or equivalent	£ 59.95	£ 55.00	£ 42.50	£ 37.00	£ 37.00	£ 37.00	£ 37.00
	H	Compact	CDAR	Citroen C4 or equivalent	£ 23.76	£ 20.17	£ 18.12	£ 14.14	£ 14.14	£ 14.14	£ 14.14
	I	Intermediate	IDAR	VW Passat or equivalent	£ 23.75	£ 22.88	£ 18.15	£ 16.22	£ 16.22	£ 16.22	£ 16.22
	J	Standard	SDAR	Peugeot 407 or equivalent	£ 27.73	£ 23.87	£ 21.24	£ 16.82	£ 16.82	£ 16.82	£ 16.82
	K	Full-size	FDAR	Saab 9-3 or equivalent	£ 59.95	£ 55.00	£ 42.50	£ 37.00	£ 37.00	£ 37.00	£ 37.00
	L	Premium	PDAR	Mercedes E280 or equivalent	£ 69.95	£ 65.00	£ 52.50	£ 47.00	£ 47.00	£ 47.00	£ 47.00
Estate	M	Luxury	LDAR	Audi A8 or equivalent	£ 96.95	£ 84.17	£ 74.05	£ 68.56	£ 68.56	£ 68.56	£ 68.56
	O	Compact	CWMR	Citroen C4 or equivalent	£ 23.42	£ 19.18	£ 16.78	£ 13.33	£ 13.33	£ 13.33	£ 13.33
	P	Intermediate	IWMR	VW Passat or equivalent	£ 27.73	£ 23.87	£ 21.24	£ 16.82	£ 16.82	£ 16.82	£ 16.82
	Q	Compact (Auto)	CWAR	Citroen C4 or equivalent	£ 23.76	£ 20.17	£ 18.12	£ 14.14	£ 14.14	£ 14.14	£ 14.14
MPV	R	Intermediate (Auto)	IWAR	VW Passat or equivalent	£ 27.73	£ 23.87	£ 21.24	£ 16.82	£ 16.82	£ 16.82	£ 16.82
	S	Small - 7 Seat	IVMR	VW Touran, Renault Scenic or equivalent	£ 29.59	£ 26.34	£ 21.83	£ 20.19	£ 20.19	£ 20.19	£ 20.19
	T	Large - 7 Seat	FVMR	Ford Galaxy, Renault Espace or equivalent	£ 49.70	£ 39.60	£ 33.46	£ 28.25	£ 28.25	£ 28.25	£ 28.25
4x4	4S	Small	SFWD	Land Rover Freelander or equivalent	£ 51.06	£ 43.73	£ 39.82	£ 37.19	£ 37.19	£ 37.19	£ 37.19
	4M	Medium	IFWD	Land Rover Discovery or equivalent	£ 62.52	£ 56.26	£ 50.21	£ 48.89	£ 48.89	£ 48.89	£ 48.89
	4L	Large	FFWD	Land Rover Range Rover or equivalent	£ 85.44	£ 73.26	£ 65.70	£ 58.77	£ 58.77	£ 58.77	£ 58.77
Car Derived Van	CDV2	Car Derived Van	CKMR	Citroen Berlingo, Peugeot Partner, Vauxhall Astravan or equivalent	£ 20.12	£ 16.02	£ 13.65	£ 11.31	£ 11.31	£ 11.31	£ 11.31
SWB/LWB VAN/4M VAN	V1	Small Panel Van	SKMR	Vauxhall Combo, Ford Connect or equivalent	£ 20.12	£ 16.02	£ 13.65	£ 11.31	£ 11.31	£ 11.31	£ 11.31
	V2	Medium Panel Van	IKMR	Ford Transit 280 SWB, Volkswagen Transporter or equivalent	£ 24.36	£ 19.30	£ 15.38	£ 12.65	£ 12.65	£ 12.65	£ 12.65
	V3	Large Panel Van	FKMR	Ford Transit 350 LWB, Volkswagen LT35 or equivalent	£ 29.22	£ 23.13	£ 20.30	£ 18.43	£ 18.43	£ 18.43	£ 18.43
	V4	4 Metre Vans	FKMR	Iveco Daily, Mercedes Sprinter or equivalent	£ 32.14	£ 25.44	£ 22.33	£ 20.27	£ 20.27	£ 20.27	£ 20.27
	V6	Luton Box Van with Tail Lift	PKMR	Ford Transit Luton Tail Lift or equivalent	£ 66.15	£ 59.68	£ 45.36	£ 45.06	£ 45.06	£ 45.06	£ 45.06

Lot 1: UK Vehicle Hire: Passenger Car's Hire, Light Commercial Vehicles (LCV) Hire, General Road 4 x 4s Vehicles Hire.

Type	Group	Category	SIPP	Insurance Charge Per	
				Collision Damage Waiver £ per day	Coverage £ per day
Manual	A	Mini	MCMN	£ 5.00	£
	B	Economy	ECMR	£ 5.00	£
	C	Compact	CDMR	£ 5.00	£
	D	Intermediate	IDMR	£ 5.00	£
	E	Standard	SDMR	£ 5.00	£
	F	Full-size	FDMR	£ 10.00	£
	G	Premium	PDMR	£ 10.00	£
Auto	EV	Electric	MXAR	£ 10.00	£
	Ca	Economy Hybrid	EXAR	£ 10.00	£
	H	Compact	CDAR	£ 5.00	£
	I	Intermediate	IDAR	£ 5.00	£
	J	Standard	SDAR	£ 5.00	£
	K	Full-size	FDAR	£ 10.00	£
	L	Premium	PDAR	£ 10.00	£
	M	Luxury	LDAR	£ 10.00	£
Estate	O	Compact	CWMR	£ 5.00	£
	P	Intermediate	IWMR	£ 5.00	£
	Q	Compact (Auto)	CWAR	£ 5.00	£
	R	Intermediate (Auto)	IWAR	£ 5.00	£
MPV	S	Small - 7 Seat	IVMR	£ 5.00	£
	T	Large - 7 Seat	FVMR	£ 5.00	£
4x4	4S	Small	SFWD	£ 10.00	£
	4M	Medium	IFWD	£ 10.00	£
	4L	Large	FFWD	£ 10.00	£
	CDV2	Car Derived Van	CKMR	£ 10.00	£
SWB/LWB VAN/4M VAN	V1	Small Panel Van	SKMR	£ 5.00	£
	V2	Medium Panel Van	IKMR	£ 5.00	£
	V3	Large Panel Van	FKMR	£ 10.00	£
	V4	4 Metre Vans	FKMR	£ 10.00	£
	V6	Luton Box Van with Tail Lift	PKMR	£ 10.00	£

Lot 1: UK Vehicle Hire: Passenger Car's Hire, Light Commercial Vehicles (LCV) Hire, General on road 4 x 4s Vehicles Hire.

Additional Charges	
Delivery/Collection Charge equal to or less than 10 miles from nearest supplier Depot (£ Flat rate)	£4.50
Delivery/Collection Charge greater than 10 miles (maximum 50 miles) from nearest supplier Depot (£ Flat Rate)	£8.50
Delivery/Collection Charge price per mile over 50 miles(for information)	£5.00
Out of hours delivery charge	Charge (£ per booking)
Monday - Friday	£10.00
Saturday	£5.50
Sunday	£5.50
State replenishment fuel Charge per litre if a Vehicle is returned with less fuel than when delivered (in addition to pump price) (pence per litre)	Additional pence per litre over pump price(£0.00)
Petrol	£0.50
Diesel	£0.50
One Way Hire surcharge (£ per booking)	£10.00
Cancellation cost of a Hire Booking when less than 2 hours notice has been given (£) - (this shall not exceed 1 day's rental)	£20.00
Airport Hire Surcharge (£)	£10.00
Charge per pick up or drop off at an Airport or a Railway Station (£)	£20.00
Administration Charge for processing Speeding, Parking Fines, Congestion Charging etc. (£)	£25.00
Charge for DVLA driver check (£)	£0.00
Charge for loss of keys (£)	£250.00
Additional Charge (per day) to Take Hire Vehicle to Europe (£)	£75.00
Charge for Recovering a Hire Vehicle from Europe (£)	£250.00
Towbar equipped surcharge (£/day)	£50.00
Flashing Beacon (magnetic mount) surcharge (£/day)	£50.00
Satellite Navigation System (£/day)	£10.00
Charge for fitment of Lynx Hand Controls (£/day)	£85.00
Abortive Collection/Delivery Charge	£20.00
Charge for Fitment of Roofrack	£50.00

*Delivery / Collection Charge" shall be charged for each instance of delivery and collection . i.e. A vehicle that is both delivered to and collected from the same location will incur charges

Lot 5: Car Share

LONDON

Rental Charges (including Fuel, Insurance, Congestion Charge, and included mileage)										
Group	Vehicle Category	SIPP	Example (for illustrative purposes only)	Monday to Friday Price per hour £0.00	Saturday Sunday Price per hour £0.00	1 Day Rental Price per day £00.00	2-4 Days Rental Price per day £00.00	5-7 Days Rental Price per day £00.00	8+ days Rental Price per day £00.00	Monthly Rental Charge Price per month (28 days)
A	Small	MCMN	Toyota Aygo, Ford Ka or similar.	£ 3.71	£ 3.71	£ 29.96	£ 23.84	£ 22.00	£ 18.00	£ 465.00
B	Medium	ECMR	Ford Fiesta, Vauxhall Corsa, Toyota Yaris or similar.	£ 4.66	£ 4.66	£ 35.00	£ 30.00	£ 27.00	£ 23.00	£ 480.00
C	Large	IDMR	Toyota Auris, VW Passat or similar.	£ 5.40	£ 5.40	£ 46.51	£ 35.00	£ 30.00	£ 26.00	£ 530.00
D	Hybrid	AHYB	Toyota Prius or similar.	£ 5.40	£ 5.40	£ 46.51	£ 35.00	£ 30.00	£ 26.00	£ 540.00
E	Electric	AELC	Nissan Leaf or similar	£ 5.40	£ 5.40	£ 46.51	£ 35.00	£ 30.00	£ 26.00	£ 605.00
F	Van SWB	KVMR	Transporter SWB , Transit SWB or similar.	£ 6.68	£ 6.68	£ 59.96	£ 55.00	£ 50.00	£ 54.00	£ 555.00

Outside of LONDON

Rental Charges (including Fuel, Insurance, Congestion Charge, and included mileage)										
Group	Vehicle Category	SIPP	Example (for illustrative purposes only)	Monday to Friday Price per hour £0.00	Saturday Sunday Price per hour £0.00	1 Day Rental Price per day £00.00	2-4 Days Rental Price per day £00.00	5-7 Days Rental Price per day £00.00	8+ days Rental Price per day £00.00	Monthly Rental Charge Price per month (28 days)
A	Small	MCMN	Toyota Aygo, Ford Ka or similar.	£ 3.71	£ 3.71	£ 29.96	£ 23.84	£ 22.00	£ 18.00	£ 450.00
B	Medium	ECMR	Ford Fiesta, Vauxhall Corsa, Toyota Yaris or similar.	£ 4.66	£ 4.66	£ 35.00	£ 30.00	£ 27.00	£ 23.00	£ 465.00
C	Large	IDMR	Toyota Auris, VW Passat or similar.	£ 5.40	£ 5.40	£ 46.51	£ 35.00	£ 30.00	£ 26.00	£ 515.00
D	Hybrid	AHYB	Toyota Prius or similar.	£ 5.40	£ 5.40	£ 46.51	£ 35.00	£ 30.00	£ 26.00	£ 525.00
E	Electric	AELC	Nissan Leaf or similar	£ 5.40	£ 5.40	£ 46.51	£ 35.00	£ 30.00	£ 26.00	£ 590.00
F	Van SWB	KVMR	Transporter SWB , Transit SWB or similar.	£ 6.68	£ 6.68	£ 59.96	£ 55.00	£ 50.00	£ 54.00	£ 540.00

Lot 5: Car Share

Please type into the relevant boxes below NOTE prices are in a format £00.00 ie 15 pence is £0.15

Additional Charges/Information	
Membership Cost per annum	£ 8.33
Inclusive Miles (Number of Miles included in the rental day rate (if over 100 miles included input 100,if no miles included input 0)	£ -
Charge for additional mile after Inclusive Miles are used. (£0.00 per mile)	£ 0.18
Damage Fee (Insurance Excess) (£)	£ 750.00
Charge for Replacement Access Card (£)	£ 16.67
Administration Charge for processing Speeding ,Parking Fines, Congestion Charging etc. (£)	£ 25.00
Charge for Late Return of Vehicle (£)	£ 25.00
Charge for Fitment of Roofrack (£ per day)	£ 30.00

ANNEX 2: PAYMENT TERMS/PROFILE

Invoices to be submitted monthly in arrears. Accepted invoices will be paid within 30 days.

CALL-OFF SCHEDULE 4: IMPLEMENTATION PLAN, CUSTOMER RESPONSIBILITIES AND KEY PERSONNEL

1. INTRODUCTION

1.1 This Call-Off Schedule specifies:

- 1.1.1 In Part A, the Implementation Plan in accordance with which the Supplier shall provide the Services;
- 1.1.2 In Part B, the Customer Responsibilities in respect of facilitating the Supplier's achievement of the Implementation Plan; and
- 1.1.3 In Part C, The Key Personnel and their Key Roles assigned by the Supplier to this Call-Off Contract in accordance with Clause 23.1 of this Call-Off Contract (Key Personnel).

PART A: IMPLEMENTATION PLAN

2. GENERAL

- 2.1 The Implementation Plan is set out below:
- 2.2 The Milestones to be Achieved are Identified below:



EHI Implementation
Plan (HSE & ONR) - G

The Milestones will be Achieved in accordance with [Call-Off Schedule 5 (Testing)].

For the purposes of Clause 6.4.1(b)(ii) the number of days shall be [insert number of days] days ('the Delay Period Limit')

PART B: CUSTOMER RESPONSIBILITIES

3. GENERAL

- 3.1 The Customer Responsibilities associated with the Milestones identified in the Implementation Plan are set out in the column entitled Customer Responsibilities in the Implementation Plan.

PART C: KEY PERSONNEL

4. GENERAL

4.1 The Supplier has assigned the following Key Personnel to this Call-Off Contract in the Key Roles detailed below:

Oz Choudri – Head of Public Sector

Ryan Bushell – UK Business Development Manager

Ross Midgeley – UK Strategic Account Manager

CALL-OFF SCHEDULE 5: TESTING – NOT USED

ANNEX 1: SATISFACTION CERTIFICATE

To: [insert name of Supplier]

FROM: [insert name of Customer]

[insert Date: dd/mm/yyyy]

Dear Sirs,

SATISFACTION CERTIFICATE

Milestones:

[Guidance Note to Customer: Insert description of the relevant Deliverables/Milestones]

We refer to the agreement ("**Call-Off Contract**") relating to the provision of the Services between the [insert Customer name] ("**Customer**") and [insert Supplier name] ("**Supplier**") dated [insert Call-Off Commencement Date dd/mm/yyyy].

The definitions for terms capitalised in this certificate are set out in the Call-Off Contract.

[We confirm that all of the [Deliverables relating to Milestone(s)]/[Milestone(s)] [insert relevant description and/or reference numbers(s) from the Implementation Plan] have been successfully Achieved by the Supplier in accordance with the Test relevant to those Milestone(s).]

Yours faithfully

[insert Name]

[insert Position]

acting on behalf of [insert name of Customer]

CALL-OFF SCHEDULE 6: SERVICE LEVELS, SERVICE CREDITS AND PERFORMANCE MONITORING

1. SCOPE

1.1 This Call-Off Schedule (Service Levels, Service Credits and Performance Monitoring) sets out the Service Levels which the Supplier is required to achieve when providing the Services, the mechanism by which Service Level Failures and Critical Service Level Failures will be managed and the method by which the Supplier's performance in the provision by it of the Services will be monitored.

1.2 This Call-Off Schedule comprises:

- 1.2.1 Part A: Service Levels and Service Credits;
- 1.2.2 Annex 1 to Part A - Service Levels and Service Credits Table;
- 1.2.3 Annex 2 to Part A – Critical Service Level Failure;
- 1.2.4 Part B: Performance Monitoring; and
- 1.2.5 Annex 1 to Part B: Additional Performance Monitoring Requirements.

PART A: SERVICE LEVELS AND SERVICE CREDITS

2. GENERAL PROVISIONS

- 2.1 The Supplier shall provide a proactive Call-Off Contract manager to ensure that all Service Levels in this Call-Off Contract and Key Performance Indicators in the Framework Agreement are achieved to the highest standard throughout, respectively, the Call-Off Contract Period and the Framework Period.
- 2.2 The Supplier shall provide a managed service through the provision of a dedicated Call-Off Contract manager where required on matters relating to:
- 2.2.1 Supply performance;
 - 2.2.2 Quality of Services;
 - 2.2.3 Customer support;
 - 2.2.4 Complaints handling; and
 - 2.2.5 Accurate and timely invoices
- 2.3 The Supplier accepts and acknowledges that failure to meet the Service Level Performance Measures set out in the table in Annex 1 to this Part A of this Call-Off Schedule will result in Service Credits being issued to Customers.

3. PRINCIPAL POINTS

- 3.1 The objectives of the Service Levels and Service Credits are to:
- 3.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;
 - 3.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Supplier's failure to deliver the level of service for which it has contracted to deliver; and
 - 3.1.3 incentivise the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels.

4. SERVICE LEVELS

- 4.1 Annex 1 to this Part A of this Call-Off Schedule sets out the Service Levels the performance of which the Parties have agreed to measure.
- 4.2 The Supplier shall monitor its performance of this Call-Off Contract by reference to the relevant performance criteria for achieving the Service Levels shown in Annex 1 to this Part A of this Call-Off Schedule (the "**Service Level Performance Criteria**") and shall send the Customer a Performance Monitoring Report detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Call-Off Schedule.
- 4.3 The Supplier shall, at all times, provide the Services in such a manner that the Service Levels Performance Measures are achieved.
- 4.4 If the level of performance of the Supplier of any element of the provision by it of the Services during the Call-Off Contract Period:
- 4.4.1 is likely to or fails to meet any Service Level Performance Measure or
 - 4.4.2 is likely to cause or causes a Critical Service Failure to occur,

4.4.3 the Supplier shall immediately notify the Customer in writing and the Customer, in its absolute discretion and without prejudice to any other of its rights howsoever arising including under Clause 10 of this Call-Off Contract (Service Levels and Service Credits), may:

- (a) require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Customer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring; and
- (b) if the action taken under paragraph (a) above has not already prevented or remedied the Service Level Failure or Critical Service Level Failure, the Customer shall be entitled to instruct the Supplier to comply with the Rectification Plan Process; or
- (c) if a Service Level Failure has occurred, deduct from the Call-Off Contract Charges the applicable Service Level Credits payable by the Supplier to the Customer in accordance with the calculation formula set out in Annex 1 of this Part A of this Call-Off Schedule; or
- (d) if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure in accordance with Clause 11 of this Call-Off Contract (Critical Service Level Failure) (including subject, for the avoidance of doubt, the proviso in Clause 11.1.2 of this Call-Off Contract in relation to Material Breach).

4.5 Approval and implementation by the Customer of any Rectification Plan shall not relieve the Supplier of any continuing responsibility to achieve the Service Levels, or remedy any failure to do so, and no estoppels or waiver shall arise from any such Approval and/or implementation by the Customer.

5. SERVICE CREDITS

5.1 Annex 1 to this Part A of this Call-Off Schedule sets out the formula used to calculate a Service Credit payable to the Customer as a result of a Service Level Failure in a given service period which, for the purpose of this Call-Off Schedule, shall be a recurrent period of one Month during the Call-Off Contract Period (the “**Service Period**”).

5.2 Annex 1 to this Part A of this Call-Off Schedule includes details of each Service Credit available to each Service Level Performance Criterion if the applicable Service Level Performance Measure is not met by the Supplier. The Customer shall use the Performance Monitoring Reports supplied by the Supplier under Part B (Performance Monitoring) of this Call-Off Schedule to verify the calculation and accuracy of the Service Credits, if any, applicable to each relevant Service Period.

5.3 Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in Annex 1 of Part A of this Call-Off Schedule.

