

**Protect Commercial  
FORMAL CONTRACT**

**between**

**Revenue and Customs Digital Technology  
Services Limited (“RCDTS”)**

**and**

**Willis Limited**

**for the provision of**

**Insurance Broker Services**

<b>Version:</b>	V1.0
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## Form of Agreement

This Agreement is made between RCDTS, “the Client”, of 100 Parliament Street, London SW1A 2BQ, and Willis Limited “the Contractor” whose main or registered office is at 17<sup>th</sup> Floor, Castlemead, Bristol BS1 3AG, together referred to as “the Parties” and is effective as of 23/10/2017

It is agreed that:

This Form of Agreement together with the Terms and Conditions and Schedules are the documents that collectively form the “Contract”.

The Contract effected by the signing of this Form of Agreement constitutes the entire agreement between the Parties relating to the subject matter of the Contract and supersedes all prior negotiations, representations or understandings whether written or oral.

Signed for and on behalf of:

	<b>Willis Limited</b>
<b>Signature:</b>	
<b>Name:</b>	
<b>Capacity:</b>	
<b>Date:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

	<b>RCDTS</b>
<b>Signature:</b>	
<b>Name:</b>	
<b>Capacity:</b>	
<b>Date:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

## Terms and Conditions

### A GENERAL PROVISIONS

#### A1 Definitions and Interpretation

A1.1 In this Contract unless the context otherwise requires the following provisions shall have the meanings given to them below:

**“Audit Agent”** means the Client’s internal and external auditors; the Client’s statutory or regulatory auditors; the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office; HM Treasury or the Cabinet Office; any party formally appointed by the Client to carry out audit or similar review functions; and successors or assigns of any of the aforementioned.

**“Approval”** means the written consent of the Client.

**“BPSS”** means the HMG Baseline Personnel Security Standard staff vetting procedures, issued by the Cabinet Office Security Policy Division and Corporate Development Group.

**“Change Request”** means a request by the Contractor for a Variation to the Contract.

**“Client”** means Revenue and Customs Digital Technology Services Limited (“RCDTS”).

**“Client Data”** means:

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

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

**“Commencement Date”** means the effective date shown within the Form of Agreement.

**“Commercially Sensitive Information”** means Information notified to the Client in writing (prior to the commencement of this Contract) which has been clearly marked by the Contractor as Commercially Sensitive Information, comprising of information:

- a) which is provided by the Contractor to the Client in confidence; and/or
- b) that constitutes a trade secret.

**“Confidential Information”** means all Information:

- a) however it is conveyed or on whatever media it is stored;
- b) which comes (or has come) to the attention of or into the possession of a Party before, on or after execution of the Contract; and
- c) which has been designated as confidential by either Party in writing or which ought to be considered as confidential (whether or not it is marked at the time of provision to show that it is imparted in confidence);
- d) including but not limited to Information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and know-how of either Party and all personal data and sensitive personal data within the meaning of the DPA;
- e) and which Information is not:
  - (i) in the public domain at the time of disclosure (otherwise than by breach of Clause D4 (Confidential Information)); or
  - (ii) received from a third Party (who has lawfully acquired it) without restriction as to its disclosure; or
  - (iii) independently developed without access to the Confidential Information

**“Contract”** means this written agreement between the Client and the Contractor consisting of the Form of Agreement, these Clauses and the attached Schedules.

**“Contracting Authority”** means any Contracting Authority as defined in Regulation 2 of the Public Contracts Regulations 2015.

**“Contractor”** means the person, firm or company with whom the Client enters into the Contract as named in the Form of Agreement;

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

- a) the date of expiry set out in Clause A2 (Initial Contract Period); or
- b) following an extension pursuant to Clause E6 (Extension of Initial Contract Period), the date of expiry of the extended period;

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

**“Contract Price”** means the price (exclusive of any applicable VAT) payable to the Contractor by the Client under the Contract, as set out in the Pricing Schedule, for the full and proper performance by the Contractor of its obligations under the Contract but before taking into account the effect of any adjustment of price in accordance with Clause B6 (Price Adjustment on Extension of Initial Contract Period).

**“Contractor Software”** means “software which is proprietary to the Contractor (or an affiliate of the Contractor) and which is or will be used by the Contractor for the purposes of providing the Services. “

**“Crown”** means the government of the United Kingdom (including the Northern Ireland Executive Committee and Northern Ireland Departments, the Scottish

Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government and particular bodies and government agencies.