6. NATURE OF SERVICE CREDITS

6.1 The Supplier confirms that it has modelled the Service Credits and has taken them into account in setting the level of the Call-Off Contract Charges. Both Parties

agree that the Service Credits are a reasonable method of price adjustment to reflect poor performance.

7. SERVICE CREDIT CAP

7.1 For the purposes of this Call-Off Contract the **Service Credit Cap** means:

- (a) In the period from the Call-Off Commencement Date to the end of the first Call-Off Contract Year 10% of the Estimated Year 1 Call-Off Contract Charges; and
- (b) during the remainder of the Call-Off Contract Period, 10% of the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the period of 12 Months immediately preceding the Month in respect of which Service Credits are accrued.

ANNEX 1 TO PART A: SERVICE LEVELS AND SERVICE CREDITS TABLE

Service Levels				Service Credit for each Service Period
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	
Accurate and timely billing of Customer	Accuracy /Timelines	at least 98% at all times	50% ↓	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Access to Customer support	Availability	at least 98% at all times	10%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Complaints Handling	Availability/ Timelines	At least 98% at all times	10%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
provision of specific Services	Quality	at least 98% at all times	10%	2% Service Credit gained for each percentage under the specified Service Level Performance Measure
Timely provision of the Services [9 hours a day, 5 days a week.]	Services Availability	at least 98% at all times	10%	2% Service Credit gained for each percentage under the specified Service Level Performance Measure]

The Service Credits shall be calculated on the basis of the following formula:

[Example:

Formula: $x\% \text{ (Service Level Performance Measure)} - x\% \text{ (actual Service Level performance)}$ = $x\% \text{ of the Call-Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer}$

Worked example: 98% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) - 75% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period)

=

23% of the Call-Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer]

ANNEX 2 TO PART A: CRITICAL SERVICE LEVEL FAILURE – NOT USED

[In relation to [] a Critical Service Level Failure shall include a delay in producing [] ordered by the Customer in excess of twenty four (24) hours more than once in any [three (3) Month] period or more than three (3) times in any rolling twelve (12) Month period.]

[In relation to [] a Critical Service Level Failure shall include a loss of [] during core hours (08:00 – 18:00 Mon – Fri excluding bank holidays) to the [] for more than twenty four (24) hours accumulated in any [three (3) Month] period, or forty eight (48) hours in any rolling twelve (12) Month period.]

[other]

[Guidance Note: Clause 11 of the Template Call-Off Terms provides the Customer with a right to retain and deduct Call-Off Contract Charges as compensation or terminate this Call-Off Contract for Material Breach in the event of a Critical Service Level Failure. See also the definition of Critical Service Level Failure. The intention is to provide certainty over what level of performance by the Supplier in relation to Service Levels would trigger the aforementioned rights. See the above examples and include any specific events that would constitute Critical Service Level Failure]

[The number of Service Level Performance Criteria for the purpose of Clause 10.6.1 shall be []]

[Guidance Note: Clause 10.6 gives the Customer the ability to change the weighting of Service Level Performance Measures provided that, among other things, the number of Service Level Performance Criteria does not exceed a number designated in this Call-Off Contract for that purpose. Where indicated above, please an appropriate number of Service Level Performance Criteria e.g. 10. If this number is exceeded then the Supplier cannot unilaterally change the Service Level Performance Measures]

PART B: PERFORMANCE MONITORING

8. PRINCIPAL POINTS

- 8.1 Part B to this Call-Off Schedule provides the methodology for monitoring the provision of the Services:
- 8.1.1 to ensure that the Supplier is complying with the Service Levels; and
 - 8.1.2 for identifying any failures to achieve Service Levels in the performance of the Supplier and/or provision of the Services ("**Performance Monitoring System**").
- 8.2 Within twenty (20) Working Days of the Call-Off Commencement Date the Supplier shall provide the Customer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

9. REPORTING OF SERVICE FAILURES

- 9.1 The Supplier shall report all failures to achieve Service Levels and any Critical Service Level Failure to the Customer in accordance with the processes agreed in paragraph 8.2 of Part B of this Call-Off Schedule above.

10. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

- 10.1 The Supplier shall provide the Customer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to paragraph 8.2 of Part B of this Call-Off Schedule above which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
- 10.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
 - 10.1.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
 - 10.1.3 any Critical Service Level Failures and details in relation thereto;
 - 10.1.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 10.1.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
 - 10.1.6 such other details as the Customer may reasonably require from time to time.
- 10.2 The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Supplier and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):
- 10.2.1 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier;
 - 10.2.2 take place at such location and time (within normal business hours) as the Customer shall reasonably require unless otherwise agreed in advance;
 - 10.2.3 be attended by the Supplier's Representative and the Customer's Representative; and

10.2.4 be fully minuted by the Supplier. The prepared minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Customer's Representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Customer's Representative at each meeting.

10.3 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.

10.4 The Supplier shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.

11. SATISFACTION SURVEYS

11.1 In order to assess the level of performance of the Supplier, the Customer may undertake satisfaction surveys in respect of the Supplier's provision of the Services.

11.2 The Customer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Call-Off Contract.

11.3 All other suggestions for improvements to the provision of Services shall be dealt with as part of the continuous improvement programme pursuant to Clause 15 of this Call-Off Contract (Continuous Improvement).

ANNEX 1 TO PART B: ADDITIONAL PERFORMANCE MONITORING REQUIREMENTS

Not used.

[Guidance Note: Please see the Guidance Note on Performance Monitoring in the Template Order Form, Clause 16 of the Template Call-Off Terms, and the provisions of this Call-Off Schedule (Service Levels, Service Credits and Performance Monitoring). The Customer to insert any further details of Performance Monitoring as stipulated during a Further Competition Procedure.]

CALL-OFF SCHEDULE 7: STANDARDS

[Guidance Note: See Clause 8 of the Template Call-Off Terms and the definition of Standards in Call-Off Schedule 1 (Definitions). Insert below details of any additional Standards that the Supplier shall comply with in providing the Services]

1. STANDARDS

British Vehicle Rental and Leasing Association (BVLRA) Codes of Conduct.

CALL-OFF SCHEDULE 8: SECURITY

[Guidance Note: Consider and select short form or long form below, as appropriate to your security requirements]

[SHORT FORM – PARAGRAPHS 1 TO 5]

1. DEFINITIONS

1.1 In this Call-Off Schedule 8, the following definitions shall apply:

"Breach of Security"

means the occurrence of:

- a) any unauthorised access to or use of the Services, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Customer Data) used by the Customer and/or the Supplier in connection with this Call-Off Contract; and/or
- b) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Customer Data), including any copies of such information or data, used by the Customer and/or the Supplier in connection with this Call-Off Contract,

in either case as more particularly set out in the Security Policy;

2. INTRODUCTION

2.1 The purpose of this Call-Off Schedule is to ensure a good organisational approach to security under which the specific requirements of this Call-Off Contract will be met;

2.2 This Call-Off Schedule covers:

- 2.2.1 principles of protective security to be applied in delivering the Services;
- 2.2.2 the creation and maintenance of the Security Management Plan; and
- 2.2.3 obligations in the event of actual or attempted Breaches of Security.

3. PRINCIPLES OF SECURITY

3.1 The Supplier acknowledges that the Customer places great emphasis on the reliability of the performance of the Services, confidentiality, integrity and availability of information and consequently on security.

3.2 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:

- 3.2.1 is in accordance with the Law and this Call-Off Contract;
- 3.2.2 as a minimum demonstrates Good Industry Practice;
- 3.2.3 complies with the Security Policy;

- 3.2.4 meets any specific security threats of immediate relevance to the Services and/or the Customer Data; and
- 3.2.5 complies with the Customer's ICT policies.
- 3.3 Subject to Clause 31 of this Call-Off Contract (Security and Protection of Information) the references to standards, guidance and policies contained or set out in paragraph 3.2 of this Call-Off Schedule shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 3.4 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Customer's Representative of such inconsistency immediately upon becoming aware of the same, and the Customer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

4. SECURITY MANAGEMENT PLAN

- 4.1 Introduction
 - 4.1.1 The Supplier shall develop and maintain a Security Management Plan in accordance with this Call-Off Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.
- 4.2 Content of the Security Management Plan
 - 4.2.1 The Security Management Plan shall:
 - (a) comply with the principles of security set out in paragraph 3 of this Call-Off Schedule and any other provisions of this Call-Off Contract relevant to security;
 - (b) identify the necessary delegated organisational roles defined for those responsible for ensuring it is complied with by the Supplier;
 - (c) detail the process for managing any security risks from Sub-Contractors and third parties authorised by the Customer with access to the Services, processes associated with the provision of the Services, the Customer Premises, the Sites and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Services;
 - (d) unless otherwise specified by the Customer in writing, be developed to protect all aspects of the Services and all processes associated with the provision of the Services, including the Authority Premises, the Sites, and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) to the extent used by the Customer or the Supplier in connection with this Call-Off Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Services;
 - (e) set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Services and all processes associated with the provision of the

Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Services comply with the provisions of this Call-Off Contract;

- (f) set out the plans for transiting all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Call-Off Contract and the Security Policy; and
- (g) be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Customer engaged in the provision of the Services and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Call-Off Schedule.

4.3 Development of the Security Management Plan

4.3.1 Within twenty (20) Working Days after the Call-Off Commencement Date (or such other period agreed by the Parties in writing) and in accordance with paragraph 4.4 (Amendment and Revision), the Supplier shall prepare and deliver to the Customer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.

4.3.2 If the Security Management Plan submitted to the Customer in accordance with paragraph 4.3.1, or any subsequent revision to it in accordance with paragraph 4.4 (Amendment and Revision), is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Call-Off Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days or such other period as the Parties may agree in writing of a notice of non-approval from the Customer and re-submit to the Customer for Approval. The parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days (or such other period as the parties may agree in writing) from the date of its first submission to the Customer. If the Customer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.

4.3.3 The Customer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to paragraph [4.3.24.3.2](#). However a refusal by the Customer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in paragraph 4.2 shall be deemed to be reasonable.

4.3.4 Approval by the Customer of the Security Management Plan pursuant to paragraph 4.3.2 of this Call-Off Schedule or of any change to the Security Management Plan in accordance with paragraph 4.4 shall not relieve the Supplier of its obligations under this Call-Off Schedule.

4.4 Amendment and Revision of the Security Management Plan

4.4.1 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:

- (a) emerging changes in Good Industry Practice;
- (b) any change or proposed change to the Services and/or associated processes;

- (c) any change to the Security Policy;
- (d) any new perceived or changed security threats; and
- (e) any reasonable change in requirements requested by the Customer.

4.4.2 The Supplier shall provide the Customer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Customer. The results of the review shall include, without limitation:

- (a) suggested improvements to the effectiveness of the Security Management Plan;
- (b) updates to the risk assessments; and
- (c) suggested improvements in measuring the effectiveness of controls.

4.4.3 Subject to paragraph 4.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with paragraph 4.4.1, a request by the Customer or otherwise) shall be subject to the Variation Procedure and shall not be implemented until Approved by the Customer.

4.4.4 The Customer may, where it is reasonable to do so, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment for the purposes of this Call-Off Contract.

5. BREACH OF SECURITY

5.1 Either party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan if one exists) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.

5.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in paragraph 5.1, the Supplier shall:

5.2.1 immediately take all reasonable steps(which shall include any action or changes reasonably required by the Customer) necessary to:

- (a) minimise the extent of actual or potential harm caused by any Breach of Security;
- (b) remedy such Breach of Security to the extent possible and protect the integrity of the Customer and the provision of the Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
- (c) prevent an equivalent breach in the future exploiting the same root cause failure; and
- (d) as soon as reasonably practicable provide to the Customer, where the Customer so requests, full details (using the reporting mechanism defined by the Security Management Plan if one exists) of the Breach of Security or attempted Breach of

Security, including a root cause analysis where required by the Customer.

- 5.3 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security policy or the requirements of this Call-Off Schedule, then any required change to the Security Management Plan shall be at no cost to the Customer.

ANNEX 1: SECURITY POLICY

[REDACTED]

ANNEX 2: SECURITY MANAGEMENT PLAN

CALL-OFF SCHEDULE 9: BUSINESS CONTINUITY AND DISASTER RECOVERY

[Guidance Note: See Clause 12 of the Template Call-Off Terms. Switch this Call-Off Schedule to "Not Used" if not required.]

OPTION 2

[Guidance Note: This option is to be used by Customers using the Direct Award process or the Further Competition Procedure under which the Customer is happy for the Supplier to provide the BCDR Plan after the Call-Off Contract has been signed rather than during the Further Competition Procedure.]

1. DEFINITIONS

1.1 In this Call-Off Schedule 9, the following definitions shall apply:

"Business Continuity Plan"	has the meaning given to it in paragraph 2.2.1(b) of this Call-Off Schedule;
"Disaster Recovery Plan"	has the meaning given to it in 2.2.1(c) of this Call-Off Schedule;
"Disaster Recovery System"	means the system embodied in the processes and procedures for restoring the provision of Services following the occurrence of a disaster;
"Review Report"	has the meaning given to it in paragraph 6.2 of this Call-Off Schedule;
"Supplier's Proposals"	has the meaning given to it in paragraph 6.2.3 of this Call-Off Schedule;

2. BCDR PLAN

2.1 Within thirty [30] Working Days from the Call-Off Commencement Date the Supplier shall prepare and deliver to the Customer for the Customer's written approval a plan, which shall detail the processes and arrangements that the Supplier shall follow to:

2.1.1 ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Services; and

2.1.2 the recovery of the Services in the event of a Disaster.

2.2 The BCDR Plan shall:

2.2.1 be divided into three parts:

- (a) Part A which shall set out general principles applicable to the BCDR Plan;
- (b) Part B which shall relate to business continuity (the "**Business Continuity Plan**"); and
- (c) Part C which shall relate to disaster recovery (the "**Disaster Recovery Plan**"); and

2.2.2 unless otherwise required by the Customer in writing, be based upon and be consistent with the provisions of paragraphs 3, 4 and 5.

- 2.3 Following receipt of the draft BCDR Plan from the Supplier, the Customer shall:
- 2.3.1 review and comment on the draft BCDR Plan as soon as reasonably practicable; and
 - 2.3.2 notify the Supplier in writing that it approves or rejects the draft BCDR Plan no later than twenty (20) Working Days after the date on which the draft BCDR Plan is first delivered to the Customer.
- 2.4 If the Customer rejects the draft BCDR Plan:
- 2.4.1 the Customer shall inform the Supplier in writing of its reasons for its rejection; and
 - 2.4.2 the Supplier shall then revise the draft BCDR Plan (taking reasonable account of the Customer's comments) and shall re-submit a revised draft BCDR Plan to the Customer for the Customer's approval within twenty (20) Working Days of the date of the Customer's notice of rejection. The provisions of paragraphs 2.3 and 2.4 of this Call-Off Schedule shall apply again to any resubmitted draft BCDR Plan, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.

3. PART A OF THE BCDR PLAN AND GENERAL PRINCIPLES AND REQUIREMENTS

- 3.1 Part A of the BCDR Plan shall:
- 3.1.1 set out how the business continuity and disaster recovery elements of the BCDR Plan link to each other;
 - 3.1.2 provide details of how the invocation of any element of the BCDR Plan may impact upon the operation of the provision of the Services and any Services provided to the Customer by a Related Supplier;
 - 3.1.3 contain an obligation upon the Supplier to liaise with the Customer and (at the Customer's request) any Related Suppliers with respect to issues concerning business continuity and disaster recovery where applicable;
 - 3.1.4 detail how the BCDR Plan links and interoperates with any overarching and/or connected disaster recovery or business continuity plan of the Customer and any of its other Related Supplier in each case as notified to the Supplier by the Customer from time to time;
 - 3.1.5 contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multi-channels (including but without limitation a web-site (with FAQs), e-mail, phone and fax) for both portable and desk top configurations, where required by the Customer;
 - 3.1.6 contain a risk analysis, including:
 - (a) failure or disruption scenarios and assessments and estimates of frequency of occurrence;
 - (b) identification of any single points of failure within the provision of Services and processes for managing the risks arising therefrom;
 - (c) identification of risks arising from the interaction of the provision of Services and with the Services provided by a Related Supplier; and

- (d) a business impact analysis (detailing the impact on business processes and operations) of different anticipated failures or disruptions;
- 3.1.7 provide for documentation of processes, including business processes, and procedures;
- 3.1.8 set out key contact details (including roles and responsibilities) for the Supplier (and any Sub-Contractors) and for the Customer;
- 3.1.9 identify the procedures for reverting to “normal service”;
- 3.1.10 set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to ensure that there is no more than the accepted amount of data loss and to preserve data integrity;
- 3.1.11 identify the responsibilities (if any) that the Customer has agreed it will assume in the event of the invocation of the BCDR Plan; and
- 3.1.12 provide for the provision of technical advice and assistance to key contacts at the Customer as notified by the Customer from time to time to inform decisions in support of the Customer’s business continuity plans.
- 3.2 The BCDR Plan shall be designed so as to ensure that:
 - 3.2.1 the Services are provided in accordance with this Call-Off Contract at all times during and after the invocation of the BCDR Plan;
 - 3.2.2 the adverse impact of any Disaster, service failure, or disruption on the operations of the Customer is minimal as far as reasonably possible;
 - 3.2.3 it complies with the relevant provisions of ISO/IEC 27002 and all other industry standards from time to time in force; and
 - 3.2.4 there is a process for the management of disaster recovery testing detailed in the BCDR Plan.
- 3.3 The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Services or to the business processes facilitated by and the business operations supported by the provision of Services.
- 3.4 The Supplier shall not be entitled to any relief from its obligations under the Service Levels or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Supplier of this Call-Off Contract.

4. BUSINESS CONTINUITY PLAN - PRINCIPLES AND CONTENTS

- 4.1 The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes and operations facilitated by the provision of Services remain supported and to ensure continuity of the business operations supported by the Services including, unless the Customer expressly states otherwise in writing:
 - 4.1.1 the alternative processes (including business processes), options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Services; and
 - 4.1.2 the steps to be taken by the Supplier upon resumption of the provision of Services in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.
- 4.2 The Business Continuity Plan shall:

- 4.2.1 address the various possible levels of failures of or disruptions to the provision of Services;
- 4.2.2 set out the Services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Services (such, services and steps, the “**Business Continuity Services**”);
- 4.2.3 specify any applicable Service Levels with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Service Levels in respect of the provision of other Services during any period of invocation of the Business Continuity Plan; and
- 4.2.4 clearly set out the conditions and/or circumstances under which the Business Continuity Plan is invoked.

5. DISASTER RECOVERY PLAN - PRINCIPLES AND CONTENTS

- 5.1 The Disaster Recovery Plan shall be designed so as to ensure that upon the occurrence of a Disaster the Supplier ensures continuity of the business operations of the Customer supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
- 5.2 The Disaster Recovery Plan shall be invoked only upon the occurrence of a Disaster.
- 5.3 The Disaster Recovery Plan shall include the following:
 - 5.3.1 the technical design and build specification of the Disaster Recovery System;
 - 5.3.2 details of the procedures and processes to be put in place by the Supplier in relation to the Disaster Recovery System and the provision of the Disaster Recovery Services and any testing of the same including but not limited to the following:
 - (a) [data centre and disaster recovery site audits;
 - (b) backup methodology and details of the Supplier's approach to data back-up and data verification;
 - (c) identification of all potential disaster scenarios;
 - (d) risk analysis;
 - (e) documentation of processes and procedures;
 - (f) hardware configuration details;
 - (g) network planning including details of all relevant data networks and communication links;
 - (h) invocation rules;
 - (i) Service recovery procedures; and
 - (j) steps to be taken upon resumption of the provision of Services to address any prevailing effect of the failure or disruption of the provision of Services;]
 - 5.3.3 any applicable Service Levels with respect to the provision of the Disaster Recovery Services and details of any agreed relaxation to the Service Levels in respect of the provision of other Services during any period of invocation of the Disaster Recovery Plan;

- 5.3.4 details of how the Supplier shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
- 5.3.5 access controls to any disaster recovery sites used by the Supplier in relation to its obligations pursuant to this Schedule; and
- 5.3.6 testing and management arrangements.