**“Default”** means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other Default, act, omission, negligence or negligent statement of the relevant Party or the Staff in connection with or in relation to the subject-matter of the Contract and in respect of which such Party is liable to the other. Loss of the Contractor’s Financial Conduct Authority (FCA) Licence is a Default.

**“DOTAS”** means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs 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 s.132A Social Security Administration Act 1992.

**“DPA”** means the Data Protection Act 1998 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Crown body in relation to such legislation.

**“Due Diligence Information”** means any information supplied to the Contractor by or on behalf of the Client prior to the Commencement Date.

**“E-Sourcing Messaging Facility”** means the ability to send and receive messages via the E-Sourcing application.

**“Environmental Information Regulations”** means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner or relevant Crown body in relation to such regulations.

**“Equipment”** means the Contractor’s equipment, plant, materials and such other items supplied and used by the Contractor in the performance of its obligations under the Contract.

**“Fees Regulations”** means the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

**“FOIA”** means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Crown body in relation to such legislation.

**“Fraud”** means any offence under Laws creating offences in respect of fraudulent acts or at common Law in respect of fraudulent acts in relation to the Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.

**“General Anti-Abuse Rule”** means (a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions.

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

**“Goods”** means the goods to be supplied as specified in the Specification (if any).

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

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

**“Initial Contract Period”** means the period from the Commencement Date to the date of expiry set out in Clause A2 (Initial Contract Period), or such earlier date of termination of the Contract in accordance with the Law or the provisions of the Contract.

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

**“Key Personnel”** means those persons named in the Specification as being Key Personnel.

**“Law”** means any applicable Act of Parliament, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, regulatory policy, guidance or industry code, judgment of a relevant court of Law, or directives or requirements or any Regulatory Body with which the Contractor is bound to comply.

**“Malicious Software”** means any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.

**“Month”** means calendar month.

**“Occasion of Tax Non-Compliance”** means:

- a) any tax return of the Contractor submitted to a Relevant Tax Authority on or after 1 October 2012 is found to be incorrect as a result of:
  - (i) a Relevant Tax Authority successfully challenging the Contractor under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
  - (ii) the failure of an avoidance scheme which the Contractor was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or

- b) the Contractor's tax affairs give rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Commencement Date or to a penalty for civil fraud or evasion.

**“Open Book Data”** means complete and accurate financial and non-financial information which is sufficient to enable the Client to verify the charges already paid or payable and charges forecast to be paid during the remainder of the term of the Contract.

**“Outgoing Contractor”** means the Person, firm or company currently providing the Services and whose replacement is envisaged pursuant to the Contract.

**“Party”** means a party to the Contract.

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

**“Pricing Schedule”** means the Schedule containing details of the Contract Price.

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

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

**“Regulatory Bodies”** means those Crown bodies and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Client and “Regulatory Body” shall be construed accordingly.

**“Relevant Convictions”** means a conviction that is relevant to the nature of the Services and/or relevant to the work of the Client as previously agreed between the Client and the Contractor.

**“Relevant Tax Authority”** means HM Revenue and Customs, or, if applicable, a tax authority in the jurisdiction in which the Contractor is established.

**“Relevant Transfer”** shall have the meaning set out in the Transfer of Undertakings (Protection of Employment) Regulations 2006 (“TUPE”)

**“Replacement Contractor”** means any third party service provider appointed by the Client to supply any services which are substantially similar to any of the Services and which the Client receives in substitution for any of the Services following the expiry, termination or partial termination of the Contract.

**“Request for Information”** shall have the meaning set out in the FOIA or the Environmental Information Regulations as relevant (where the meaning set out for the term “request” shall apply).

**“Returning Employees”** means those persons listed in a Schedule to be agreed by the Parties prior to the end of the Contract Period who it is agreed were employed by

the Contractor (and/or any sub-contractor) wholly and/or mainly in the provision of the Services immediately before the end of the Contract Period.

“**Schedule**” means a Schedule attached to, and forming part of, the Contract.

“**Security Plan**” means the Contractor's Security Plan prepared pursuant to the Client's instructions.

“**Security Policy**” means the Client's current security policy as updated from time to time.

“**Services**” means the Services to be supplied pursuant to the Contract as specified in the Specification.

“**Specification**” means the description of the Services to be supplied under the Contract.

“**Staff**” means all persons employed by the Contractor to perform its obligations under the Contract together with the Contractor's servants, agents, suppliers and sub-contractors used in the performance of its obligations under the Contract.

“**Tender**” means the document(s) submitted by the Contractor to the Client in response to the Client's invitation to suppliers for formal offers to supply it with the Services.

“**Third Party Software**” means software which is proprietary to any third party (other than an affiliate of the Contractor) or any Open Source Software which in any case is, will be or is proposed to be used by the Contractor for the purposes of providing the Services).

“**Transfer Date**” means the date that a Relevant Transfer takes place and may or may not be coincidental to the Commencement Date.

“**Variation**” has the meaning given to it in Clause E3.1 (Variation).

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

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

A1.2 The interpretation and construction of this Contract shall be subject to the following provisions:

- a) Words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- b) Words importing the masculine include the feminine and the neuter;
- c) Unless otherwise provided references to Clauses and Schedules are references to clauses and schedules of this Contract;
- d) Reference to a Clause is a reference to the whole of that Clause unless stated otherwise;
- e) Reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment,

modification, order, regulation or instrument as subsequently amended or re-enacted;

- f) Reference to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- g) The words “include”, “includes” and “including” are to be construed as if they were immediately followed by the words “without limitation”;
- h) Headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract.

## **A2 Initial Contract Period**

- A2.1 The Contract shall take effect on the Commencement Date and shall expire automatically on 22/10/2018, unless it is terminated in accordance with the provisions of the Contract, or otherwise lawfully terminated, or extended under Clause E6 (Extension of Initial Contract Period).

## **A3 Contractor’s Status**

- A3.1 At all times during the Contract Period the Contractor shall be an independent Contractor and nothing in the Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties and accordingly neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Contract.

## **A4 Client’s Obligations**

- A4.1 Save as otherwise expressly provided, the obligations of the Client under the Contract are obligations of the Client in its capacity as a contracting counterparty and nothing in the Contract shall operate as an obligation upon, or in any other way fetter or constrain the Client in any other capacity, nor shall the exercise by the Client of its duties and powers in any other capacity lead to any liability under the Contract (howsoever arising) on the part of the Client to the Contractor.

## **A5 Notices**

- A5.1 Any notice or other communication which is to be given by either Party to the other shall be given by electronic mail, confirmed in either case in writing by letter (sent by hand or post, registered post or recorded delivery). Where for legal or any other reasons, this is not possible, notice shall be given by letter sent by hand or post, registered post or recorded delivery) or be transmitted by facsimile, confirmed in writing by letter ((sent by hand, post, registered post or by the recorded delivery service). Such notice or communication shall be deemed to have been given on the day when in the ordinary course of the means of transmission it would first be received by the addressee in normal business hours.

## **A6 Mistakes in Information**

- A6.1 The Contractor shall be responsible for the accuracy of all drawings, documentation and Information supplied to the Client by the Contractor in connection with the supply of the Services and shall pay the Client any extra costs occasioned by any discrepancies, errors or omissions therein.

## **A7 Conflicts of Interest**

- A7.1 The Contractor shall take appropriate steps to ensure that, to the best of its knowledge, neither the Contractor nor any Staff is placed in a position where there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor or any member of the Staff and the duties owed to the Client under the provisions of the Contract. The Contractor will disclose to the Client full particulars of any such conflict of interest which may arise.
- A7.2 The Client reserves the right to terminate the Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Client, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Client under the provisions of the Contract. The actions of the Client pursuant to this Clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Client. The Client shall pay to the Contractor any sums outstanding in the event that the Contract is terminated under this Clause A7.2.
- A7.3 Clauses A7.1 and A7.2 shall apply during the continuance of the Contract.

## **A8 Inspection of Premises**

- A8.1 Save as the Client may otherwise direct, the Contractor is deemed to have inspected the Premises before submitting its Tender and to have made appropriate enquiries so as to be satisfied in relation to all matters connected with the performance of its obligations under the Contract.