6. REVIEW AND AMENDMENT OF THE BCDR PLAN

- 6.1 The Supplier shall review the BCDR Plan (and the risk analysis on which it is based):
 - 6.1.1 on a regular basis and as a minimum once every six (6) months;
 - 6.1.2 within three calendar months of the BCDR Plan (or any part) having been invoked pursuant to paragraph 7; and
 - 6.1.3 where the Customer requests any additional reviews (over and above those provided for in paragraphs 6.1.1 and 6.1.2 of this Call-Off Schedule) by notifying the Supplier to such effect in writing, whereupon the Supplier shall conduct such reviews in accordance with the Customer's written requirements. Prior to starting its review, the Supplier shall provide an accurate written estimate of the total costs payable by the Customer for the Customer's approval. The costs of both Parties of any such additional reviews shall be met by the Customer except that the Supplier shall not be entitled to charge the Customer for any costs that it may incur above any estimate without the Customer's prior written approval.
- 6.2 Each review of the BCDR Plan pursuant to paragraph 6.1 of this Call-Off Schedule shall be a review of the procedures and methodologies set out in the BCDR Plan and shall assess their suitability having regard to any change to the Services or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the BCDR Plan or the last review of the BCDR Plan and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the BCDR Plan. The review shall be completed by the Supplier within the period required by the BCDR Plan or, if no such period is required, within such period as the Customer shall reasonably require. The Supplier shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Customer a report (a "**Review Report**") setting out:
 - 6.2.1 the findings of the review;
 - 6.2.2 any changes in the risk profile associated with the provision of Services; and
 - 6.2.3 the Supplier's proposals (the "**Supplier's Proposals**") for addressing any changes in the risk profile and its proposals for amendments to the BCDR Plan following the review detailing the impact (if any and to the extent that the Supplier can reasonably be expected to be aware of the same) that the implementation of such proposals may have on any, services or systems provided by a third party.
- 6.3 Following receipt of the Review Report and the Supplier's Proposals, the Customer shall:
 - 6.3.1 review and comment on the Review Report and the Supplier's Proposals as soon as reasonably practicable; and

6.3.2 notify the Supplier in writing that it approves or rejects the Review Report and the Supplier's Proposals no later than twenty (20) Working Days after the date on which they are first delivered to the Customer.

6.4 If the Customer rejects the Review Report and/or the Supplier's Proposals:

6.4.1 the Customer shall inform the Supplier in writing of its reasons for its rejection; and

6.4.2 the Supplier shall then revise the Review Report and/or the Supplier's Proposals as the case may be (taking reasonable account of the Customer's comments and carrying out any necessary actions in connection with the revision) and shall re-submit a revised Review Report and/or revised Supplier's Proposals to the Customer for the Customer's approval within twenty (20) Working Days of the date of the Customer's notice of rejection. The provisions of paragraphs 6.3 and 6.4 of this Call-Off Schedule shall apply again to any resubmitted Review Report and Supplier's Proposals, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.

6.5 The Supplier shall as soon as is reasonably practicable after receiving the Customer's approval of the Supplier's Proposals (having regard to the significance of any risks highlighted in the Review Report) effect any change in its practices or procedures necessary so as to give effect to the Supplier's Proposals. Any such change shall be at the Supplier's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Services.

7. TESTING OF THE BCDR PLAN

7.1 The Supplier shall test the BCDR Plan on a regular basis (and in any event not less than once in every Contract Year). Subject to paragraph 7.2 of this Call-Off Schedule, the Customer may require the Supplier to conduct additional tests of some or all aspects of the BCDR Plan at any time where the Customer considers it necessary, including where there has been any change to the Services or any underlying business processes, or on the occurrence of any event which may increase the likelihood of the need to implement the BCDR Plan.

7.2 If the Customer requires an additional test of the BCDR Plan, it shall give the Supplier written notice and the Supplier shall conduct the test in accordance with the Customer's requirements and the relevant provisions of the BCDR Plan. The Supplier's costs of the additional test shall be borne by the Customer unless the BCDR Plan fails the additional test in which case the Supplier's costs of that failed test shall be borne by the Supplier.

7.3 The Supplier shall undertake and manage testing of the BCDR Plan in full consultation with the Customer and shall liaise with the Customer in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Customer in this regard. Each test shall be carried out under the supervision of the Customer or its nominee.

7.4 The Supplier shall ensure that any use by it or any Sub-Contractor of "live" data in such testing is first approved with the Customer. Copies of live test data used in any such testing shall be (if so required by the Customer) destroyed or returned to the Customer on completion of the test.

7.5 The Supplier shall, within twenty (20) Working Days of the conclusion of each test, provide to the Customer a report setting out:

7.5.1 the outcome of the test;

- 7.5.2 any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and
- 7.5.3 the Supplier's proposals for remedying any such failures.
- 7.6 Following each test, the Supplier shall take all measures requested by the Customer, (including requests for the re-testing of the BCDR Plan) to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Supplier, at no additional cost to the Customer, by the date reasonably required by the Customer and set out in such notice.
- 7.7 For the avoidance of doubt, the carrying out of a test of the BCDR Plan (including a test of the BCDR Plan's procedures) shall not relieve the Supplier of any of its obligations under this Call-Off Contract.
- 7.8 The Supplier shall also perform a test of the BCDR Plan in the event of any major reconfiguration of the Services or as otherwise reasonably requested by the Customer.

8. INVOCATION OF THE BCDR PLAN

- 8.1 In the event of a complete loss of service or in the event of a Disaster, the Supplier shall immediately invoke the BCDR Plan (and shall inform the Customer promptly of such invocation). In all other instances the Supplier shall invoke or test the BCDR Plan only with the prior consent of the Customer.

CALL-OFF SCHEDULE 10: EXIT MANAGEMENT

[Guidance Note: Consider the guidance note on Exit Management in the Template Order Form and Clause 42.542.5 of the Template Call-Off Terms. This Call-Off Schedule is likely to be relevant in the context of procuring Services rather than Goods only, with emphasis on ongoing Services. Switch to "Not Used" if not required; or retain and refine the parts relevant to your requirements if procuring through further competition]

1. DEFINITIONS

1.1 In this Call-Off Schedule, the following definitions shall apply:

"Exclusive Assets"	means those Supplier Assets used by the Supplier or a Key Sub-Contractor which are used exclusively in the provision of the Services;
"Exit Information"	has the meaning given to it in paragraph 4.1 of this Call-Off Schedule;
"Exit Manager"	means the person appointed by each Party pursuant to paragraph 3.4 of this Call-Off Schedule for managing the Parties' respective obligations under this Call-Off Schedule;
"Net Book Value"	means the net book value of the relevant Supplier Asset(s) calculated in accordance with the depreciation policy of the Supplier set out in the letter in the agreed form from the Supplier to the Customer of even date with this Call-Off Contract;
"Non-Exclusive Assets"	means those Supplier Assets (if any) which are used by the Supplier or a Key Sub-Contractor in connection with the Services but which are also used by the Supplier or Key Sub-Contractor for other purposes;
"Registers"	means the register and configuration database referred to in paragraphs 3.1.1 and 3.1.2 of this Call-Off Schedule;
"Termination Assistance"	means the activities to be performed by the Supplier pursuant to the Exit Plan, and any other assistance required by the Customer pursuant to the Termination Assistance Notice;
"Termination Assistance Notice"	has the meaning given to it in paragraph 6.1 of this Call-Off Schedule;
"Termination Assistance Period"	means in relation to a Termination Assistance Notice, the period specified in the Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to paragraph

	6.2 of this Call-Off Schedule;
"Transferable Assets"	means those of the Exclusive Assets which are capable of legal transfer to the Customer;
"Transferable Contracts"	means the Sub-Contracts, licences for Supplier Background IPR, Project Specific IPR, licences for Third Party IPR or other agreements which are necessary to enable the Customer or any Replacement Supplier to perform the Services or the Replacement Services, including in relation to licences all relevant Documentation;
"Transferring Assets"	has the meaning given to it in paragraph 9.2.1 of this Call-Off Schedule;
"Transferring Contracts"	has the meaning given to it in paragraph 9.2.3 of this Call-Off Schedule.

2. INTRODUCTION

2.1 This Call-Off Schedule describes provisions that should be included in the Exit Plan, the duties and responsibilities of the Supplier to the Customer leading up to and covering the Call-Off Expiry Date and the transfer of service provision to the Customer and/or a Replacement Supplier.

2.2 The objectives of the exit planning and service transfer arrangements are to ensure a smooth transition of the availability of the Services from the Supplier to the Customer and/or a Replacement Supplier at the Call-Off Expiry Date.

3. OBLIGATIONS DURING THE CALL-OFF CONTRACT PERIOD TO FACILITATE EXIT

3.1 During the Call-Off Contract Period, the Supplier shall:

3.1.1 create and maintain a Register of all:

- (a) Supplier Assets, detailing their:
 - (i) make, model and asset number;
 - (ii) ownership and status as either Exclusive Assets or Non-Exclusive Assets;
 - (iii) Net Book Value;
 - (iv) condition and physical location; and
 - (v) use (including technical specifications); and
- (b) Sub-Contracts and other relevant agreements (including relevant software licences, maintenance and support agreements and equipment rental and lease agreements) required for the performance of the Services;

3.1.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Services, which shall contain sufficient detail to permit the Customer and/or

Replacement Supplier to understand how the Supplier provides the Services and to enable the smooth transition of the Services with the minimum of disruption;

3.1.3 agree the format of the Registers with the Customer as part of the process of agreeing the Exit Plan; and

3.1.4 at all times keep the Registers up to date, in particular in the event that Assets, Sub-Contracts or other relevant agreements are added to or removed from the Services.

3.2 The Supplier shall:

3.2.1 procure that all Exclusive Assets listed in the Registers are clearly marked to identify that they are exclusively used for the provision of the Services under this Call-Off Contract; and

3.2.2 (unless otherwise agreed by the Customer in writing) procure that all licences for Third Party IPR and all Sub-Contracts shall be assignable and/or capable of novation at the request of the Customer to the Customer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Services (or part of them) without restriction (including any need to obtain any consent or approval) or payment by the Customer.

3.3 Where the Supplier is unable to procure that any Sub-Contract or other agreement referred to in paragraph 3.2.2 of this Call-Off Schedule which the Supplier proposes to enter into after the Call-Off Commencement Date is assignable and/or capable of novation to the Customer (and/or its nominee) and/or any Replacement Supplier without restriction or payment, the Supplier shall promptly notify the Customer of this and the Parties shall (acting reasonably and without undue delay) discuss the appropriate action to be taken which, where the Customer so directs, may include the Supplier seeking an alternative Sub-Contractor or provider of Services to which the relevant agreement relates.

3.4 Each Party shall appoint a person for the purposes of managing the Parties' respective obligations under this Call-Off Schedule and provide written notification of such appointment to the other Party within three (3) months of the Call-Off Commencement Date. The Supplier's Exit Manager shall be responsible for ensuring that the Supplier and its employees, agents and Sub-Contractors comply with this Call-Off Schedule. The Supplier shall ensure that its Exit Manager has the requisite Authority to arrange and procure any resources of the Supplier as are reasonably necessary to enable the Supplier to comply with the requirements set out in this Call-Off Schedule. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the termination of this Call-Off Contract and all matters connected with this Call-Off Schedule and each Party's compliance with it.

4. OBLIGATIONS TO ASSIST ON RE-TENDERING OF SERVICES

4.1 On reasonable notice at any point during the Call-Off Contract Period, the Supplier shall provide to the Customer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), the following material and information in order to facilitate the preparation by the Customer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence:

4.1.1 details of the Service(s);

4.1.2 a copy of the Registers, updated by the Supplier up to the date of delivery of such Registers;

- 4.1.3 an inventory of Customer Data in the Supplier's possession or control;
 - 4.1.4 details of any key terms of any third party contracts and licences, particularly as regards charges, termination, assignment and novation;
 - 4.1.5 a list of on-going and/or threatened disputes in relation to the provision of the Services;
 - 4.1.6 all information relating to Transferring Supplier Employees required to be provided by the Supplier under this Call-Off Contract; and
 - 4.1.7 such other material and information as the Customer shall reasonably require, (together, the “**Exit Information**”).
- 4.2 The Supplier acknowledges that the Customer may disclose the Supplier's Confidential Information to an actual or prospective Replacement Supplier or any third party whom the Customer is considering engaging to the extent that such disclosure is necessary in connection with such engagement (except that the Customer may not under this paragraph 4.2 of this Call-Off Schedule disclose any Supplier's Confidential Information which is information relating to the Supplier's or its Sub-Contractors' prices or costs).
- 4.3 The Supplier shall:
- 4.3.1 notify the Customer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Services and shall consult with the Customer regarding such proposed material changes; and
 - 4.3.2 provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and in any event within ten (10) Working Days of a request in writing from the Customer.
- 4.4 The Supplier may charge the Customer for its reasonable additional costs to the extent the Customer requests more than four (4) updates in any six (6) month period.
- 4.5 The Exit Information shall be accurate and complete in all material respects and the level of detail to be provided by the Supplier shall be such as would be reasonably necessary to enable a third party to:
- 4.5.1 prepare an informed offer for those Services; and
 - 4.5.2 not be disadvantaged in any subsequent procurement process compared to the Supplier (if the Supplier is invited to participate).

5. EXIT PLAN

- 5.1 The Supplier shall, within three (3) months after the Call-Off Commencement Date, deliver to the Customer an Exit Plan which:
- 5.1.1 sets out the Supplier's proposed methodology for achieving an orderly transition of the Services from the Supplier to the Customer and/or its Replacement Supplier on the expiry or termination of this Call-Off Contract;
 - 5.1.2 complies with the requirements set out in paragraph 5.3 of this Call-Off Schedule;
 - 5.1.3 is otherwise reasonably satisfactory to the Customer.
- 5.2 The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

- 5.3 Unless otherwise specified by the Customer or Approved, the Exit Plan shall set out, as a minimum:
- 5.3.1 how the Exit Information is obtained;
 - 5.3.2 the management structure to be employed during both transfer and cessation of the Services;
 - 5.3.3 the management structure to be employed during the Termination Assistance Period;
 - 5.3.4 a detailed description of both the transfer and cessation processes, including a timetable;
 - 5.3.5 how the Services will transfer to the Replacement Supplier and/or the Customer, including details of the processes, documentation, data transfer, systems migration, security and the segregation of the Customer's technology components from any technology components operated by the Supplier or its Sub-Contractors (where applicable);
 - 5.3.6 details of contracts (if any) which will be available for transfer to the Customer and/or the Replacement Supplier upon the Call-Off Expiry Date together with any reasonable costs required to effect such transfer (and the Supplier agrees that all assets and contracts used by the Supplier in connection with the provision of the Services will be available for such transfer);
 - 5.3.7 proposals for the training of key members of the Replacement Supplier's personnel in connection with the continuation of the provision of the Services following the Call-Off Expiry Date charged at rates agreed between the Parties at that time;
 - 5.3.8 proposals for providing the Customer or a Replacement Supplier copies of all documentation:
 - (a) used in the provision of the Services and necessarily required for the continued use thereof, in which the Intellectual Property Rights are owned by the Supplier; and
 - (b) relating to the use and operation of the Services;
 - 5.3.9 proposals for the assignment or novation of the provision of all services, leases, maintenance agreements and support agreements utilised by the Supplier in connection with the performance of the supply of the Services;
 - 5.3.10 proposals for the identification and return of all Customer Property in the possession of and/or control of the Supplier or any third party (including any Sub-Contractor);
 - 5.3.11 proposals for the disposal of any redundant Services and materials;
 - 5.3.12 procedures to deal with requests made by the Customer and/or a Replacement Supplier for Staffing Information pursuant to Call-Off Schedule 11 (Staff Transfer);
 - 5.3.13 how each of the issues set out in this Call-Off Schedule will be addressed to facilitate the transition of the Services from the Supplier to the Replacement Supplier and/or the Customer with the aim of ensuring that there is no disruption to or degradation of the Services during the Termination Assistance Period; and
 - 5.3.14 proposals for the supply of any other information or assistance reasonably required by the Customer or a Replacement Supplier in order to effect an orderly handover of the provision of the Services.

6. TERMINATION ASSISTANCE

- 6.1 The Customer shall be entitled to require the provision of Termination Assistance at any time during the Call-Off Contract Period by giving written notice to the Supplier (a "**Termination Assistance Notice**") at least four (4) months prior to the Call-Off Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
- 6.1.1 the date from which Termination Assistance is required;
 - 6.1.2 the nature of the Termination Assistance required; and
 - 6.1.3 the period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) months after the date that the Supplier ceases to provide the Services.
- 6.2 The Customer shall have an option to extend the Termination Assistance Period beyond the period specified in the Termination Assistance Notice provided that such extension shall not extend for more than six (6) months after the date the Supplier ceases to provide the Services or, if applicable, beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier to such effect no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Customer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier to such effect.

7. TERMINATION ASSISTANCE PERIOD

- 7.1 Throughout the Termination Assistance Period, or such shorter period as the Customer may require, the Supplier shall:
- 7.1.1 continue to provide the Services (as applicable) and, if required by the Customer pursuant to paragraph 6.1 of this Call-Off Schedule, provide the Termination Assistance;
 - 7.1.2 in addition to providing the Services and the Termination Assistance, provide to the Customer any reasonable assistance requested by the Customer to allow the Services to continue without interruption following the termination or expiry of this Call-Off Contract and to facilitate the orderly transfer of responsibility for and conduct of the Services to the Customer and/or its Replacement Supplier;
 - 7.1.3 use all reasonable endeavours to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Call-Off Schedule without additional costs to the Customer;
 - 7.1.4 provide the Services and the Termination Assistance at no detriment to the Service Level Performance Measures, save to the extent that the Parties agree otherwise in accordance with paragraph 7.3; and
 - 7.1.5 at the Customer's request and on reasonable notice, deliver up-to-date Registers to the Customer.
- 7.2 Without prejudice to the Supplier's obligations under paragraph 7.1.3 of this Call-Off Schedule, if it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Call-Off Schedule without additional costs to the Customer, any additional costs incurred by the Supplier in providing such reasonable assistance which is not already in the scope of the Termination Assistance or the Exit Plan shall be subject to the Variation Procedure.

- 7.3 If the Supplier demonstrates to the Customer's reasonable satisfaction that transition of the Services and provision of the Termination Assist during the Termination Assistance Period will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular Service Level Performance Measure(s), the Parties shall vary the relevant Service Level Performance Measure(s) and/or the applicable Service Credits to take account of such adverse effect.

8. TERMINATION OBLIGATIONS

- 8.1 The Supplier shall comply with all of its obligations contained in the Exit Plan.
- 8.2 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call-Off Schedule), the Supplier shall:
- 8.2.1 cease to use the Customer Data;
 - 8.2.2 provide the Customer and/or the Replacement Supplier with a complete and uncorrupted version of the Customer Data in electronic form (or such other format as reasonably required by the Customer);
 - 8.2.3 erase from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the Termination Assistance Period all Customer Data and promptly certify to the Customer that it has completed such deletion;
 - 8.2.4 return to the Customer such of the following as is in the Supplier's possession or control:
 - (a) all materials created by the Supplier under this Call-Off Contract in which the IPRs are owned by the Customer;
 - (b) any equipment which belongs to the Customer;
 - (c) any items that have been on-charged to the Customer, such as consumables; and
 - (d) all Customer Property issued to the Supplier under Clause 28 of this Call-Off Contract (Customer Property). Such Customer Property shall be handed back to the Customer in good working order (allowance shall be made only for reasonable wear and tear);
 - (e) any sums prepaid by the Customer in respect of Services not Delivered by the Call-Off Expiry Date;
 - 8.2.5 vacate any Customer Premises;
 - 8.2.6 remove the Supplier Equipment together with any other materials used by the Supplier to supply the Services and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier and/or any Supplier Personnel;
 - 8.2.7 provide access during normal working hours to the Customer and/or the Replacement Supplier for up to twelve (12) months after expiry or termination to:
 - (a) such information relating to the Services as remains in the possession or control of the Supplier; and

- (b) such members of the Supplier Personnel as have been involved in the design, development and provision of the Services and who are still employed by the Supplier, provided that the Customer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to requests for access under this paragraph.

8.3 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call-Off Schedule), each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Services or Termination Services or for statutory compliance purposes.

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

9. ASSETS AND SUB-CONTRACTS

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

- 9.1.1 terminate, enter into or vary any Sub-Contract;
- 9.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets; or
- 9.1.3 terminate, enter into or vary any licence for software in connection with the provision of Services.

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

- 9.2.1 which, if any, of the Transferable Assets the Customer requires to be transferred to the Customer and/or the Replacement Supplier ("**Transferring Assets**");
- 9.2.2 which, if any, of:
 - (a) the Exclusive Assets that are not Transferable Assets; and
 - (b) the Non-Exclusive Assets,the Customer and/or the Replacement Supplier requires the continued use of; and

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

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

which Transferable Assets and Transferable Contracts the Customer and/or its Replacement Supplier requires to provide the Services or the Replacement Services.

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

10. SUPPLIER PERSONNEL

- 10.1 The Customer and Supplier agree and acknowledge that in the event of the Supplier ceasing to provide the Services or part of them for any reason, Call-Off Schedule 11 (Staff Transfer) shall apply.
- 10.2 The Supplier shall not take any step (expressly or implicitly and directly or indirectly by itself or through any other person) to dissuade or discourage any employees engaged in the provision of the Services from transferring their employment to the Customer and/or the Replacement Supplier.
- 10.3 During the Termination Assistance Period, the Supplier shall give the Customer and/or the Replacement Supplier reasonable access to the Supplier's personnel to present the case for transferring their employment to the Customer and/or the Replacement Supplier.
- 10.4 The Supplier shall immediately notify the Customer or, at the direction of the Customer, the Replacement Supplier of any period of notice given by the Supplier or received from any person referred to in the Staffing Information, regardless of when such notice takes effect.
- 10.5 The Supplier shall not for a period of twelve (12) months from the date of transfer re-employ or re-engage or entice any employees, suppliers or Sub-Contractors whose employment or engagement is transferred to the Customer and/or the Replacement Supplier, unless approval has been obtained from the Customer which shall not be unreasonably withheld.

11. CHARGES

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

12. APPORTIONMENTS

- 12.1 All outgoings and expenses (including any remuneration due) and all rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Customer and the Supplier and/or the Replacement Supplier and the Supplier (as applicable) as follows:
- 12.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;
- 12.1.2 the Customer shall be responsible for (or shall procure that the Replacement Supplier shall be responsible for) or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and
- 12.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.
- 12.2 Each Party shall pay (and/or the Customer shall procure that the Replacement Supplier shall pay) any monies due under paragraph 12.1 of this Call-Off Schedule as soon as reasonably practicable.

CALL-OFF SCHEDULE 11: STAFF TRANSFER

1. DEFINITIONS

In this Schedule, the following definitions shall apply:

“Admission Agreement”	The agreement to be entered into by which the supplier agrees to participate in the Schemes as amended from time to time;
“Eligible Employee”	any Fair Deal Employee who at the relevant time is an eligible employee as defined in the Admission Agreement;
“Fair Deal Employees”	those Transferring Customer Employees who are on the Relevant Transfer Date entitled to the protection of New Fair Deal and any Transferring Former Supplier Employees who originally transferred pursuant to a Relevant Transfer under the Employment Regulations (or the predecessor legislation to the Employment Regulations), from employment with a public sector employer and who were once eligible to participate in the Schemes and who at the Relevant Transfer Date become entitled to the protection of New Fair Deal;
“Former Supplier”	a supplier supplying services to the Customer before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Sub-Contractor of such supplier (or any Sub-Contractor of any such Sub-Contractor);
“New Fair Deal”	the revised Fair Deal position set out in the HM Treasury guidance: <i>“Fair Deal for staff pensions: staff transfer from central government”</i> issued in October 2013;
“Notified Sub-Contractor”	a Sub-Contractor identified in the Annex to this Schedule to whom Transferring Customer Employees and/or Transferring Former Supplier Employees will transfer on a Relevant Transfer Date;
“Replacement Sub-Contractor”	a Sub-Contractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Sub-Contractor of any such Sub-Contractor);
“Relevant Transfer”	a transfer of employment to which the Employment Regulations applies;
“Relevant Transfer Date”	in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;
“Schemes”	the Principal Civil Service Pension Scheme available to employees of the civil service and employees of bodies under the Superannuation Act 1972, as governed by rules adopted by Parliament; the Partnership Pension Account

and its (i) Ill health Benefits Scheme and (ii) Death Benefits Scheme; the Civil Service Additional Voluntary Contribution Scheme; and the 2015 New Scheme (with effect from a date to be notified to the Supplier by the Minister for the Cabinet Office);

“Service Transfer”

any transfer of the Services (or any part of the Services), for whatever reason, from the Supplier or any Sub-Contractor to a Replacement Supplier or a Replacement Sub-Contractor;

“Service Transfer Date”

the date of a Service Transfer;

“Staffing Information”

in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Customer may reasonably request (subject to all applicable provisions of the DPA), but including in an anonymised format:

- (a) their ages, dates of commencement of employment or engagement and gender;
- (b) details of whether they are employed, self employed contractors or consultants, agency workers or otherwise;
- (c) the identity of the employer or relevant contracting Party;
- (d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
- (e) their wages, salaries and profit sharing arrangements as applicable;
- (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;
- (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
- (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
- (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of

such employees); and

- (j) any other “employee liability information” as such term is defined in regulation 11 of the Employment Regulations;

“Supplier's Final Supplier Personnel List”

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

“Supplier's Provisional Supplier Personnel List”

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

“Transferring Customer Employees”

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

“Transferring Former Supplier Employees”

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

“Transferring Supplier Employees”

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

2. INTERPRETATION

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

PART A

TRANSFERRING CUSTOMER EMPLOYEES AT COMMENCEMENT OF SERVICES

1. RELEVANT TRANSFERS

1.1 The Customer and the Supplier agree that:

- 1.1.1 the commencement of the provision of the Services or of each relevant part of the Services will be a Relevant Transfer in relation to the Transferring Customer Employees; and
- 1.1.2 as a result of the operation of the Employment Regulations, the contracts of employment between the Customer and the Transferring Customer Employees (except in relation to any terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Relevant Transfer Date as if originally made between the Supplier and/or any Notified Sub-Contractor and each such Transferring Customer Employee.

1.2 The Customer shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of the Transferring Customer Employees in respect of the period arising up to (but not including) the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period up to (but not including) the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Customer; and (ii) the Supplier and/or any Notified Sub-Contractor (as appropriate).

2. CUSTOMER INDEMNITIES

2.1 Subject to Paragraph 2.2, the Customer shall indemnify the Supplier and any Notified Sub-Contractor against any Employee Liabilities in respect of any Transferring Customer Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

- 2.1.1 any act or omission by the Customer occurring before the Relevant Transfer Date;
- 2.1.2 the breach or non-observance by the Customer before the Relevant Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Customer Employees; and/or
 - (b) any custom or practice in respect of any Transferring Customer Employees which the Customer is contractually bound to honour;
- 2.1.3 any claim by any trade union or other body or person representing the Transferring Customer Employees arising from or connected with any failure by the Customer to comply with any legal obligation to such trade union, body or person arising before the Relevant Transfer Date;
- 2.1.4 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions;

- (a) in relation to any Transferring Customer Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Customer Employee and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Customer to the Supplier and/or any Notified Sub-Contractor as appropriate, to the extent that the proceeding, claim or demand by the HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date.
- 2.1.5 a failure of the Customer to discharge, or procure the discharge of, all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Customer Employees arising before the Relevant Transfer Date;
- 2.1.6 any claim made by or in respect of any person employed or formerly employed by the Customer other than a Transferring Customer Employee for whom it is alleged the Supplier and/or any Notified Sub-Contractor as appropriate may be liable by virtue of the Employment Regulations and/or the Acquired Rights Directive; and
- 2.1.7 any claim made by or in respect of a Transferring Customer Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Customer Employee relating to any act or omission of the Customer in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Supplier or any Sub-Contractor to comply with regulation 13(4) of the Employment Regulations.
- 2.2 The indemnities in Paragraph 2.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier or any Sub-Contractor (whether or not a Notified Sub-Contractor) whether occurring or having its origin before, on or after the Relevant Transfer Date including any Employee Liabilities:
 - 2.2.1 arising out of the resignation of any Transferring Customer Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Supplier and/or any Sub-Contractor to occur in the period from (and including) the Relevant Transfer Date; or
 - 2.2.2 arising from the failure by the Supplier or any Sub-Contractor to comply with its obligations under the Employment Regulations.
- 2.3 If any person who is not identified by the Customer as a Transferring Customer Employee claims, or it is determined in relation to any person who is not identified by the Customer as a Transferring Customer Employee, that his/her contract of employment has been transferred from the Customer to the Supplier and/or any Notified Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
 - 2.3.1 the Supplier shall, or shall procure that the Notified Sub-Contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Customer; and
 - 2.3.2 the Customer may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of receipt of the notification by the Supplier and/or any Notified Sub-Contractor, or take such other reasonable steps as the

Customer considers appropriate to deal with the matter provided always that such steps are in compliance with Law.

- 2.4 If an offer referred to in Paragraph 2.3.2 is accepted, or if the situation has otherwise been resolved by the Customer, the Supplier shall, or shall procure that the Notified Sub-Contractor shall, immediately release the person from his/her employment or alleged employment.
- 2.5 If by the end of the 15 Working Day period specified in Paragraph 2.3.2:
- 2.5.1 no such offer of employment has been made;
- 2.5.2 such offer has been made but not accepted; or
- 2.5.3 the situation has not otherwise been resolved,
- the Supplier and/or any Notified Sub-Contractor may within 5 Working Days give notice to terminate the employment or alleged employment of such person.
- 2.6 Subject to the Supplier and/or any Notified Sub-Contractor acting in accordance with the provisions of Paragraphs 2.3 to 2.5 and in accordance with all applicable proper employment procedures set out in applicable Law, the Customer shall indemnify the Supplier and/or any Notified Sub-Contractor (as appropriate) against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 2.5 provided that the Supplier takes, or procures that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 2.7 The indemnity in Paragraph 2.6:
- 2.7.1 shall not apply to:
- (a) any claim for:
- (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,
- in any case in relation to any alleged act or omission of the Supplier and/or any Sub-Contractor; or
- (b) any claim that the termination of employment was unfair because the Supplier and/or Notified Sub-Contractor neglected to follow a fair dismissal procedure; and
- 2.7.2 shall apply only where the notification referred to in Paragraph 2.3.1 is made by the Supplier and/or any Notified Sub-Contractor (as appropriate) to the Customer within 6 months of the Call-Off Commencement Date.
- 2.8 If any such person as is referred to in Paragraph 2.3 is neither re-employed by the Customer nor dismissed by the Supplier and/or any Notified Sub-Contractor within the time scales set out in Paragraph 2.5 such person shall be treated as having transferred to the Supplier and/or any Notified Sub-Contractor and the Supplier shall, or shall procure that the Notified Sub-Contractor shall, comply with such obligations as may be imposed upon it under applicable Law.

3. SUPPLIER INDEMNITIES AND OBLIGATIONS

- 3.1 Subject to Paragraph 3.2 the Supplier shall indemnify the Customer against any Employee Liabilities in respect of any Transferring Customer Employee (or, where

applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

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

- 3.1.8 any claim made by or in respect of a Transferring Customer Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Customer Employee relating to any act or omission of the Supplier or any Sub-Contractor in relation to their obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the Customer's failure to comply with its obligations under regulation 13 of the Employment Regulations.
- 3.2 The indemnities in Paragraph 3.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Customer whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Customer's failure to comply with its obligations under the Employment Regulations.
- 3.3 The Supplier shall comply, and shall procure that each Sub-Contractor shall comply, with all its obligations under the Employment Regulations (including its obligation to inform and consult in accordance with regulation 13 of the Employment Regulations) and shall perform and discharge, and shall procure that each Sub-Contractor shall perform and discharge, all its obligations in respect of the Transferring Customer Employees, from (and including) the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period from and including the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Customer and the Supplier.

4. INFORMATION

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

5. PRINCIPLES OF GOOD EMPLOYMENT PRACTICE

- 5.1 The Parties agree that the Principles of Good Employment Practice issued by the Cabinet Office in December 2010 apply to the treatment by the Supplier of employees whose employment begins after the Relevant Transfer Date, and the Supplier undertakes to treat such employees in accordance with the provisions of the Principles of Good Employment Practice.
- 5.2 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with any requirement notified to it by the Customer relating to pensions in respect of any Transferring Customer Employee as set down in:
- 5.2.1 the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised 2007;
- 5.2.2 HM Treasury's guidance "Staff Transfers from Central Government: A Fair Deal for Staff Pensions of 1999;
- 5.2.3 HM Treasury's guidance "Fair deal for staff pensions: procurement of Bulk Transfer Agreements and Related Issues" of June 2004; and/or

5.2.4 the New Fair Deal.

5.3 Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraphs 5.1 or 5.2 shall be agreed in accordance with the Variation Procedure.

6. PENSIONS

The Supplier shall, and shall procure that each of its Sub-Contractors shall, comply with the pensions provisions in the following Annex.

ANNEX TO PART A: PENSIONS

1. PARTICIPATION

- 1.1 The Supplier undertakes to enter into the Admission Agreement.
- 1.2 The Supplier and the Customer:
 - 1.2.1 undertake to do all such things and execute any documents (including the Admission Agreement) as may be required to enable the Supplier to participate in the Schemes in respect of the Fair Deal Employees;
 - 1.2.2 agree that the Customer is entitled to make arrangements with the body responsible for the Schemes for the Customer to be notified if the Supplier breaches the Admission Agreement;
 - 1.2.3 notwithstanding Paragraph 1.2.2 of this Annex, the Supplier shall notify the Customer in the event that it breaches the Admission Agreement; and
 - 1.2.4 agree that the Customer may terminate this Call-Off Contract for material default in the event that the Supplier breaches the Admission Agreement.
- 1.3 The Supplier shall bear its own costs and all costs that the Customer reasonably incurs in connection with the negotiation, preparation and execution of documents to facilitate the Supplier participating in the Schemes.

2. FUTURE SERVICE BENEFITS

- 2.1 The Supplier shall procure that the Fair Deal Employees, shall be either admitted into, or offered continued membership of, the relevant section of the Schemes that they currently contribute to, or were eligible to join immediately prior to the Relevant Transfer Date and the Supplier shall procure that the Fair Deal Employees continue to accrue benefits in accordance with the provisions governing the relevant section of Schemes for service from (and including) the Relevant Transfer Date.
- 2.2 The Supplier undertakes that should it cease to participate in the Schemes for whatever reason at a time when it has Eligible Employees, that it will, at no extra cost to the Customer, provide to any Fair Deal Employee who immediately prior to such cessation remained an Eligible Employee with access to an occupational pension scheme certified by the Government Actuary's Department or any actuary nominated by the Customer in accordance with relevant guidance produced by the Government Actuary's Department as providing benefits which are broadly comparable to those provided by the Schemes at the relevant date.
- 2.3 The Parties acknowledge that the Civil Service Compensation Scheme and the Civil Service Injury Benefit Scheme (established pursuant to section 1 of the Superannuation Act 1972) are not covered by the protection of New Fair Deal.

3. FUNDING

- 3.1 The Supplier undertakes to pay to the Schemes all such amounts as are due under the Admission Agreement and shall deduct and pay to the Schemes such employee contributions as are required by the Schemes.
- 3.2 The Supplier shall indemnify and keep indemnified the Customer on demand against any claim by, payment to, or loss incurred by, the Schemes in respect of the failure to account to the Schemes for payments received and the non-payment or the late payment of any sum payable by the Supplier to or in respect of the Schemes.

4. PROVISION OF INFORMATION

The Supplier and the Customer respectively undertake to each other:

- 4.1 to provide all information which the other Party may reasonably request concerning matters (i) referred to in this Annex and (ii) set out in the Admission Agreement, and to supply the information as expeditiously as possible; and
- 4.2 not to issue any announcements to the Fair Deal Employees prior to the Relevant Transfer Date concerning the matters stated in this Annex without the consent in writing of the other Party (not to be unreasonably withheld or delayed).

5. INDEMNITY

The Supplier undertakes to the Customer to indemnify and keep indemnified the Customer on demand from and against all and any Losses whatsoever arising out of or in connection with any liability towards the Fair Deal Employees arising in respect of service on or after the Relevant Transfer Date which relate to the payment of benefits under an occupational pension scheme (within the meaning provided for in section 1 of the Pension Schemes Act 1993) or the Schemes.

6. EMPLOYER OBLIGATION

The Supplier shall comply with the requirements of the Pensions Act 2008 and the Transfer of Employment (Pension Protection) Regulations 2005.

7. SUBSEQUENT TRANSFERS

The Supplier shall:

- 7.1 not adversely affect pension rights accrued by any Fair Deal Employee in the period ending on the date of the relevant future transfer;
- 7.2 provide all such co-operation and assistance as the Schemes and the Replacement Supplier and/or the Customer may reasonably require to enable the Replacement Supplier to participate in the Schemes in respect of any Eligible Employee and to give effect to any transfer of accrued rights required as part of participation under New Fair Deal; and
- 7.3 for the period either:
 - 7.3.1 after notice (for whatever reason) is given, in accordance with the other provisions of this Call-Off Contract, to terminate the Agreement or any part of the Services; or
 - 7.3.2 after the date which is two (2) years prior to the date of expiry of this Call-Off Contract,
 - ensure that no change is made to pension, retirement and death benefits provided for or in respect of any person who will transfer to the Replacement Supplier or the Customer, no category of earnings which were not previously pensionable are made pensionable and the contributions (if any) payable by such employees are not reduced without (in any case) the prior approval of the Customer (such approval not to be unreasonably withheld). Save that this subparagraph shall not apply to any change made as a consequence of participation in an Admission Agreement.

PART B

TRANSFERRING FORMER SUPPLIER EMPLOYEES AT COMMENCEMENT OF SERVICES

1. RELEVANT TRANSFERS

- 1.1 The Customer and the Supplier agree that:
- 1.1.1 the commencement of the provision of the Services or of any relevant part of the Services will be a Relevant Transfer in relation to the Transferring Former Supplier Employees; and
- 1.1.2 as a result of the operation of the Employment Regulations, the contracts of employment between each Former Supplier and the Transferring Former Supplier Employees (except in relation to any terms disapplied through the operation of regulation 10(2) of the Employment Regulations) shall have effect on and from the Relevant Transfer Date as if originally made between the Supplier and/or Notified Sub-Contractor and each such Transferring Former Supplier Employee.
- 1.2 The Customer shall procure that each Former Supplier shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of all the Transferring Former Supplier Employees in respect of the period up to (but not including) the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part in respect of the period up to (but not including) the Relevant Transfer Date) and the Supplier shall make, and the Customer shall procure that each Former Supplier makes, any necessary apportionments in respect of any periodic payments.