## **A9 Access to Client's Premises**

- A9.1 The Client may, by written notice to the Contractor, refuse to admit onto, or withdraw permission to remain on, the Premises to:
- a) any member of the Staff; or
  - b) any person employed or engaged by any member of the Staff,
- whose admission or continued presence would, in the reasonable opinion of the Client, be undesirable.
- A9.2 At the Client's written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission in connection with the Contract to the Premises specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Client may reasonably request.

- A9.3 The Contractor and the Staff, engaged within the boundaries of the Premises, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when at or outside the Premises.
- A9.4 If the Contractor fails to comply with Clause A9.2 within 14 days of the date of the request and in the reasonable opinion of the Client such failure may be prejudicial to the interests of the Crown, then the Client may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Client.
- A9.5 The decision of the Client as to whether any person is to be refused access to the Premises and as to whether the Contractor has failed to comply with Clause A9.2 shall be final and conclusive.

#### **A10 Licence to occupy Premises Not Applicable**

- A10.1 Any land or Premises made available from time to time to the Contractor by the Client in connection with the Contract shall be made available to the Contractor on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its obligations under the Contract. The Contractor shall have the use of such land or Premises as licensee and shall vacate the same on completion, termination or abandonment of the Contract.
- A10.2 The Contractor shall limit access to the land or Premises to such Staff as is necessary to enable it to perform its obligations under the Contract and the Contractor shall co-operate (and ensure that its Staff co-operate) with such other persons working concurrently on such land or Premises as the Client may reasonably request.
- A10.3 Should the Contractor require modifications to the Premises, such modifications shall be subject to prior Approval and shall be carried out by the Client at the Contractor's expense. The Client shall undertake approved modification work without undue delay. Ownership of such modifications shall rest with the Client.
- A10.4 The Contractor shall (and shall ensure that its Staff shall) observe and comply with such rules and regulations as may be in force at any time for the use of such Premises as determined by the Client, and the Contractor shall pay for the cost of making good any damage caused by the Contractor or its Staff other than fair wear and tear. For the avoidance of doubt, damage includes damage to the fabric of the buildings, plant, fixed Equipment or fittings therein.
- A10.5 The Parties agree that there is no intention on the part of the Client to create a tenancy of any nature whatsoever in favour of the Contractor or its Staff and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Client retains the right at any time to use any Premises owned or occupied by it in any manner it sees fit.

## **A11 Staff Vetting and Government Baseline Security Standard**

- A11.1 The Contractor shall comply with the HMG Baseline Personnel Security Standard (BPSS) in respect of all persons employed or engaged in the provision of the Services. The Contractor confirms that all persons employed or engaged by the Contractor have been vetted and recruited in accordance with the BPSS.
- A11.2 The Contractor hereby warrants and represents that the checks specified in the BPSS have been carried out in respect of each person assigned to access Premises, Property or Information belonging to the Client and that the results of those checks are satisfactory.
- A11.3 The Contractor shall maintain full and accurate records of BPSS checks such that the Client (or its authorised agents) may verify that the Contractor has carried out such checks in accordance with the BPSS.
- A11.4 Subject to legal requirements in respect of confidentiality, the Contractor shall grant to the Client (or its authorised agents) the right of reasonable access to all its records of BPSS checks and shall provide all reasonable assistance at all times for the purpose of carrying out an audit of the Contractor's compliance with the BPSS.
- A11.5 The Client may require the Contractor to ensure that any person employed in the provision of the Goods or Services has undertaken a Disclosure and Barring Service check. The Contractor shall ensure that no person who discloses that he/she has a Relevant Conviction, or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check or through the Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Goods or Services.

## **A12 Security of Premises**

- A12.1 The Client shall be responsible for maintaining the security of the Premises in accordance with its standard security requirements. The Contractor shall comply with all reasonable security requirements of the Client while on the Premises, and shall ensure that all of its Staff comply with such requirements.
- A12.2 The Contractor shall take all steps reasonably required by the Client to prevent unauthorised persons from being admitted to the Premises. The Client shall afford to the authorised personnel of the Contractor at all reasonable times and with prior agreement such access to the Client's Premises as may be necessary for the performance of the Contract provided always that the Client shall have the right to refuse admittance to or order the removal from the Premises of any person employed by or acting on behalf of the Contractor or any sub-contractor who in the opinion of the Client (which shall be final) is not a fit and proper person to be on the Client's Premises. Action taken under this Condition shall be confirmed in writing to the Contractor by the Client and shall not relieve the Contractor of its obligations under the Contract. At all times personnel of the Contractor shall obey the Client's directions relating to safety.