2. FORMER SUPPLIER INDEMNITIES

- 2.1 Subject to Paragraph 2.2, the Customer shall procure that each Former Supplier shall indemnify the Supplier and any Notified Sub-Contractor against any Employee Liabilities in respect of any Transferring Former Supplier Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:
- 2.1.1 any act or omission by the Former Supplier arising before the Relevant Transfer Date;
- 2.1.2 the breach or non-observance by the Former Supplier arising before the Relevant Transfer Date of:
- (a) any collective agreement applicable to the Transferring Former Supplier Employees; and/or
 - (b) any custom or practice in respect of any Transferring Former Supplier Employees which the Former Supplier is contractually bound to honour;
- 2.1.3 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:

- (a) in relation to any Transferring Former Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Former Supplier Employee and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Former Supplier to the Supplier and/or any Notified Sub-Contractor as appropriate, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations in respect of the period to (but excluding) the Relevant Transfer Date;
- 2.1.4 a failure of the Former Supplier to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Former Supplier Employees in respect of the period to (but excluding) the Relevant Transfer Date;
- 2.1.5 any claim made by or in respect of any person employed or formerly employed by the Former Supplier other than a Transferring Former Supplier Employee for whom it is alleged the Supplier and/or any Notified Sub-Contractor as appropriate may be liable by virtue of this Call-Off Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
- 2.1.6 any claim made by or in respect of a Transferring Former Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Supplier Employee relating to any act or omission of the Former Supplier in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Supplier or any Sub-Contractor to comply with regulation 13(4) of the Employment Regulations.
- 2.2 The indemnities in Paragraph 2.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier or any Sub-Contractor whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities:
 - 2.2.1 arising out of the resignation of any Transferring Former Supplier Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Supplier or any Sub-Contractor to occur in the period from (and including) the Relevant Transfer Date; or
 - 2.2.2 arising from the failure by the Supplier and/or any Sub-Contractor to comply with its obligations under the Employment Regulations.
- 2.3 If any person who is not identified by the Customer as a Transferring Former Supplier Employee claims, or it is determined in relation to any person who is not identified by the Customer as a Transferring Former Supplier Employee, that his/her contract of employment has been transferred from a Former Supplier to the Supplier and/or any Notified Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
 - 2.3.1 the Supplier shall, or shall procure that the Notified Sub-Contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Customer and, where required by the Customer, to the Former Supplier; and

- 2.3.2 the Former Supplier may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of the notification by the Supplier and/or the Notified Sub-Contractor or take such other reasonable steps as the Former Supplier considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 2.4 If an offer referred to in Paragraph 2.3.2 is accepted, or if the situation has otherwise been resolved by the Former Supplier and/or the Customer, the Supplier shall, or shall procure that the Notified Sub-Contractor shall, immediately release the person from his/her employment or alleged employment.
- 2.5 If by the end of the 15 Working Day period specified in Paragraph 2.3.2:
- 2.5.1 no such offer of employment has been made;
- 2.5.2 such offer has been made but not accepted; or
- 2.5.3 the situation has not otherwise been resolved,
- the Supplier and/or any Notified Sub-Contractor may within 5 Working Days give notice to terminate the employment or alleged employment of such person.
- 2.6 Subject to the Supplier and/or any Notified Sub-Contractor acting in accordance with the provisions of Paragraphs 2.3 to 2.5 and in accordance with all applicable proper employment procedures set out in Law, the Customer shall procure that the Former Supplier indemnifies the Supplier and/or any Notified Sub-Contractor (as appropriate) against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 2.5 provided that the Supplier takes, or shall procure that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 2.7 The indemnity in Paragraph 2.6:
- 2.7.1 shall not apply to:
- (a) any claim for:
- (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,
- in any case in relation to any alleged act or omission of the Supplier and/or any Sub-Contractor; or
- (b) any claim that the termination of employment was unfair because the Supplier and/or Notified Sub-Contractor neglected to follow a fair dismissal procedure; and
- 2.7.2 shall apply only where the notification referred to in Paragraph 2.3.1 is made by the Supplier and/or any Notified Sub-Contractor (as appropriate) to the Customer and, if applicable, the Former Supplier, within 6 months of the Call-Off Commencement Date.
- 2.8 If any such person as is described in Paragraph 2.3 is neither re-employed by the Former Supplier nor dismissed by the Supplier and/or any Notified Sub-Contractor within the time scales set out in Paragraph 2.5, such person shall be treated as having transferred to the Supplier or Notified Sub-Contractor and the Supplier shall, or shall procure that the Notified Sub-Contractor shall, comply with such obligations as may be imposed upon it under the Law.

3. SUPPLIER INDEMNITIES AND OBLIGATIONS

- 3.1 Subject to Paragraph 3.2, the Supplier shall indemnify the Customer and/or the Former Supplier against any Employee Liabilities in respect of any Transferring Former Supplier Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:
- 3.1.1 any act or omission by the Supplier or any Sub-Contractor whether occurring before, on or after the Relevant Transfer Date;
 - 3.1.2 the breach or non-observance by the Supplier or any Sub-Contractor on or after the Relevant Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Former Supplier Employee; and/or
 - (b) any custom or practice in respect of any Transferring Former Supplier Employees which the Supplier or any Sub-Contractor is contractually bound to honour;
 - 3.1.3 any claim by any trade union or other body or person representing any Transferring Former Supplier Employees arising from or connected with any failure by the Supplier or a Sub-Contractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;
 - 3.1.4 any proposal by the Supplier or a Sub-Contractor prior to the Relevant Transfer Date to make changes to the terms and conditions of employment or working conditions of any Transferring Former Supplier Employees to their material detriment on or after their transfer to the Supplier or a Sub-Contractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Former Supplier Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;
 - 3.1.5 any statement communicated to or action undertaken by the Supplier or a Sub-Contractor to, or in respect of, any Transferring Former Supplier Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Customer and/or the Former Supplier in writing;
 - 3.1.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
 - (a) in relation to any Transferring Former Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Former Supplier Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Former Supplier to the Supplier or a Sub-Contractor, to the extent that the proceeding, claim or demand by the HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date;
 - 3.1.7 a failure of the Supplier or any Sub-Contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions

and national insurance contributions relating to the Transferring Former Supplier Employees in respect of the period from (and including) the Relevant Transfer Date; and

3.1.8 any claim made by or in respect of a Transferring Former Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Supplier Employee relating to any act or omission of the Supplier or any Sub-Contractor in relation to obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the Former Supplier's failure to comply with its obligations under regulation 13 of the Employment Regulations.

3.2 The indemnities in Paragraph 3.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Former Supplier whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Former Supplier's failure to comply with its obligations under the Employment Regulations.

3.3 The Supplier shall comply, and shall procure that each Sub-Contractor shall comply, with all its obligations under the Employment Regulations (including without limitation its obligation to inform and consult in accordance with regulation 13 of the Employment Regulations) and shall perform and discharge, and shall procure that each Sub-Contractor shall perform and discharge, all its obligations in respect of all the Transferring Former Supplier Employees, on and from the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period from (and including) the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Supplier and the Former Supplier.

4. INFORMATION

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

5. PRINCIPLES OF GOOD EMPLOYMENT PRACTICE

5.1 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with any requirement notified to it by the Customer relating to pensions in respect of any Transferring Former Supplier Employee as set down in:

5.1.1 the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised 2007;

5.1.2 HM Treasury's guidance "Staff Transfers from Central Government: A Fair Deal for Staff Pensions of 1999;

5.1.3 HM Treasury's guidance: "Fair deal for staff pensions: procurement of Bulk Transfer Agreements and Related Issues" of June 2004; and/or

5.1.4 the New Fair Deal.

5.2 Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraph 5.1 shall be agreed in accordance with the Variation Procedure.

6. PROCUREMENT OBLIGATIONS

Notwithstanding any other provisions of this Part B, where in this Part B the Customer accepts an obligation to procure that a Former Supplier does or does not do something, such obligation shall be limited so that it extends only to the extent that the Customer's contract with the Former Supplier contains a contractual right in that regard which the Customer may enforce, or otherwise so that it requires only that the Customer must use reasonable endeavours to procure that the Former Supplier does or does not act accordingly.

7. PENSIONS

The Supplier shall, and shall procure that each Sub-Contractor shall, comply with the pensions provisions in the following Annex in respect of any Transferring Former Supplier Employees who transfer from the Former Supplier to the Supplier.

ANNEX TO PART B: PENSIONS

1. PARTICIPATION

- 1.1 The Supplier undertakes to enter into the Admission Agreement.
- 1.2 The Supplier and the Customer:
 - 1.2.1 undertake to do all such things and execute any documents (including the Admission Agreement) as may be required to enable the Supplier to participate in the Schemes in respect of the Fair Deal Employees;
 - 1.2.2 agree that the Customer is entitled to make arrangements with the body responsible for the Schemes for the Customer to be notified if the Supplier breaches the Admission Agreement;
 - 1.2.3 notwithstanding Paragraph 1.2.2 of this Annex, the Supplier shall notify the Customer in the event that it breaches the Admission Agreement; and
 - 1.2.4 agree that the Customer may terminate this Call-Off Contract for material default in the event that the Supplier breaches the Admission Agreement.
- 1.3 The Supplier shall bear its own costs and all costs that the Customer reasonably incurs in connection with the negotiation, preparation and execution of documents to facilitate the Supplier participating in the Schemes.

2. FUTURE SERVICE BENEFITS

- 2.1 If the Supplier is rejoining the Schemes for the first time, the Supplier shall procure that the Fair Deal Employees shall be either admitted to or offered continued membership of the relevant section of the Schemes that they became eligible to join on the Relevant Transfer Date and shall continue to accrue or accrue benefits in accordance with the provisions governing the relevant section of the Schemes for service from (and including) the Relevant Transfer Date.
- 2.2 If staff have already been readmitted to the Schemes, the Supplier shall procure that the Fair Deal Employees, shall be either admitted into, or offered continued membership of, the relevant section of the Schemes that they currently contribute to, or were eligible to join immediately prior to the Relevant Transfer Date and the Supplier shall procure that the Fair Deal Employees continue to accrue benefits in accordance with the provisions governing the relevant section of the Schemes for service from (and including) the Relevant Transfer Date.
- 2.3 The Supplier undertakes that should it cease to participate in the Schemes for whatever reason at a time when it has Eligible Employees, that it will, at no extra cost to the Customer, provide to any Fair Deal Employee who immediately prior to such cessation remained an Eligible Employee with access to an occupational pension scheme certified by the Government Actuary's Department or any actuary nominated by the Customer in accordance with relevant guidance produced by the Government Actuary's Department as providing benefits which are broadly comparable to those provided by the Schemes at the relevant date.
- 2.4 The Parties acknowledge that the Civil Service Compensation Scheme and the Civil Service Injury Benefit Scheme (established pursuant to section 1 of the Superannuation Act 1972) are not covered by the protection of New Fair Deal.

3. FUNDING

- 3.1 The Supplier undertakes to pay to the Schemes all such amounts as are due under the Admission Agreement and shall deduct and pay to the Schemes such employee contributions as are required by the Schemes.
- 3.2 The Supplier shall indemnify and keep indemnified the Customer on demand against any claim by, payment to, or loss incurred by the Schemes in respect of the failure to account to the Schemes for payments received and the non-payment or the late payment of any sum payable by the Supplier to or in respect of the Schemes.

4. PROVISION OF INFORMATION

The Supplier and the Customer respectively undertake to each other:

- 4.1 to provide all information which the other Party may reasonably request concerning matters (i) referred to in this Annex and (ii) set out in the Admission Agreement, and to supply the information as expeditiously as possible; and
- 4.2 not to issue any announcements to the Fair Deal Employees prior to the Relevant Transfer Date concerning the matters stated in this Annex without the consent in writing of the other Party (not to be unreasonably withheld or delayed).

5. INDEMNITY

The Supplier undertakes to the Customer to indemnify and keep indemnified the Customer on demand from and against all and any Losses whatsoever arising out of or in connection with any liability towards the Fair Deal Employees arising in respect of service on or after the Relevant Transfer Date which relate to the payment of benefits under an occupational pension scheme (within the meaning provided for in section 1 of the Pension Schemes Act 1993) or the Schemes.

6. EMPLOYER OBLIGATION

The Supplier shall comply with the requirements of the Pensions Act 2008 and the Transfer of Employment (Pension Protection) Regulations 2005.

7. SUBSEQUENT TRANSFERS

The Supplier shall:

- 7.1 not adversely affect pension rights accrued by any Fair Deal Employee in the period ending on the date of the relevant future transfer;
- 7.2 provide all such co-operation and assistance as the Schemes and the Replacement Supplier and/or the Customer may reasonably require to enable the Replacement Supplier to participate in the Schemes in respect of any Eligible Employee and to give effect to any transfer of accrued rights required as part of participation under the New Fair Deal; and
- 7.3 for the period either
 - 7.3.1 after notice (for whatever reason) is given, in accordance with the other provisions of this Call-Off Contract, to terminate the Agreement or any part of the Services; or
 - 7.3.2 after the date which is two (2) years prior to the date of expiry of this Call-Off Contract,

ensure that no change is made to pension, retirement and death benefits provided for or in respect of any person who will transfer to the Replacement Supplier or the Customer, no category of earnings which were not previously pensionable are made pensionable and the contributions (if any) payable by such employees are not reduced without (in any case) the prior approval of the Customer (such approval not to be unreasonably withheld). Save that this subparagraph shall not apply to any change made as a consequence of participation in an Admission Agreement.

PART C

NO TRANSFER OF EMPLOYEES AT COMMENCEMENT OF SERVICES

1. PROCEDURE IN THE EVENT OF TRANSFER

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

2. INDEMNITIES

- 2.1 Subject to the Supplier and/or the relevant Sub-Contractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 2.4, the Customer shall:
 - 2.1.1 indemnify the Supplier and/or the relevant Sub-Contractor against all Employee Liabilities arising out of the termination of the employment of any employees of the Customer referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities; and
 - 2.1.2 procure that the Former Supplier indemnifies the Supplier and/or any Notified Sub-Contractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Supplier made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the

relevant Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.

2.2 If any such person as is described in Paragraph 1.2 is neither re employed by the Customer and/or the Former Supplier as appropriate nor dismissed by the Supplier and/or any Sub-Contractor within the 15 Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Supplier and/or the Sub-Contractor (as appropriate) and the Supplier shall, or shall procure that the Sub-Contractor shall, comply with such obligations as may be imposed upon it under Law.

2.3 Where any person remains employed by the Supplier and/or any Sub-Contractor pursuant to Paragraph 2.2, all Employee Liabilities in relation to such employee shall remain with the Supplier and/or the Sub-Contractor and the Supplier shall indemnify the Customer and any Former Supplier, and shall procure that the Sub-Contractor shall indemnify the Customer and any Former Supplier, against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Sub-Contractor.

2.4 The indemnities in Paragraph 2.1:

2.4.1 shall not apply to:

(a) any claim for:

(i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

(ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

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

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

2.4.2 shall apply only where the notification referred to in Paragraph 1.2.1 is made by the Supplier and/or any Sub-Contractor to the Customer and, if applicable, Former Supplier within 6 months of the Call-Off Commencement Date.

3. PROCUREMENT OBLIGATIONS

Where in this Part C the Customer accepts an obligation to procure that a Former Supplier does or does not do something, such obligation shall be limited so that it extends only to the extent that the Customer's contract with the Former Supplier contains a contractual right in that regard which the Customer may enforce, or otherwise so that it requires only that the Customer must use reasonable endeavours to procure that the Former Supplier does or does not act accordingly.

PART D

EMPLOYMENT EXIT PROVISIONS

1. PRE-SERVICE TRANSFER OBLIGATIONS

- 1.1 The Supplier agrees that within 20 Working Days of the earliest of:
- 1.1.1 receipt of a notification from the Customer of a Service Transfer or intended Service Transfer;
 - 1.1.2 receipt of the giving of notice of early termination or any Partial Termination of this Call-Off Contract;
 - 1.1.3 the date which is 12 months before the end of the Term; and
 - 1.1.4 receipt of a written request of the Customer at any time (provided that the Customer shall only be entitled to make one such request in any 6 month period),
it shall provide in a suitably anonymised format so as to comply with the DPA, the Supplier's Provisional Supplier Personnel List, together with the Staffing Information in relation to the Supplier's Provisional Supplier Personnel List and it shall provide an updated Supplier's Provisional Supplier Personnel List at such intervals as are reasonably requested by the Customer.
- 1.2 At least 20 Working Days prior to the Service Transfer Date, the Supplier shall provide to the Customer or at the direction of the Customer to any Replacement Supplier and/or any Replacement Sub-Contractor:
- 1.2.1 the Supplier's Final Supplier Personnel List, which shall identify which of the Supplier Personnel are Transferring Supplier Employees; and
 - 1.2.2 the Staffing Information in relation to the Supplier's Final Supplier Personnel List (insofar as such information has not previously been provided).
- 1.3 The Customer shall be permitted to use and disclose information provided by the Supplier under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Supplier and/or Replacement Sub-Contractor.
- 1.4 The Supplier warrants, for the benefit of the Customer, any Replacement Supplier, and any Replacement Sub-Contractor that all information provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.
- 1.5 From the date of the earliest event referred to in Paragraph 1.1, the Supplier agrees, that it shall not, and agrees to procure that each Sub-Contractor shall not, assign any person to the provision of the Services who is not listed on the Supplier's Provisional Supplier Personnel List and shall not without the approval of the Customer (not to be unreasonably withheld or delayed):
- 1.5.1 replace or re-deploy any Supplier Personnel listed on the Supplier Provisional Supplier Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces;
 - 1.5.2 make, promise, propose or permit any material changes to the terms and conditions of employment of the Supplier Personnel (including any payments connected with the termination of employment);
 - 1.5.3 increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Supplier Personnel save for fulfilling assignments and projects previously scheduled and agreed;

- 1.5.4 introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Supplier's Provisional Supplier Personnel List;
- 1.5.5 increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services); or
- 1.5.6 terminate or give notice to terminate the employment or contracts of any persons on the Supplier's Provisional Supplier Personnel List save by due disciplinary process,
 - and shall promptly notify, and procure that each Sub-Contractor shall promptly notify, the Customer or, at the direction of the Customer, any Replacement Supplier and any Replacement Sub-Contractor of any notice to terminate employment given by the Supplier or relevant Sub-Contractor or received from any persons listed on the Supplier's Provisional Supplier Personnel List regardless of when such notice takes effect.
- 1.6 During the Term, the Supplier shall provide, and shall procure that each Sub-Contractor shall provide, to the Customer any information the Customer may reasonably require relating to the manner in which the Services are organised, which shall include:
 - 1.6.1 the numbers of employees engaged in providing the Services;
 - 1.6.2 the percentage of time spent by each employee engaged in providing the Services; and
 - 1.6.3 a description of the nature of the work undertaken by each employee by location.
- 1.7 The Supplier shall provide, and shall procure that each Sub-Contractor shall provide, all reasonable cooperation and assistance to the Customer, any Replacement Supplier and/or any Replacement Sub-Contractor to ensure the smooth transfer of the Transferring Supplier Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Supplier Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within 5 Working Days following the Service Transfer Date, the Supplier shall provide, and shall procure that each Sub-Contractor shall provide, to the Customer or, at the direction of the Customer, to any Replacement Supplier and/or any Replacement Sub-Contractor (as appropriate), in respect of each person on the Supplier's Final Supplier Personnel List who is a Transferring Supplier Employee:
 - 1.7.1 the most recent month's copy pay slip data;
 - 1.7.2 details of cumulative pay for tax and pension purposes;
 - 1.7.3 details of cumulative tax paid;
 - 1.7.4 tax code;
 - 1.7.5 details of any voluntary deductions from pay; and
 - 1.7.6 bank/building society account details for payroll purposes.

2. EMPLOYMENT REGULATIONS EXIT PROVISIONS

- 2.1 The Customer and the Supplier acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination or Partial Termination of this Call-Off Contract or otherwise) resulting in

the Services being undertaken by a Replacement Supplier and/or a Replacement Sub-Contractor. Such change in the identity of the supplier of such services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Customer and the Supplier further agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Supplier and the Transferring Supplier Employees (except in relation to any contract terms disappplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Supplier and/or a Replacement Sub-Contractor (as the case may be) and each such Transferring Supplier Employee.

- 2.2 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with all its obligations in respect of the Transferring Supplier Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Sub-Contractor shall perform and discharge, all its obligations in respect of all the Transferring Supplier Employees arising in respect of the period up to (and including) the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Supplier and/or the Sub-Contractor (as appropriate); and (ii) the Replacement Supplier and/or Replacement Sub-Contractor.
- 2.3 Subject to Paragraph 2.4, the Supplier shall indemnify the Customer and/or the Replacement Supplier and/or any Replacement Sub-Contractor against any Employee Liabilities in respect of any Transferring Supplier Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:
- 2.3.1 any act or omission of the Supplier or any Sub-Contractor whether occurring before, on or after the Service Transfer Date;
- 2.3.2 the breach or non-observance by the Supplier or any Sub-Contractor occurring on or before the Service Transfer Date of:
- (a) any collective agreement applicable to the Transferring Supplier Employees; and/or
 - (b) any other custom or practice with a trade union or staff association in respect of any Transferring Supplier Employees which the Supplier or any Sub-Contractor is contractually bound to honour;
- 2.3.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Supplier or a Sub-Contractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;
- 2.3.4 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other

statutory authority relates to financial obligations arising on and before the Service Transfer Date; and

- (b) in relation to any employee who is not a Transferring Supplier Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier to the Customer and/or Replacement Supplier and/or any Replacement Sub-Contractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;

2.3.5 a failure of the Supplier or any Sub-Contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees in respect of the period up to (and including) the Service Transfer Date);

2.3.6 any claim made by or in respect of any person employed or formerly employed by the Supplier or any Sub-Contractor other than a Transferring Supplier Employee for whom it is alleged the Customer and/or the Replacement Supplier and/or any Replacement Sub-Contractor may be liable by virtue of this Call-Off Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and

2.3.7 any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Supplier or any Sub-Contractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Customer and/or Replacement Supplier to comply with regulation 13(4) of the Employment Regulations.

2.4 The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Supplier and/or any Replacement Sub-Contractor whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities:

2.4.1 arising out of the resignation of any Transferring Supplier Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Supplier and/or any Replacement Sub-Contractor to occur in the period on or after the Service Transfer Date); or

2.4.2 arising from the Replacement Supplier's failure, and/or Replacement Sub-Contractor's failure, to comply with its obligations under the Employment Regulations.

2.5 If any person who is not a Transferring Supplier Employee claims, or it is determined in relation to any person who is not a Transferring Supplier Employee, that his/her contract of employment has been transferred from the Supplier or any Sub-Contractor to the Replacement Supplier and/or Replacement Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:

2.5.1 the Customer shall procure that the Replacement Supplier shall, or any Replacement Sub-Contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Supplier; and

2.5.2 the Supplier may offer (or may procure that a Sub-Contractor may offer) employment to such person within 15 Working Days of the notification by the Replacement Supplier and/or any and/or Replacement Sub-Contractor or take such

other reasonable steps as it considers appropriate to deal with the matter provided always that such steps are in compliance with Law.

2.6 If such offer is accepted, or if the situation has otherwise been resolved by the Supplier or a Sub-Contractor, the Customer shall procure that the Replacement Supplier shall, or procure that the Replacement Sub-Contractor shall, immediately release or procure the release of the person from his/her employment or alleged employment.

2.7 If after the 15 Working Day period specified in Paragraph 2.5.2 has elapsed:

2.7.1 no such offer of employment has been made;

2.7.2 such offer has been made but not accepted; or

2.7.3 the situation has not otherwise been resolved

the Customer shall advise the Replacement Supplier and/or Replacement Sub-Contractor, as appropriate that it may within 5 Working Days give notice to terminate the employment or alleged employment of such person.

2.8 Subject to the Replacement Supplier and/or Replacement Sub-Contractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7, and in accordance with all applicable proper employment procedures set out in applicable Law, the Supplier shall indemnify the Replacement Supplier and/or Replacement Sub-Contractor against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 2.7 provided that the Replacement Supplier takes, or shall procure that the Replacement Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.

2.9 The indemnity in Paragraph 2.8:

2.9.1 shall not apply to:

(a) any claim for:

(i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

(ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

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

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

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

2.10 If any such person as is described in Paragraph 2.5 is neither re-employed by the Supplier or any Sub-Contractor nor dismissed by the Replacement Supplier and/or Replacement Sub-Contractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Supplier Employee and the Replacement Supplier and/or Replacement Sub-Contractor shall comply with such obligations as may be imposed upon it under applicable Law.

- 2.11 The Supplier shall comply, and shall procure that each Sub-Contractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Sub-Contractor shall perform and discharge, all its obligations in respect of the Transferring Supplier Employees before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:
- 2.11.1 the Supplier and/or any Sub-Contractor; and
 - 2.11.2 the Replacement Supplier and/or the Replacement Sub-Contractor.
- 2.12 The Supplier shall, and shall procure that each Sub-Contractor shall, promptly provide to the Customer and any Replacement Supplier and/or Replacement Sub-Contractor, in writing such information as is necessary to enable the Customer, the Replacement Supplier and/or Replacement Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Customer shall procure that the Replacement Supplier and/or Replacement Sub-Contractor, shall promptly provide to the Supplier and each Sub-Contractor in writing such information as is necessary to enable the Supplier and each Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations.
- 2.13 Subject to Paragraph 2.14, the Customer shall procure that the Replacement Supplier indemnifies the Supplier on its own behalf and on behalf of any Replacement Sub-Contractor and its Sub-Contractors against any Employee Liabilities in respect of each Transferring Supplier Employee (or, where applicable any employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee) arising from or as a result of:
- 2.13.1 any act or omission of the Replacement Supplier and/or Replacement Sub-Contractor;
 - 2.13.2 the breach or non-observance by the Replacement Supplier and/or Replacement Sub-Contractor on or after the Service Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Supplier Employees; and/or
 - (b) any custom or practice in respect of any Transferring Supplier Employees which the Replacement Supplier and/or Replacement Sub-Contractor is contractually bound to honour;
 - 2.13.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Replacement Supplier and/or Replacement Sub-Contractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;
 - 2.13.4 any proposal by the Replacement Supplier and/or Replacement Sub-Contractor to change the terms and conditions of employment or working conditions of any Transferring Supplier Employees on or after their transfer to the Replacement Supplier or Replacement Sub-Contractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Supplier Employee but

for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;

2.13.5 any statement communicated to or action undertaken by the Replacement Supplier or Replacement Sub-Contractor to, or in respect of, any Transferring Supplier Employee on or before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Supplier in writing;

2.13.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:

(a) in relation to any Transferring Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and

(b) in relation to any employee who is not a Transferring Supplier Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier or Sub-Contractor, to the Replacement Supplier or Replacement Sub-Contractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date;

2.13.7 a failure of the Replacement Supplier or Replacement Sub-Contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees in respect of the period from (and including) the Service Transfer Date; and

2.13.8 any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Replacement Supplier or Replacement Sub-Contractor in relation to obligations under regulation 13 of the Employment Regulations.

2.14 The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier and/or any Sub-Contractor (as applicable) whether occurring or having its origin before, on or after the Relevant Transfer Date, including any Employee Liabilities arising from the failure by the Supplier and/or any Sub-Contractor (as applicable) to comply with its obligations under the Employment Regulations.

ANNEX TO SCHEDULE: LIST OF NOTIFIED SUB-CONTRACTORS

[REDACTED]

CALL-OFF SCHEDULE 12: DISPUTE RESOLUTION PROCEDURE

1. DEFINITIONS

1.1 In this Call-Off Schedule 12, the following definitions shall apply:

"CEDR"	the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU;
"Counter Notice"	has the meaning given to it in paragraph 6.2 of this Call-Off Schedule;
"Exception"	a deviation of project tolerances in accordance with PRINCE2 methodology in respect of this Call-Off Contract or in the supply of the Services;
"Expert"	the person appointed by the Parties in accordance with paragraph 5.2 of this Call-Off Schedule 12; and
"Mediation Notice"	has the meaning given to it in paragraph 3.2 of this Call-Off Schedule;
"Mediator"	the independent third party appointed in accordance with paragraph 4.2 of this Call-Off Schedule 12.

2. INTRODUCTION

2.1 If a Dispute arises then:

2.1.1 the representative of the Customer and the Supplier Representative shall attempt in good faith to resolve the Dispute; and

2.1.2 if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.

2.2 The Dispute Notice shall set out:

2.2.1 the material particulars of the Dispute;

2.2.2 the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and

2.2.3 if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable as set out in paragraph 2.6 of this Call-Off Schedule, the reason why.

2.3 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Call-Off Contract regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure.

2.4 Subject to paragraph 3.2 of this Call-Off Schedule, the Parties shall seek to resolve Disputes:

2.4.1 first by commercial negotiation (as prescribed in paragraph 3 of this Call-Off Schedule);

- 2.4.2 then by mediation (as prescribed in paragraph 4 of this Call-Off Schedule); and
- 2.4.3 lastly by recourse to arbitration (as prescribed in paragraph 6 of this Call-Off Schedule) or litigation (in accordance with Clause 54 of this Call-Off Contract (Governing Law and Jurisdiction)).
- 2.5 Specific issues shall be referred to Expert Determination (as prescribed in paragraph 5 of this Call-Off Schedule) where specified under the provisions of this Call-Off Contract and may also be referred to Expert Determination where otherwise appropriate as specified in paragraph 5 of this Call-Off Schedule.
- 2.6 In exceptional circumstances where the use of the times in this Call-Off Schedule would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use of the Expedited Dispute Timetable within five (5) Working Days of the issue of the Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Customer.
- 2.7 If the use of the Expedited Dispute Timetable is determined in accordance with paragraph 2.5 or is otherwise specified under the provisions of this Call-Off Contract, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs:
- 2.7.1 in paragraph 3.2.3, ten (10) Working Days;
- 2.7.2 in paragraph 4.2, ten (10) Working Days;
- 2.7.3 in paragraph 5.2, five (5) Working Days; and
- 2.7.4 in paragraph 6.2, ten (10) Working Days.
- 2.8 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

3. COMMERCIAL NEGOTIATIONS

- 3.1 Following the service of a Dispute Notice, the Customer and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between the Customer's Contract Manager and the Supplier's Account Manager.
- 3.2 If:
- 3.2.1 either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution;
- 3.2.2 the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations in accordance with this paragraph 3 of this Call-Off Schedule; or
- 3.2.3 the Parties have not settled the Dispute in accordance with paragraph 3.1 of this Call-Off Schedule within thirty (30) Working Days of service of the Dispute Notice, either Party may serve a written notice to proceed to mediation (a "**Mediation Notice**") in accordance with paragraph 4 of this Call-Off Schedule.

4. MEDIATION

- 4.1 If a Mediation Notice is served, the Parties shall attempt to resolve the dispute in accordance with CEDR's Model Mediation Agreement which shall be deemed to be incorporated by reference into this Call-Off Contract.
- 4.2 If the Parties are unable to agree on the joint appointment of a Mediator within thirty (30) Working Days from service of the Mediation Notice then either Party may apply to CEDR to nominate the Mediator.
- 4.3 If the Parties are unable to reach a settlement in the negotiations at the mediation, and only if the Parties so request and the Mediator agrees, the Mediator shall produce for the Parties a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the Mediator suggests are appropriate settlement terms in all of the circumstances.
- 4.4 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the Parties (in accordance with the Variation Procedure where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.

5. EXPERT DETERMINATION

- 5.1 If a Dispute relates to any aspect of the technology underlying the provision of the Services or otherwise relates to a financial technical or other aspect of a technical nature (as the Parties may agree) and the Dispute has not been resolved by discussion or mediation, then either Party may request (which request will not be unreasonably withheld or delayed) by written notice to the other that the Dispute is referred to an Expert for determination.
- 5.2 The Expert shall be appointed by agreement in writing between the Parties, but in the event of a failure to agree within ten (10) Working Days, or if the person appointed is unable or unwilling to act, the Expert shall be appointed on the instructions of the relevant professional body.
- 5.3 The Expert shall act on the following basis:
 - 5.3.1 he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;
 - 5.3.2 the Expert's determination shall (in the absence of a material failure to follow the agreed procedures) be final and binding on the Parties;
 - 5.3.3 the Expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within thirty (30) Working Days of his appointment or as soon as reasonably practicable thereafter and the Parties shall assist and provide the documentation that the Expert requires for the purpose of the determination;
 - 5.3.4 any amount payable by one Party to another as a result of the Expert's determination shall be due and payable within twenty (20) Working Days of the Expert's determination being notified to the Parties;
 - 5.3.5 the process shall be conducted in private and shall be confidential; and
 - 5.3.6 the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.

6. ARBITRATION

- 6.1 The Customer may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragraph 6.4 of this Call-Off Schedule.
- 6.2 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Customer of its intentions and the Customer shall have fifteen (15) Working Days following receipt of such notice to serve a reply (a “**Counter Notice**”) on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with paragraph 6.4 of this Call-Off Schedule or be subject to the jurisdiction of the courts in accordance with Clause 54 of this Call-Off Contract (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.
- 6.3 If:
- 6.3.1 the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph 6.4 of this Call-Off Schedule shall apply;
- 6.3.2 the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 61 of this Call-Off Contract (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;
- 6.3.3 the Customer does not serve a Counter Notice within the fifteen (15) Working Days period referred to in paragraph 6.2 of this Call-Off Schedule, the Supplier may either commence arbitration proceedings in accordance with paragraph 6.4 of this Call-Off Schedule or commence court proceedings in the courts in accordance with Clause 54 of this Call-Off Contract (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.
- 6.4 In the event that any arbitration proceedings are commenced pursuant to paragraphs 6.1 to 6.3 of this Call-Off Schedule, the Parties hereby confirm that:
- 6.4.1 all disputes, issues or claims arising out of or in connection with this Call-Off Contract (including as to its existence, validity or performance) shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration (“**LCIA**”) (subject to paragraphs 6.4.5 to 6.4.7 of this Call-Off Schedule);
- 6.4.2 the arbitration shall be administered by the LCIA;
- 6.4.3 the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Call-Off Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
- 6.4.4 if the Parties fail to agree the appointment of the arbitrator within ten (10) days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
- 6.4.5 the chair of the arbitral tribunal shall be British;
- 6.4.6 the arbitration proceedings shall take place in London and in the English language; and
- 6.4.7 the seat of the arbitration shall be London.

[Guidance Note: Customer to consider whether London is an appropriate location for the arbitration proceedings]

7. URGENT RELIEF

- 7.1 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:
 - 7.1.1 for interim or interlocutory remedies in relation to this Call-Off Contract or infringement by the other Party of that Party's Intellectual Property Rights; and/or
 - 7.1.2 where compliance with paragraph 2.1 of this Call-Off Schedule and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

CALL-OFF SCHEDULE 13: VARIATION FORM

No of Order Form being varied:

.....

Variation Form No:

.....

BETWEEN:

[insert name of Customer] ("**the Customer**")

and

[insert name of Supplier] ("**the Supplier**")

1. This Call-Off Contract is varied as follows and shall take effect on the date signed by both Parties:

[Guidance Note: Insert details of the Variation]

2. Words and expressions in this Variation shall have the meanings given to them in this Call-Off Contract.
3. This Call-Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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

Signature

Date

Name (in
Capitals)

Address

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

Signature

Date

Name (in
Capitals)

Address

CALL-OFF SCHEDULE 14: ALTERNATIVE AND/OR ADDITIONAL CLAUSES

1. INTRODUCTION

- 1.1 This Call-Off Schedule 14 specifies the range of Alternative Clauses and Additional Clauses that may be requested in the Order Form and, if requested in the Order Form, shall apply to this Call-Off Contract.

2. CLAUSES SELECTED

- 2.1 The Customer may, in the Order Form, request the following Alternative Clauses:
- 2.1.1 Scots Law (see paragraph 4.1 of this Call-Off Schedule);
 - 2.1.2 Northern Ireland Law (see paragraph 4.2 of this Call-Off Schedule);
 - 2.1.3 Non-Crown Bodies (see paragraph 4.3 of this Call-Off Schedule);
 - 2.1.4 Non-FOIA Public Bodies (see paragraph 4.4 of this Call-Off Schedule);
 - 2.1.5 Financial Limits (see paragraph 4.5 of this Call-Off Schedule).
- 2.2 The Customer may, in the Order Form, request the following Additional Clauses should apply:
- 2.2.1 Security Measures (see paragraph 5.1 of this Call-Off Schedule);
 - 2.2.2 NHS Additional Clauses (see paragraph 6.1 of this Call-Off Schedule)
 - 2.2.3 MOD (“Ministry of Defence”) Additional or Alternative Clauses (see paragraph 7 of this Call-Off Schedule)

3. IMPLEMENTATION

- 3.1 The appropriate changes have been made in this Call-Off Contract to implement the Alternative and/or Additional Clauses specified in paragraph 2.1 of this Call-Off Schedule and the Additional Clauses specified in paragraphs 2.2 and 2.2.1 of this Call-Off Schedule shall be deemed to be incorporated into this Call-Off Contract.

4. ALTERNATIVE CLAUSES

4.1 SCOTS LAW

- 4.1.1 Law and Jurisdiction (Clause 54)
- (a) References to “England and Wales” in the original Clause 54 of this Call-Off Contract (Law and Jurisdiction) shall be replaced with “Scotland”.
 - (b) Where legislation is expressly mentioned in this Call-Off Contract the adoption of Clause 4.1.1 (a) shall have the effect of substituting the equivalent Scots legislation.

4.2 NORTHERN IRELAND LAW

- 4.2.1 Law and Jurisdiction (Clause 54)
- (a) References to “England and Wales” in the original Clause 54 of this Call-Off Contract (Law and Jurisdiction) shall be replaced with “Northern Ireland”.

- (b) Where legislation is expressly mentioned in this Call-Off Contract the adoption of Clause 4.1.1(a) shall have the effect of substituting the equivalent Northern Ireland legislation.

4.2.2 Insolvency Event

In Call-Off Schedule 1 (Definitions), reference to "section 123 of the Insolvency Act 1986" in limb f) of the definition of Insolvency Event shall be replaced with "Article 103 of the Insolvency (NI) Order 1989".

4.3 NON-CROWN BODIES

[Guidance Note: only where the Customer is not a Crown Body]

Clause 43.3.1(a) of this Call-Off Contract (Official Secrets Act and Finance Act) shall be deleted.

4.4 NON-FOIA PUBLIC BODIES

[Guidance Note: only where the Customer is not a public body for the purposes of FOIA]

Replace Clause 31.5 of this Call-Off Contract (Freedom of Information) with "The Customer has notified the Supplier that the Customer is exempt from the provisions of FOIA and EIR."

4.5 FINANCIAL LIMITS

In Clause 33.2.1(b)(i) remove the monetary amount and the percentage stated therein and replace respectively with:

[enter monetary amount in words] [£ X]

[enter percentage in words] [£ X]

In Clause 33.2.1(b)(ii) remove the monetary amount and the percentage stated therein and replace respectively with:

[enter monetary amount in words] [£ X]

[enter percentage in words] [£ X]

In Clause 33.2.1(b)(iii) remove the monetary amount and the percentage stated therein and replace respectively with:

[enter monetary amount in words] [£ X]

[enter percentage in words] [£ X]

5. ADDITIONAL CLAUSES: GENERAL

5.1 SECURITY MEASURES

- 5.1.1 The following definitions to be added to Call-Off Schedule 1 (Definitions) to the Call-Off Form and the Call-Off Terms:

"**Document**" includes specifications, plans, drawings, photographs and books;

"**Secret Matter**" means any matter connected with or arising out of the performance of this Call-Off Contract which has been, or may hereafter be, by a notice in writing given by the Customer to the Supplier be designated 'top secret', 'secret', or 'confidential';

"**Servant**" where the Supplier is a body corporate shall include a director of that body and any person occupying in relation to that body the position of director by whatever name called.

5.1.2 The following new Clause 58 shall apply:

[Guidance Note: the intention is for the clause to follow after the last clause in the T&Cs]

58. SECURITY MEASURES

58.1. The Supplier shall not, either before or after the completion or termination of this Call-Off Contract, do or permit to be done anything which it knows or ought reasonably to know may result in information about a secret matter being:

58.1.1. without the prior consent in writing of the Customer, disclosed to or acquired by a person who is an alien or who is a British subject by virtue only of a certificate of naturalisation in which his name was included;

58.1.2. disclosed to or acquired by a person as respects whom the Customer has given to the Supplier a notice in writing which has not been cancelled stating that the Customer requires that secret matters shall not be disclosed to that person;

58.1.3. without the prior consent in writing of the Customer, disclosed to or acquired by any person who is not a servant of the Supplier; or

58.1.4. disclosed to or acquired by a person who is an employee of the Supplier except in a case where it is necessary for the proper performance of this Call-Off Contract that such person shall have the information.