- A12.3 Where Staff are required to have a pass for admission to the Client's Premises, the Client's representative shall, subject to satisfactory completion of Approval procedures, arrange for passes to be issued.
- A12.4 The Client shall provide the Contractor upon request copies of its written security procedures and shall afford the Contractor upon request with an opportunity to inspect its physical security arrangements.

### **A13 Property**

- A13.1 Where the Client issues Property free of charge to the Contractor such Property shall be and remain the Property of the Client and the Contractor irrevocably licences the Client and its agents to enter upon any premises of the Contractor during normal business hours on reasonable notice to recover any such Property. The Contractor shall not in any circumstances have a lien or any other interest on the Property and the Contractor shall at all times possess the Property as fiduciary agent and bailee of the Client. The Contractor shall take all reasonable steps to ensure that the title of the Client to the Property and the exclusion of any such lien or other interest are brought to the notice of all sub-contractors and other appropriate persons and shall, at the Client's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Client.
- A13.2 The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Client otherwise within 5 Working Days of receipt.
- A13.3 The Contractor shall maintain the Property in good order and condition (excluding fair wear and tear), and shall use the Property solely in connection with the Contract and for no other purpose without prior Approval.
- A13.4 The Contractor shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Goods or Services, in accordance with the Client's reasonable security requirements as required from time to time.
- A13.5 The Contractor shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear), unless such loss or damage was caused by the Client's Default. The Contractor shall inform the Client within 2 Working Days of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

### **A14 Due Diligence**

- A14.1 The Contractor acknowledges that:
- a) the Client has made available to the Contractor all information, documents and Due Diligence Information that the Contractor considers necessary or relevant for the performance of its obligations under this Contract;
  - b) it has made its own enquiries to satisfy itself as to the accuracy and adequacy of the Due Diligence Information;
  - c) it has satisfied itself of all relevant details relating to:

- (i) the Client's requirements;
- (ii) the processes and procedures and working methods of the Client
- (iii) the ownership, functionality, capacity, condition and suitability for use in the delivery of the Contract of any Client Property provided.

A14.2 The Contractor shall not be excused from the performance of any of its obligations under the Contract on the grounds of, and shall not be entitled to recover any additional costs or charges arising as a result of, any failure by the Contractor to satisfy itself as to the accuracy and adequacy of the Due Diligence Information.

## **B PAYMENT TERMS AND CONTRACT PRICE**

### **B1 Contract Price**

B1.1 The Contract Prices shall remain firm for the initial Contract Period, but not including any extension of that period.

B1.2 In the event that the Contract Price is increased or decreased as a result of any new legislation or regulation being made after the Commencement Date, the amount of any such increase or decrease shall be treated as a Variation to the Contract and will be assessed on an individual basis. Such Variations will not be allowed where new legislation or regulations are enacted after the commencement of the Contract but were made public prior to the Commencement Date. Any such Variations to price, which can be foreseen by the Contractor prior to the Commencement Date, will be deemed to have been included in the Contract Price.

### **B2 Payment Terms and VAT**

B2.1 The Client shall pay by BACS (or by any other means specified by the Client) all sums due to the Contractor within 30 days from the date on which an invoice, submitted in accordance with the Client's reasonable instructions, has been determined by the Client as being valid and undisputed.

B2.2 The Contractor shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Services or Goods supplied and is supported by any other documentation reasonably required by the Client to substantiate the invoice.

B2.3 Where the Contractor enters into a sub-contract with a supplier or sub-contractor for the purpose of performing its obligations under the Contract, it shall (in fulfilment of the obligations expressed in Regulation 113 of the Public Contracts Regulations 2015) ensure that a provision is included in such a sub-contract which requires payment to be made of all sums due by the Contractor to the sub-contractor within a specified period not exceeding 30 days from the date that the invoice is determined as being valid and undisputed and shall require the subcontractor to include in any subcontract that it in turn awards provisions to the same effect.