58.2. Without prejudice to the provisions of Clause 58.1, the Supplier shall, both before and after the completion or termination of this Call-Off Contract, take all reasonable steps to ensure:

58.2.1. no such person as is mentioned in Clauses 58.1, 58.1.1 or 58.1.2 hereof shall have access to any item or document under the control of the Supplier containing information about a secret matter except with the prior consent in writing of the Customer;

58.2.2. that no visitor to any premises in which there is any item to be supplied under this Call-Off Contract or where Services are being supplied shall see or discuss with the Supplier or any person employed by him any secret matter unless the visitor is authorised in writing by the Customer so to do;

58.2.3. that no photograph of any item to be supplied under this Call-Off Contract or any portions of the Services shall be taken except insofar as may be necessary for the proper

performance of this Call-Off Contract or with the prior consent in writing of the Customer, and that no such photograph shall, without such consent, be published or otherwise circulated;

- 58.2.4. that all information about any secret matter and every document model or other item which contains or may reveal any such information is at all times strictly safeguarded, and that, except insofar as may be necessary for the proper performance of this Call-Off Contract or with the prior consent in writing of the Customer, no copies of or extracts from any such document, model or item shall be made or used and no designation of description which may reveal information about the nature or contents of any such document, model or item shall be placed thereon; and
- 58.2.5. that if the Customer gives notice in writing to the Supplier at any time requiring the delivery to the Customer of any such document, model or item as is mentioned in Clause 58.2.3, that document, model or item (including all copies of or extracts therefrom) shall forthwith be delivered to the Customer who shall be deemed to be the owner thereof and accordingly entitled to retain the same.
- 58.3. The decision of the Customer on the question whether the Supplier has taken or is taking all reasonable steps as required by the foregoing provisions of this Clause 58 shall be final and conclusive.
- 58.4. If and when directed by the Customer, the Supplier shall furnish full particulars of all people who are at any time concerned with any secret matter.
- 58.5. If and when directed by the Customer, the Supplier shall secure that any person employed by it who is specified in the direction, or is one of a class of people who may be so specified, shall sign a statement that he understands that the Official Secrets Act, 1911 to 1989 and, where applicable, the Atomic Energy Act 1946, apply to the person signing the statement both during the carrying out and after expiry or termination of a Call-Off Contract.
- 58.6. If, at any time either before or after the expiry or termination of this Call-Off Contract, it comes to the notice of the Supplier that any person acting without lawful authority is seeking or has sought to obtain information concerning this Call-Off Contract or anything done or to be done in pursuance thereof, the matter shall be forthwith reported by the Supplier to the Customer and the report shall, in each case, be accompanied by a statement of the facts, including, if possible, the name, address and occupation of that person, and the Supplier shall be responsible for making all such arrangements as it may consider appropriate to ensure that if any such occurrence comes to the knowledge of

any person employed by it, that person shall forthwith report the matter to the Supplier with a statement of the facts as aforesaid.

- 58.7. The Supplier shall place every person employed by it, other than a Sub-Contractor, who in its opinion has or will have such knowledge of any secret matter as to appreciate its significance, under a duty to the Supplier to observe the same obligations in relation to that matter as are imposed on the Supplier by Clauses 58.1 and 58.2 and shall, if directed by the Customer, place every person who is specified in the direction or is one of a class of people so specified, under the like duty in relation to any secret matter which may be specified in the direction, and shall at all times use its best endeavours to ensure that every person upon whom obligations are imposed by virtue of this Clause 58 observes the said obligations, and the Supplier shall give such instructions and information to every such person as may be necessary for that purpose, and shall, immediately upon becoming aware of any act or omission which is or would be a breach of the said obligations, report the facts to the Supplier with all necessary particulars.
- 58.8. The Supplier shall, if directed by the Customer, include in the Sub-Contract provisions in such terms as the Customer may consider appropriate for placing the Sub-Contractor under obligations in relation to secrecy and security corresponding to those placed on the Supplier by this Clause 58, but with such variations (if any) as the Customer may consider necessary. Further the Supplier shall:
- 58.8.1. give such notices, directions, requirements and decisions to its Sub-Contractors as may be necessary to bring the provisions relating to secrecy and security which are included in Sub-Contracts under this Clause 58 into operation in such cases and to such extent as the Customer may direct;
- 58.8.2. if there comes to its notice any breach by the Sub-Contractor of the obligations of secrecy and security included in their Sub-Contracts in pursuance of this Clause 58, notify such breach forthwith to the Customer; and
- 58.8.3. if and when so required by the Customer, exercise its power to determine the Sub-Contract under the provision in that Sub-Contract which corresponds to Clause 58.11.
- 58.9. The Supplier shall give the Customer such information and particulars as the Customer may from time to time require for the purposes of satisfying the Customer that the obligations imposed by or under the foregoing provisions of this Clause 58 have been and are being observed and as to what the Supplier has done or is doing or proposes to do to secure the observance of those obligations and to prevent any breach thereof, and the Supplier shall secure that a representative of the Customer duly

authorised in writing shall be entitled at reasonable times to enter and inspect any premises in which anything is being done or is to be done under this Call-Off Contract or in which there is or will be any item to be supplied under this Call-Off Contract, and also to inspect any document or item in any such premises or which is being made or used for the purposes of this Call-Off Contract and that any such representative shall be given all such information as he may require on the occasion of, or arising out of, any such inspection.

58.10. Nothing in this Clause 58 shall prevent any person from giving any information or doing anything on any occasion when it is, by virtue of any enactment, the duty of that person to give that information or do that thing.

58.11. If the Customer shall consider that any of the following events has occurred:

58.11.1. that the Supplier has committed a breach of, or failed to comply with any of, the foregoing provisions of this Clause 58; or

58.11.2. that the Supplier has committed a breach of any obligations in relation to secrecy or security imposed upon it by any other contract with the Customer, or with any department or person acting on behalf of the Crown; or

58.11.3. that by reason of an act or omission on the part of the Supplier, or of a person employed by the Supplier, which does not constitute such a breach or failure as is mentioned in 58.11.2, information about a secret matter has been or is likely to be acquired by a person who, in the opinion of the Customer, ought not to have such information;

and shall also decide that the interests of the State require the termination of this Call-Off Contract, the Customer may by notice in writing terminate this Call-Off Contract forthwith.

58.12. A decision of the Customer to terminate this Call-Off Contract in accordance with the provisions of Clause 58.11 shall be final and conclusive and it shall not be necessary for any notice of such termination to specify or refer in any way to the event or considerations upon which the Customer's decision is based.

58.13. Supplier's notice

58.13.1. The Supplier may within five (5) Working Days of the termination of this Call-Off Contract in accordance with the provisions of Clause 58.11, give the Customer notice in writing requesting the Customer to state whether the event upon which the Customer's decision to terminate was based is an event mentioned in Clauses 58.11,

58.11.1 or 58.11.2 and to give particulars of that event;
and

58.13.2. the Customer shall within ten (10) Working Days of the receipt of such a request give notice in writing to the Supplier containing such a statement and particulars as are required by the request.

58.14. Matters pursuant to termination

58.14.1. The termination of this Call-Off Contract pursuant to Clause 58.11 shall be without prejudice to any rights of either party which shall have accrued before the date of such termination;

58.14.2. The Supplier shall be entitled to be paid for any work or thing done under this Call-Off Contract and accepted but not paid for by the Customer at the date of such termination either at the price which would have been payable under this Call-Off Contract if this Call-Off Contract had not been terminated, or at a reasonable price;

58.14.3. The Customer may take over any work or thing done or made under this Call-Off Contract (whether completed or not) and not accepted at the date of such termination which the Customer may by notice in writing to the Supplier given within thirty (30) Working Days from the time when the provisions of this Clause 58 shall have effect, elect to take over, and the Supplier shall be entitled to be paid for any work or thing so taken over a price which, having regard to the stage which that work or thing has reached and its condition at the time it is taken over, is reasonable. The Supplier shall in accordance with directions given by the Customer, deliver any work or thing taken over under this Clause, and take all such other steps as may be reasonably necessary to enable the Customer to have the full benefit of any work or thing taken over under this Clause; and

58.14.4. Save as aforesaid, the Supplier shall not be entitled to any payment from the Customer after the termination of this Call-Off Contract

58.15. If, after notice of termination of this Call-Off Contract pursuant to the provisions of 58.11:

58.15.1. the Customer shall not within ten (10) Working Days of the receipt of a request from the Supplier, furnish such a statement and particulars as are detailed in Clause 58.13.1; or

58.15.2. the Customer shall state in the statement and particulars detailed in Clause 58.13.2. that the event upon which the

Customer's decision to terminate this Call-Off Contract was based is an event mentioned in Clause 58.11.3,

the respective rights and obligations of the Supplier and the Customer shall be terminated in accordance with the following provisions:

58.15.3. the Customer shall take over from the Supplier at a fair and reasonable price all unused and undamaged materials, bought-out parts and components and articles in course of manufacture in the possession of the Supplier upon the termination of this Call-Off Contract under the provisions of Clause 58.11 and properly provided by or supplied to the Supplier for the performance of this Call-Off Contract, except such materials, bought-out parts and components and articles in course of manufacture as the Supplier shall, with the concurrence of the Customer, elect to retain;

58.15.4. the Supplier shall prepare and deliver to the Customer within an agreed period or in default of agreement within such period as the Customer may specify, a list of all such unused and undamaged materials, bought-out parts and components and articles in course of manufacture liable to be taken over by or previously belonging to the Customer and shall deliver such materials and items in accordance with the directions of the Customer who shall pay to the Supplier fair and reasonable handling and delivery charges incurred in complying with such directions;

58.15.5. the Customer shall indemnify the Supplier against any commitments, liabilities or expenditure which are reasonably and properly chargeable by the Supplier in connection with this Call-Off Contract to the extent to which the said commitments, liabilities or expenditure would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call-Off Contract;

58.15.6. if hardship to the Supplier should arise from the operation of this Clause 58.15 it shall be open to the Supplier to refer the circumstances to the Customer who, on being satisfied that such hardship exists shall make such allowance, if any, as in its opinion is reasonable and the decision of the Customer on any matter arising out of this Clause shall be final and conclusive; and

subject to the operation of Clauses 58.15.3, 58.15.4, 58.15.5 and 58.15.6 termination of this Call-Off Contract shall be without prejudice to any rights of either party that may have accrued before the date of such termination.

6. NHS ADDITIONAL CLAUSES

6.1 The following new Clause [59] shall apply:

[Guidance Note: the intention is for the clause to follow after the last clause in the T&Cs]

59. [CODING REQUIREMENTS]

59.1. Unless otherwise confirmed and/or agreed by the Customer in writing and subject to Clause 59.2, the Supplier shall ensure comprehensive product information relating to each category of the Goods shall be placed by the Supplier into a GS1 certified data pool within the following timescales:

59.1.1. Prior to or on the Commencement Date, in relation to all categories of Goods to be provided as part of the Call-Off Contract as at the Commencement Date; or

59.1.2. Where further categories of Goods are to be supplied in accordance with any Variation, prior to or on the date of implementation of such Variation.

59.2. Where it is not practical for whatever reason for the Supplier to comply with its obligations under Clause 59.1 within the timescales stated, the Supplier shall provide an implementation plan and suggested timetable within which the Supplier shall achieve such compliance. The implementation plan and suggested timetable must be submitted by the Supplier for agreement by the Customer prior to the first Delivery of relevant Goods under the Call-Off Contract (such agreement not to be unreasonably withheld or delayed). Any failure by the Parties to agree such a timetable and implementation plan shall be referred to and resolved in accordance with Call-Off Schedule 12: Dispute Resolution Procedure. Once a timetable and implementation plan have been agreed by the Customer, the Supplier shall comply with such timetable and plan as a condition of this Call-Off Contract.

59.3. Once product information relating to the Goods is placed by the Supplier into a GS1 certified data pool, the Supplier shall, during the Call-Off Contract Period, keep such information updated with any changes to the product data relating to the Goods.

7. MOD ADDITIONAL CLAUSES

[Guidance Note: The Ministry of Defence to select and refine during the Further Competition Procedure]

7.1 The definition of Call-Off Contract in Call-Off Schedule 1 (Definitions) to the Call-Off Terms shall be replaced with the following:

7.1.1 **"Call-Off Contract"** means this written agreement between the Customer and the Supplier consisting of the Order Form and the Call-Off Terms and the MoD Terms and Conditions.

7.2 The following definitions shall be inserted into in Call-Off Schedule 1 (Definitions) to the Call-Off Terms:

- 7.3 **"MoD Terms and Conditions"** means the contractual terms and conditions listed in Schedule [...] which form part of the Call-Off Terms **[Guidance Note: read with the Guidance Note below]**
- 7.3.1 **"Site"** shall include any of Her Majesty's Ships or Vessels and Service Stations.
- 7.3.2 **"Officer in charge"** shall include Officers Commanding Service Stations, Ships' Masters or Senior Officers, and Officers superintending Government Establishments.
- 7.4 The following clauses shall be inserted into Clause 2 of this Call-Off Contract (Due Diligence):
- 7.5 The Supplier confirms that it has had the opportunity to review the MoD Terms and Conditions and has raised all due diligence questions in relation to those documents with the Customer prior to the Commencement Date.
- 7.5.1 Where required by the Customer, the Supplier shall take such actions as are necessary to ensure that the MoD Terms and Conditions constitute legal, valid, binding and enforceable obligations on the Supplier.
- 7.6 The following new Clause [60] shall apply:
[Guidance Note: the intention is for the clause to follow after the last clause in the T&Cs]

60. [ACCESS TO MOD SITES]

60.1. In this Clause 60:

- 60.1.1. The Customer shall issue passes for those representatives of the Supplier who are approved for admission to the Site and a representative shall not be admitted unless in possession of such a pass. Passes shall remain the property of the Customer and shall be surrendered on demand or on completion of the supply of the Services.
- 60.1.2. The Supplier's representatives when employed within the boundaries of a Site, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force for the time being for the conduct of personnel at that Site. When on board ship, compliance shall be with the Ship's Regulations as interpreted by the Officer in charge. Details of such rules, regulations and requirements shall be provided, on request, by the Officer in charge.
- 60.1.3. The Supplier shall be responsible for the living accommodation and maintenance of its representatives while they are employed at a Site. Sleeping accommodation and messing facilities, if required, may be provided by the Customer wherever possible, at the discretion of the Officer in charge, at a cost fixed in accordance with current Ministry of Defence regulations. At Sites overseas, accommodation and messing facilities, if required, shall be provided wherever possible. The status to be accorded to the Supplier's personnel for

messing purposes shall be at the discretion of the Officer in charge who shall, wherever possible give his decision before the commencement of this Call-Off Contract where so asked by the Supplier. When sleeping accommodation and messing facilities are not available, a certificate to this effect may be required by the Customer and shall be obtained by the Supplier from the Officer in charge. Such certificate shall be presented to the Customer with other evidence relating to the costs of this Call-Off Contract.

- 60.1.4. Where the Supplier's representatives are required by this Call-Off Contract to join or visit a Site overseas, transport between the United Kingdom and the place of duty (but excluding transport within the United Kingdom) shall be provided for them free of charge by the Ministry of Defence whenever possible, normally by Royal Air Force or by MOD chartered aircraft. The Supplier shall make such arrangements through the Technical Branch named for this purpose in this Call-Off Contract. When such transport is not available within a reasonable time, or in circumstances where the Supplier wishes its representatives to accompany material for installation which it is to arrange to be delivered, the Supplier shall make its own transport arrangements. The Customer shall reimburse the Supplier's reasonable costs for such transport of its representatives on presentation of evidence supporting the use of alternative transport and of the costs involved. Transport of the Supplier's representatives locally overseas which is necessary for the purpose of this Call-Off Contract shall be provided wherever possible by the Ministry of Defence, or by the Officer in charge and, where so provided, shall be free of charge.
- 60.1.5. Out-patient medical treatment given to the Supplier's representatives by a Service Medical Officer or other Government Medical Officer at a Site overseas shall be free of charge. Treatment in a Service hospital or medical centre, dental treatment, the provision of dentures or spectacles, conveyance to and from a hospital, medical centre or surgery not within the Site and transportation of the Supplier's representatives back to the United Kingdom, or elsewhere, for medical reasons, shall be charged to the Supplier at rates fixed in accordance with current Ministry of Defence regulations.
- 60.1.6. Accidents to the Supplier's representatives which ordinarily require to be reported in accordance with Health and Safety at Work etc Act 1974, shall be reported to the Officer in charge so that the Inspector of Factories may be informed.

60.1.7. No assistance from public funds, and no messing facilities, accommodation or transport overseas shall be provided for dependants or members of the families of the Supplier's representatives. Medical or necessary dental treatment may, however, be provided for dependants or members of families on repayment at current Ministry of Defence rates.

60.1.8. The Supplier shall, wherever possible, arrange for funds to be provided to its representatives overseas through normal banking channels (e.g. by travellers' cheques). If banking or other suitable facilities are not available, the Customer shall, upon request by the Supplier and subject to any limitation required by the Supplier, make arrangements for payments, converted at the prevailing rate of exchange (where applicable), to be made at the Site to which the Supplier's representatives are attached. All such advances made by the Customer shall be recovered from the Supplier.

7.7 The following new Call-Off Schedule 15 shall apply:

CALL-OFF SCHEDULE [15]: MOD DEFCONS AND DEFFORMS

[Guidance Note: if the CCS agrees that the MOD includes special terms and conditions in the form of DEFCONS and DEFFORMs, set out the names of those DEFCONS and DEFFORMs in the tables below. The MOD must ensure that its DEFCONS and DEFFORMs are aligned in respect of their structure, definitions and content and do not conflict with the Framework Agreement, the Template Order Form and Template Call Of Terms]

The following MOD DEFCONS and DEFFORMs form part of this Call-Off Contract:

DEFCONS

DEFCON No	Version	Description

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DEFFORMs (Ministry of Defence Forms)

DEFFORM No	Version	Description

[Guidance Note: the above documents can be found at <http://www.aof.mod.uk/>]

[Guidance Note for the Ministry of Defence: Upon placing of an Order the Ministry of Defence shall select and refine the DEFCONs or DEFFORMs from the tables above, in accordance with the DEFCONs and DEFFORMs which are appropriate to the specific Call-Off Contract, and set them out in Call-Off Schedule [15].]

[insert text of applicable DEFCONs and DEFFORMs]

CALL-OFF SCHEDULE 15: SUPPLIER'S RESPONSE TO AWARD QUESTIONNAIRE

REQUIREMENTS

Where a Customer concludes a Call-Off Contract with a Contractor, the Contractor shall provide the Services in accordance with all the Compliance, Mandatory, Scored and Information Requirements.

COMPLIANCE REQUIREMENTS:

[C1] Compliance Requirements
Bidders are required to confirm their compliance to specific statements as part of their response to this ITT.
[C1.1 Requirement] Please confirm that your tender fully complies with the Vehicle Hire Services Framework Agreement RM1062.
Supplier Response: Compliant
[C1.2 Requirement] Please confirm both your (and your suppliers') compliance with the Terms of Participation (NFC38 ITT Annex A Terms of Participation).
Supplier Response: Compliant
[C1.3 Requirement] Please confirm that your tender fully complies with the Mandatory Requirements specified in this Award Questionnaire (NFC38 ITT Annex B Award Questionnaire).
Supplier Response:

Compliant
<p>[C1.4 Requirement]</p> <p>In the event that you are appointed the winning Bidder, please confirm that you will enter into a Call-Off Contract with the Customers participating in this National Further Competition.</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[C1.5 Requirement]</p> <p>In the event that you are appointed the winning Bidder, please confirm that: all responses you provide to this ITT shall be included within the resulting Call-Off Contracts and be binding terms; and that the resulting Contracts shall comply with the Mandatory Requirements defined in this National Further Competition.</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[C1.6 Requirement]</p> <p>In the event that you are appointed the winning Bidder, please confirm that for each Customer you will deliver the Services in accordance with the requirements set out in the ITT.</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[C1.7 Requirement]</p> <p>In the event that you are appointed the winning Bidder, please confirm that you will comply with the Authority's Vehicle Hire Services MI requirements and appropriately record each product line item for both Orders and Invoices ensuring that you are able to identify the relevant line items that relate to this NFC38 and can report upon it.</p>
<p>Supplier Response:</p> <p>Compliant</p>

<p>[C1.8 Requirement]</p> <p>Please confirm that your tender will remain valid for a period of ninety (90) Working Days from the specified ITT submission deadline.</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[C1.9 Requirement]</p> <p>Please confirm that you have downloaded, read, and understood the ITT procurement pack for this NFC38.</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[C1.10 Requirement]</p> <p>Please confirm that you have read and understood all clarification questions and any Customer requirement changes that have been made throughout this process.</p>
<p>Supplier Response:</p> <p>Compliant</p>

MANDATORY REQUIREMENTS:

<p>[M1] Customer Requirements</p> <p>The Customers have specific Call-Off requirements.</p>
<p>[M1.1 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements set out in the Annex D Call-Off Form, in particular the supplementary terms and amendments to Call-Off terms.</p>

Supplier Response: Compliant
<p>[M1.2 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the general Statement of Requirements (Point 1 in Annex E Statement of Requirements).</p> <p>Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).</p>
Supplier Response: Compliant
<p>[M1.3 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the Department for Education (DfE) Statement of Requirements (Point 2 in Annex E Statement of Requirements).</p> <p>Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).</p>
Supplier Response: Compliant
<p>[M1.4 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the Department for Work & Pensions (DWP) Statement of Requirements (Point 3 in Annex E Statement of Requirements).</p> <p>Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).</p>
Supplier Response: Compliant

<p>[M1.5 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the HM Revenue & Customs (HMRC) Statement of Requirements (Point 4 in Annex E Statement of Requirements).</p> <p>Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[M1.6 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the Health & Safety Executive (HSE) Statement of Requirements (Point 5 in Annex E Statement of Requirements).</p> <p>Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[M1.7 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the Ministry of Justice (MoJ) Statement of Requirements (Point 6 in Annex E Statement of Requirements).</p> <p>Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).</p>
<p>Supplier Response:</p> <p>Compliant</p>
<p>[M1.8 Requirement]</p> <p>The Bidder confirms that they can meet all the requirements in the Valuation Office Agency (VOA) Statement of Requirements (Point 7 in</p>

Annex E Statement of Requirements).
Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).
Supplier Response: Compliant
[M1.9 Requirement] The Bidder confirms that they can meet all the requirements in the Home Office Statement of Requirements (Point 8 in Annex E Statement of Requirements). Please identify any that you can't meet (this shall not be evaluated but would be used to inform any future procurement in the unlikely event that no Bidders are able to provide the requirements set out in Annex E Statement of Requirements).
Supplier Response: Compliant
[M1.10 Requirement] The Bidder confirms that they have uploaded a completed Annex C Pricing and Scenarios Template in the eSourcing Suite.
Supplier Response: Compliant

[M2] Transition The Customers have specific transition requirements for the Services.
[M2.1 Requirement] The Bidder confirms they are able to meet the transition timetable as indicated below: Transition to occur within four (4) weeks from signing of Call Off Form by both parties: for HMRC, VOA, DfE, HSE, Home Office;

Transition to occur by 5 May 2016 for DWP;
Transition to occur by 31 December 2016 for MoJ.