- B2.4 The Contractor shall add VAT to the Contract Price at the prevailing rate as applicable and the Client shall pay the VAT to the Contractor following its receipt of a valid VAT invoice.
- B2.5 The Contractor shall indemnify the Client on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Client at any time in respect of the Contractor's failure to account for or to pay any VAT relating to payments made to the Contractor under the Contract. Any amounts due under this Clause B2.5 shall be paid by the Contractor to the Client not less than 5 Working Days before the date upon which the tax or other liability is payable by the Client.
- B2.6 The Contractor shall not suspend the supply of the Goods or Services unless the Contractor is entitled to terminate the Contract under Clause G2.3 (Termination on Default) for failure to pay undisputed sums of money. If any amount payable under this Contract is not paid within 30 days of the due date for payment, interest shall be payable by the Client at a rate of 5% above the base rate of the Bank of England, from the due date to the date of actual payment.

### **B3 Recovery of Sums Due**

- B3.1 Wherever under the Contract any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Client in respect of any breach of the Contract), that sum may be deducted from any sum then due, or which at any later time may become due to the Contractor under the Contract or under any other agreement or Contract with the Client or the Crown.
- B3.2 Any overpayment by either Party shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.

### **B4 Compliance with Value Added Tax and Other Tax Requirements**

- B4.1 The Contractor shall at all times comply with the Value Added Tax Act 1994 and all other statutes relating to direct or indirect taxes.
- B4.2 Failure to comply may constitute a material breach of this Contract and the Client may exercise the rights and provisions conferred by Condition G2 (Termination on Default) hereof.
- B4.3 Upon a request by the Client, the Contractor shall not employ or will cease to employ any agent, supplier or sub-contractor.

### **B5 Arrears of Value Added Tax**

- B5.1 Where an amount, including any assessed amount, is due from the Contractor as Value Added Tax under the Value Added Tax Act 1994 (as amended) an equivalent amount may be deducted by the Client from the amount of any sum due to the Contractor under the Contract.

B5.2 The Client shall give the Contractor at least 14 days' notice in writing before exercising the right of deduction under Clause B5.1. The notice shall specify the amount to be deducted and shall contain a description of the VAT due from the Contractor in respect of which the deduction is made.

**B6 Price adjustment on extension of the Initial Contract Period – Not Applicable**

B6.1 The Contract Price shall apply for the Initial Contract Period. In the event that the Client agrees to extend the Initial Contract Period pursuant to Clause E6 (Extension of Initial Contract Period) the Client shall, in the 6 Month period prior to the expiry of the Initial Contract Period, enter into good faith negotiations with the Contractor (for a period of not more than 30 Working Days) to agree a Variation in the Contract Price.

B6.2 If the Parties are unable to agree a Variation in the Contract Price in accordance with Clause B6.1, the Contract shall terminate at the end of the Initial Contract Period.

B6.3 If a Variation in the Contract Price is agreed between the Client and the Contractor, the revised Contract Price will take effect from the first day of any period of extension and shall apply during such period of extension.

B6.4 Any increase in the Contract Price pursuant to Clause B6.1 shall not exceed the percentage change in the Price Index previously agreed between the Client and the Contractor between the Commencement Date and the date 6 Months before the end of the Initial Contract Period.

**B7 Euro**

B7.1 Any requirement of Law to account for the Services in Euro (or to prepare for such accounting) instead of and/or in addition to sterling, shall be implemented by the Contractor free of charge to the Client.

B7.2 The Client shall provide all reasonable assistance to facilitate compliance with Clause B7.1 by the Contractor.

**C STATUTORY OBLIGATIONS AND REGULATIONS**

**C1 Prevention of Corruption and the Bribery Act 2010**

C1.1 The Contractor shall comply, and shall ensure that its employees, agents and sub-contractors comply, with the provisions of the Bribery Act 2010

C1.2 The Contractor shall not offer or give, or agree to give, to the Client or any Crown body or any person employed by or on behalf of the Client or any Crown body any gift or consideration of any kind as an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other Contract with the Client or any Crown body, or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any such Contract.

- C1.3 The Contractor warrants that it has not paid commission or agreed to pay commission to the Client or any Crown body or any person employed by or on behalf of the Client or any Crown body in connection with the Contract.
- C1.4 If the Contractor, its Staff or anyone acting on the Contractor's behalf, engages in conduct prohibited by Clauses C1.2 or C1.3, or that constitutes an offence under the Bribery Act 2010, the Client may:
- a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or
  - b) recover in full from the Contractor any other loss sustained by the Client in consequence of any breach of those Clauses.

## **C2 Prevention of Fraud**

- C2.1 The Contractor shall take all reasonable steps, in accordance with Good Industry Practice, to prevent Fraud by Staff and the Contractor (including its shareholders, members and directors) in connection with the receipt of monies from the Client.
- C2.2 The Contractor shall notify the Client immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- C2.3 If the Contractor or any member of the Staff commits Fraud in relation to this or any other Contract with the Crown (including the Client) the Client may:
- a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or
  - b) recover in full from the Contractor any other loss sustained by the Client in consequence of any breach of this Clause.

## **C3 Discrimination**

- C3.1 The Contractor shall not unlawfully discriminate either directly or indirectly because of race, colour, ethnic or national origin, disability, sex, sexual orientation, gender reassignment, religion or belief, or age and without prejudice to the generality of the foregoing the Contractor shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010 (which replaces the following: Sex Discrimination Act 1975, the Race Relations Act 1976, the Equal Pay Act 1970, the Disability Discrimination Act 1995, the Employment Equality (Sexual Orientation) Regulations 2007, the Employment Equality (Religion or Belief) Regulations 2003, the Employment Equality (Age) Regulations 2006, the Equality Act 2006), the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof.

C3.2 The Contractor shall take all reasonable steps to secure the observance of Clause C3.1 by all Staff.

#### **C4 The Contracts (Rights of Third Parties) Act 1999**

C4.1 A person who is not a Party to the Contract shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of both Parties. This Clause does not affect any right or remedy of any person which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999 and does not apply to the Crown.

#### **C5 Environmental Requirements**

C5.1 The Contractor shall, when working on the Premises, perform its obligations under the Contract in accordance with the Client's environmental policy, which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

#### **C6 Health and Safety**

C6.1 The Contractor shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the performance of its obligations under the Contract.

C6.2 The Contractor shall promptly notify the Client of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Client shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Premises and which may affect the Contractor in the performance of its obligations under the Contract.

C6.3 While on the Premises, the Contractor shall comply with any health and safety measures implemented by the Client in respect of Staff and other persons working there.

C6.4 The Contractor shall notify the Client immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any personal injury or damage to Property which could give rise to personal injury.

## **D DATA SECURITY AND PROTECTION OF INFORMATION**

### **D1 Client Data**

- D1.1 The Contractor shall not delete or remove any proprietary notices contained within or relating to Client Data.
- D1.2 The Contractor shall not store, copy, disclose, or use Client Data except as necessary for the performance by the Contractor of its obligations under the Contract or as otherwise expressly authorised in writing by the Client.
- D1.3 To the extent that Client Data is held and/or processed by the Contractor, the Contractor shall supply that Client Data to the Client as may be requested by the Client and in the format specified by the Client.
- D1.4 The Contractor shall preserve the integrity of Client Data and shall take all necessary steps to prevent the corruption or loss of Client Data.
- D1.5 The Contractor shall perform secure back-ups of all Client Data and shall ensure that up-to-date back-ups are stored off-site in accordance with the Client's instructions. The Contractor shall ensure that such back-ups are available to the Client at all times upon request and are delivered to the Client at agreed intervals.
- D1.6 The Contractor shall ensure that any system on which the Contractor holds Client Data, including back-up data, is a secure system that complies with the Client's current Security Policy. If any Client Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the Client may:
- a) require the Contractor (at the Contractor's expense) to restore or procure the restoration of the Client Data to the extent required by the Client and in accordance with the Client's security requirements and the Contractor shall do so as soon as practicable but not later than any agreed timescale; and/or
  - b) itself restore or procure the restoration of the Client Data, and shall be reimbursed by the Contractor any reasonable expenses incurred in doing so to the extent required by the Client and in accordance with the Client's security requirements.
- D1.7 If at any time the Contractor suspects or has reason to believe that Client Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Contractor shall notify the Client immediately and inform the Client of the remedial action the Contractor proposes to take.

### **D2 Data Protection Act**

- D2.1 For the purposes of this Clause D2, the terms "Data Controller", "Data Processor", "Data Subject", "Personal Data", "Process" and "Processing" shall have the meaning prescribed under the DPA.
- D2.2 The Contractor shall (and shall ensure that all Staff) comply with any notification requirements under the DPA and both Parties will duly observe all their obligations under the DPA which arise in connection with the Contract.