Supplier Response:
Compliant

[M3] Vehicle Damage

The Customers have specific requirements relating to vehicle damage.

[M3.1 Requirement]

The Bidder confirms that in instances where damage claims are in dispute, and where requested to do so by the Customer or other party as specified by the Customer, they shall provide a copy of the correctly completed vehicle condition reports and vehicle delivery/collection reports.

The vehicle condition reports must relate to the hires immediately preceding and following that of the Customer's hire (i.e. hires from other organisations). The vehicle delivery/collection reports must be those completed in respect of the Customer's hire of the vehicle.

It is acceptable for the other organisation's details to be redacted from such reports, however details regarding the vehicle's mileage and condition must be provided and be fully legible.

Furthermore the Bidder confirms that in the event they are unable to provide the paperwork identified above, or the paperwork does not fully support the damage claim they are making, the Bidder shall withdraw the claim. As such the Customer, or other party as specified, shall not be liable for the costs of repairing the damage.

Supplier Response:
Compliant

[M3.2 Requirement]

The Bidder confirms, for the avoidance of doubt, that tyre damage (puncture, sidewall or tread) not linked to wider driver error is not chargeable to the Customer and is covered by the maintenance element of the framework.

To be clear wider driver error should be viewed as alloy wheel/wheel trim damage.

Supplier Response:

Compliant

[M4] Online Booking Tool

The Customers have specific requirements relating to the online booking tool.

[M4.1 Requirement]

The Bidder confirms that they are able to block users or departments via the online booking tool.

Supplier Response:

Compliant

SCORED REQUIRMENTS:

[S1] Online Booking Tool

The Customers have specific requirements relating to the online booking tool.

[S1.1 Requirement]

Please provide the process of how bookers/hirers are registered and updated securely on your booking tool.

Please provide this response as an attachment uploaded to this question. The attachment should be labelled with the Bidder name and Scored Requirement number. The document should be in word format of no more than two A4 pages in length.

Supplier Response:

[S1.1] Requirement: Customer and Personal Data is handled securely

Enterprise Travel Direct (ETD) is Cyber Essential Certified. Cyber Essentials is a government-backed, industry supported scheme that

requires all suppliers bidding for certain sensitive and personal information handling contracts to be certified. ETD has been developed to enable organisations to store user data securely and to have this data accessible to respective authorised company administrators.

Users logging into the application are able to view their own information but due to security measures on the tool, they are unable to view other driver or transaction information without authorisation. Enterprise utilises an internally built authentication solution, handling customer data in a secure environment. When a user record is created within ETD, the data is encrypted and stored within this solution, ensuring it is secure.

Encryption

Sensitive data is encrypted / decrypted by the application using industry standard cryptography algorithms, with encryption keys stored in a secure key vault. Data is encrypted / decrypted on a need-by-need basis and is sent to Enterprise using XML. It is incumbent on the Enterprise service to handle the encryption / decryption, with transport layer encryption used in the securing of this data.

Registrations are dealt with promptly and accurately

Single Sign On

Single Sign On (SSO) integration is the optimum approach for customers as it represents the most user friendly experience and it minimises any unnecessary data exchange and administration for all parties. ETD uses the industry standard SAML 2.0 authentication mechanism to validate and regulate access to the application and associated customer data. Users are recognised by the application as being valid and are thus granted real time access to the application by virtue of being signed into the Contracting Authority's own systems, removing the need for additional passwords.

Admin User Controlled Access

In the event that SSO is not available via a customers' system, new user profiles for ETD can be set up within the application itself, either by a designated company user, who has been provided with user administration rights, or an Enterprise administrator. These administration users are able to create, amend and remove user profiles for their company. New users have their login credentials sent to their designated email address automatically. Registration templates would be created to ensure prompt and accurate registrations are completed, both internally and via an Enterprise administrator

Bulk Uploads

Where large amounts of customer data are to be assimilated into the application and the Customer does not support SSO integration, Enterprise can receive data to be uploaded through secure file transfer protocols. This process enables large scale updates to create,

amend or remove user profiles.

Alternative Solutions

Should a Contracting Authority require an alternative registration process, Enterprise has the flexibility to review these requirements individually and work with the customer for a bespoke solution.

Registrations are in accordance with any specific Customer Requirements

Registrations can be processed in accordance with the Customers specific requirements as listed in Annex E. ETD has the ability to store multiple customised references in addition to the standard fields required. These can be displayed to the users in different ways such as drop down values or format restricted free text fields, and they can be set as mandatory/optional.

Single Sign On

Registration takes place within the customers own IT environment, meaning confirmation and access is instant. Specific user and journey data is stored within the application which reduces the need to duplicate data entry.

Admin User Controlled Access

In the event an Authority elects not to use the SSO method of registration, a user would need to make a request to the administrator (internal or Enterprise). While requests can be processed within 24 hours of receipt, SLAs can be agreed. Templates are used to authenticate the request. Once the user receives their credentials, they can then log into the application.

Bulk Uploads

Requirements for specific customer values, not captured as standard for the bulk load process for user profiles, such as specific individual user preferences, could be reviewed for design with the customer.

Alternative Solutions

As stated above, any alternative solutions will be considered on a case by case basis.

Updates are dealt with promptly and accurately

Single Sign On

This SSO approach relies on the customer's authentication system to inform ETD that a user is valid. Any update made within the Customers own system, such as updating budget codes, is seamlessly communicated to ETD. Unauthorised users (such as employees who have left) will not be provided with valid authentication tokens and will thus not be able to gain access. User accounts are also regularly audited to ensure all registered users require access to the system.

Admin User Controlled Access

Updates of user information are managed by the administrator, whether internal or Enterprise. This option is as accurate as the account administrator making the amendments to user details, and time scales are governed by the manual efforts required to communicate between parties.

Bulk Uploads

Leavers and restricted users would be maintained as part of the same scheduled automated upload process to add new users. Records that require amendment would also be updated swiftly to ensure that the valid list of users is constantly refreshed.

Alternative Solutions

As stated above, any alternative solutions will be considered on a case by case basis.

Results in no additional charges to the Customer

There will be no charge for use of the Enterprise Travel Direct (ETD) Application. Furthermore, functional improvements will be periodically added to the application at no cost. A comprehensive list of enhancements and schedules will be available upon request.

[S1.2 Requirement]

If assisted software is not available/compatible with your proposed online portal, what offline or other booking solutions are available for assistive technology users?

Please provide this response as an attachment uploaded to this question. The attachment should be labelled with the Bidder name and Scored Requirement number. The document should be in word format of no more than two A4 pages in length.

Supplier Response:

[S1.2] Requirement:

If assisted software is not available /compatible with your proposed online portal, what offline or other booking solutions are available for assistive technology users?

At Enterprise Holdings we are passionate about diversity and inclusion, which means understanding and embracing our differences in ways that drive innovation, connect us more fully to our communities and make our company a place that is welcoming to all.

This ethos is demonstrated through our Founding Values which have served as the foundation for our growth and success for more than five decades and which are now more critical than ever to our continued success. They are what drive us and they are how we hold ourselves accountable every day. It is Enterprise's goal to create a culturally aware work force and a culturally competent organisation that mirrors the makeup of the communities we serve.

At Enterprise, we have software that is both available and compatible for assistive technology users. We have retained Freeney Williams Ltd., one of Europe's leading disability and diversity consultancies, to undertake a programme of testing of our processes by consumers, who have a range of disabilities, to ensure they are as open as possible.

We also understand that there may be occasions when our online portal is not available or compatible to certain assistive technology users and we have developed robust offline systems that are available at any time to ensure that all customers are able to place a booking with Enterprise.

Enable assistive technology users to book vehicle hire and car share services easily and at any time;

We are committed to providing multiple booking channels for vehicle hire and car share services that are inclusive and easy to use for the widest possible audience. The booking services can be accessed 24 hours a day, 7 days a week, and are available to all users of assistive technology.

Enterprise has actively worked to ensure that the reservation processes are accessible to people of all abilities. From its inception and throughout development, our online booking tool has been developed in accord with Web Content Accessibility Guidelines, which explain how to make web content more accessible to people with disabilities. This web content includes natural information such as text, images, and sounds as well as code or markup that defines structure and presentation.

We have utilised Freeney Williams' expertise to conduct barrier analysis to understand the impact to assistive software users should the system be unavailable. The results of this analysis clearly shows that the reservation process whether on or off line is easily available at all times to all users.

Detail the range of booking options available for assistive technology users (other than the online portal itself)

Reservations can be placed using phone, fax and E-mail, 24/7 every day of the year. This range of options allows the booker choose the reservation solution that best meets their needs.

Phone

Reservations will be processed by a dedicated Rental Support Team of 25 employees. The team is based at our UK Contact Centre in Aldershot and is dedicated to providing support, help and advice to our Business Rental customers. As part of their ongoing training and development, all phone agents undertake a specific module titled “Welcoming Disabled Customers” which has been created in line with the Business Disability Forum guidelines.

Email

Email reservations are received and processed by the same Rental Support Team based in Aldershot. Typically templates are created for predetermined off line users to ensure they have provided the correct data (as specified by the Authority), ensuring a swift reservation process.

Fax

Fax reservations follow the same process as email reservations.

Multiple internal metrics are used to measure performance of reservation processing. Scheduling tools ensure sufficient resource is available and all employees are cross trained to make sure surges or spikes in demand can be met without a detrimental impact onto the customer experience.

Provide out of hours options for assistive technology users to book services

Phone

Reservations can be made via phone 24 hours a day, 365 days a year. From midnight to 7am each day, dedicated telephone lines are seamlessly transferred to All Fleet Services, who have experience in meeting the diverse out of hour's needs of the rental industry.

Email and Fax

Email and fax reservations are processed by the team in Aldershot between the hours of 0700-2359.

Detail any known limitations to the accessibility of booking the services from the Bidder.

As part of the ongoing work with Freeney Williams, barrier analysis has been completed to test limitations when the reservation process flows outside of the online tool. Enterprise is pleased to state that there are no reported limitations that relate specifically to accessibility, although there are some limitations, detailed below, relative to the online alternative. Enterprise has identified these limitations and implemented measures to mitigate or eliminate these limitations.

Security

Offline processes require additional security measures to be followed to safeguard the interests of both the Authority and Enterprise. Various options can be deployed ranging from approved booker lists to ensuring reservations are made from predetermined (.gov.uk) email addresses.

Staffing levels

Off line solutions require sufficient staffing levels in order to meet the demand. To mitigate any threats to insufficient staffing levels, as part of the implementation process, Enterprise would ascertain any predetermined off line requirements and develop appropriate processes accordingly.

Opening hours

Offline reservations can be made 24 hours a day, seven days a week through the Enterprise Contact centre which mitigates the risk of the online solution being unavailable.

Slower transaction speed

Alternatives to the online solution are invariably marginally slower. To mitigate this fact, part of the implementation process will be to create and communicate clear processes for off line bookings, including reservation templates etc. to ensure bookers are aware of the limitations of this process and ensure they are fully prepared prior to starting the reservation process.

INFORMATION REQUIREMENTS:

[IR1] Call-Off Form Information

Bidders must provide the relevant information to complete the Call-Off Form.

[IR1.1 Requirement]

Please provide a single point of contact for each Customer for dealing with Contract queries (the Bidder's account manager and Representative). You must provide: a Contact Name; Email Address; Postal Address; and Telephone Number.

You must complete the table within the eSourcing Suite.

Supplier Response:

Row Label	Email Address	Account Manager & Representative Contact Name	Postal Address - Line 1	Postal Address - Line 2	Postal Address - City	Postal Address - County	Postal Address - Postcode	Telephone Number
Department for Education (DfE)	ross.e.midgley@ehi.com	Ross Midgely	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07974026606
Department for Work and Pensions (DWP)	ryan.bushell@ehi.com	Ryan Bushell	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Ministry of Justice (MoJ)	ryan.bushell@ehi.com	Ryan Bushell	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Health and Safety Executive (HSE)	ross.e.midgley@ehi.com	Ross Midgley	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07974026606
HM Revenue and Customs (HMRC)	ryan.bushell@ehi.com	Ryan Bushell	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Home Office	ryan.bushell@ehi.com	Ryan Bushell	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Valuation Office Agency (VOA)	ryan.bushell@ehi.com	Ryan Bushell	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605

[IR1.2 Requirement]

Please provide details of any commercially sensitive information contained within your tender response. If there is none, Bidders must state 'None'.

Responses should be provided in the relevant text box. Please note there is a 4096 character restriction on responses.

Supplier Response:

Enterprise Holdings can confirm that the pricing submitted with this tender as part of the response annex C is commercially sensitive.

In addition details submitted regarding the booking tool and booking procedure provided in response Annex B, S1.1 and S1.2 are commercially sensitive

[IR1.3 Requirement]

Please provide the contact details of the person who will deal with complaint escalation within each Customer Contract, should you be successful. You must provide: a Contact Name; Email Address; Postal Address; and Telephone Number.

You must complete the table within the eSourcing Suite.

Supplier Response:

Row Label	Contact Name	Email Address	Postal Address - Line 1	Postal Address - Line 2	Postal Address - City	Postal Address - County	Postal Address - Postcode	Telephone Number
Department for Education (DfE)	Ross Midgley	ross.e.midgley@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07974026606
Department for Work and Pensions (DWP)	Ryan Bushell	ryan.bushell@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Ministry of Justice (MoJ)	Ryan Bushell	ryan.bushell@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Health and Safety Executive (HSE)	Ross Midgley	ross.e.midgley@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07974026606
HM Revenue and Customs (HMRC)	Ryan Bushell	ryan.bushell@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Home Office	Ryan Bushell	ryan.bushell@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605
Valuation Office Agency (VOA)	Ryan Bushell	ryan.bushell@ehi.com	Enterprise House	Vicarage Road	Egham	Surrey	TW20 9FB	07980779605

[IR1.4 Requirement]

Please advise when the online portal/booking tool will be able to provide a fully integrated service that offers the traveller the most cost effective solution for their needs (by comparing vehicle hire costs to car share costs)?

Please provide a timescale in months.

Responses should be provided in the relevant text box. Please note there is a 4096 character restriction on responses.

Supplier Response:

Enterprise can confirm that the booking tool will be fully integrated by September 2016, i.e within 7 months.

[IR1.5 Requirement]

Having confirmed that you can meet all of the requirements in this National Further Competition, please detail any areas that would result in reduced costs for Customers, if specific processes were replicated across all Customers (i.e. identifying best practice that could be rolled out to all Customers resulting in benefits to service or cost).

Please provide this response as an attachment uploaded to this question. The attachment should be labelled with the Bidder name and Information Requirement number. The document should be in word format of no more than two A4 pages in length.

Supplier Response:

As a result of Enterprise's current footprint in the public sector and the experience that we have gained through our partnerships with many organisations, we have the capability and determination to meet the standard terms and the variations in the statement of requirements for NFC38. Through these numerous and long running partnerships we have been able to demonstrate an approach that has delivered cost savings and value for money, across all departments. We will demonstrate below a number of areas where we have delivered value for money and service benefits and you can be assured that should we be awarded the contract for NFC38, we will continue to deliver improvements and benefits across all customers.

Booking Tool

- Enterprise provides daily rental and car club services for all Dstl employees throughout the UK
- Combining daily hire and car club solutions has enabled Dstl to reduce their overall vehicle hire expenditure between August 2014 to May 2015 by £318,102.
- The combination of both services has allowed Dstl to reduce exposure to ancillary charges typically associated with short term hire, including delivery & collection, and out of hours.

A highly utilised long term hire fleet combined with a reduced dependency on unnecessary short term hires has allowed DSTL to realise a significant reduction (26%) in their average rental transactional cost.

Reduce Whole Life cost - Department for Work and Pensions

In order to reduce costs and CO₂ emissions, DWP wished to persuade their drivers to book smaller more cost effective vehicles. The Enterprise initiatives led to a 3% reduction in cost per rental day and 10% reduction in CO₂ emissions. Enterprise and the DWP were recognized for their achievements in the 2013 DWP Supplier Value Awards.



Reduce Whole Life cost - MET Office

Enterprise helped the MET Office reduce the carbon footprint of their travel profile by introducing a step step authorization process to help manage compliance to travel policy: "Adding two-tier authorisation to Enterprise's B2B Booking Tool has enabled us to more closely manage our car rental".

Mike Lay, Procurement Analyst Met Office

Motor insurance

Unlike many suppliers in the UK rental industry, Enterprise views damage repair as a cost recovery operation rather than a revenue generation exercise. Consequently,, Enterprise do not use Pro forma invoicing to recharge damage costs. Instead customers are only charged for damage that is actually repaired. Furthermore, Enterprise uses our Damage Evaluator to determine what damage is chargeable and what is fair wear and tear. This has provided savings for our customers both in the private and public sectors

"Enterprise promised us a completely transparent approach to damage invoicing, which was a key factor in its winning the contract, and it has led to

significant savings compared to pro-forma invoicing; as much as 50 per cent. A willingness to track and manage costs together is what makes Enterprise a real business partner rather than just a supplier."

Paul Tate, Commodity Manager, Siemens

Delivery and Collection

Enterprise have a branch within 10 miles of more than 90% of the UK population (Experian 2012). As consequence, we are the only company to offer the Pick Up and Return Service as a free of charge alternative to delivery and collection. This represents a significant cost saving opportunity.

Bespoke programmes for accounts

Enterprise understands that whilst Government needs to aggregate and leverage what it has in common, each department still has its unique remit, cultural identity and requirements. Enterprise is experienced in accommodating unique individual requirements within the context of a wider framework. Examples include:

Enterprise have two separate invoicing processes (monthly invoice and Lodge card solution) to meet the needs of different parts of the MOJ. HMRC users receive an individual email after the hire has terminated to allow them to audit the rental charges for accuracy,

Account Management

Key to the role of the Strategic Account Management team is to share best practice between organisations with similar objectives, through either the distribution of successful travel policy reviews, positive change management processes or Management Information reviews. Enterprise's experience within the Public Sector affords tremendous knowledge that we are able to share across all departments. More so than ever, Enterprise believes Government is looking to collaborate at all levels, to 'cross pollinate' ideas from one organisation to another. The Enterprise Strategic Account Management team are actively encouraged to facilitate this, with forums created to assist in circulating impactful information.

MI

The Enterprise booking solutions allow for each Contracting Authority to capture different information at booking stage which can the flow to the MI to enable better analysis and understanding of travel behavior.

Enterprise capture whether the journey is taxable for HMRC

DWP users capture why Delivery and Collection is being used instead of the Free Pick Up service.

The MOJ have to confirm they have read and understood the MOJ travel policy (which is hosted on the tool) before they can place a booking.