D2.3 Notwithstanding the general obligation in Clause D1.2, where the Contractor is processing Personal Data as a Data Processor for the Client the Contractor shall:

- a) Process the Personal Data only in accordance with instructions from the Client (which may be specific instructions or instructions of a general nature as set out in this Contract or as otherwise notified by the Client to the Contractor);
- b) Comply with all applicable Laws;
- c) Process the Personal Data only to the extent and in such manner as is necessary for the provision of the Contractor's obligations under this Contract or as is required by Law or any Regulatory Body;
- d) Implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful Processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;
- e) Take reasonable steps to ensure the reliability of Staff and agents who may have access to the Personal Data;
- f) Only disclose Personal Data to Staff to the extent necessary to provide the Services and obtain prior written consent from the Client in order to transfer the Personal Data to any sub-contractor for the provision of the Services;
- g) Not cause or permit the Personal Data to be transferred outside of the European Economic Area without the prior written consent of the Client;
- h) Ensure that all Staff and agents required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this Clause D2;
- i) Ensure that none of the Staff and agents publish disclose or divulge any of the Personal Data to any third parties unless directed in writing to do so by the Client; and
- j) Not disclose Personal Data to any third parties in any circumstances other than with the written consent of the Client or in compliance with a legal obligation imposed upon the Client.

D2.4 Notify the Client within 5 Working Days if it receives:

- a) A request from or on behalf of a Data Subject to have access to that person's Personal Data; or
- b) Any other complaint, communication or request relating to the Client's obligations under the DPA or any other disclosure obligations of the Client;

D2.5 Provide the Client with reasonable cooperation and assistance in relation to any such complaint, communication or request made, including by:

- a) Providing the Client with full details of the complaint, communication or request;
- b) Assisting the Client to comply with any such request in accordance with the Client's reasonable instructions; and
- c) Providing the Client with any Personal Data it holds in relation to a Data Subject (within the timescales reasonably required by the Client).

D2.6 The provision of this Clause D2 shall apply during the Contract Period and indefinitely after its expiry.

### **D3 Official Secrets Acts and related Legislation**

D3.1 The Contractor shall comply with, and shall ensure that its Staff comply with, the provisions of:

- a) the Official Secrets Acts 1911 to 1989; and
- b) Section 182 of the Finance Act 1989; and
- c) Section 18 and Section 19 of the Commissioners for Revenue and Customs Act 2005

D3.2 In the event that the Contractor or its Staff fail to comply with this Clause, the Client reserves the right to terminate the Contract with immediate effect.

### **D4 Confidential Information**

D4.1 Except to the extent set out in this Clause or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:

- a) treat the other Party's Confidential Information as confidential and safeguard it accordingly;
- b) not disclose the other Party's Confidential Information to any other person without the Information owner's prior written consent;
- c) not disclose the other Party's Confidential Information in any way except for the purposes anticipated under this Contract; and
- d) immediately notify the other Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the other Party's Confidential Information.

D4.2 Clause D4.1 shall not apply to the extent that:

- a) such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations pursuant to Clause D5 (Freedom of Information);
- b) such Information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the Information owner;
- c) such Information was obtained from a third Party without obligation of confidentiality;

- d) such Information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or
  - e) it is independently developed without access to the other Party's Confidential Information.
- D4.3 The Contractor may only disclose the Client's Confidential Information to the Staff who are directly involved in the provision of the Goods and Services and who need to know the Information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality of this Clause D4.
- D4.4 The Contractor shall not, and shall procure that the Staff do not, use any of the Client's Confidential Information received otherwise than for the purposes of the Contract.
- D4.5 Where deemed appropriate by the Client, and at the written request of the Client, the Contractor shall procure that its Staff sign a confidentiality undertaking prior to commencing any work in accordance with the Contract.
- D4.6 Nothing in this Contract shall prevent the Client from disclosing the Contractor's Confidential Information (including the Management Information obtained under Schedule D to this Contract):
- a) to the Crown (including HMRC) or any other Contracting Authority. The Crown and any Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to the Crown or other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third Party which is not part the Crown or any Contracting Authority;
  - b) to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
  - c) to the extent that the Client (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out any 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 D4.6(a) (including any benchmarking organisation) for any purpose relating to or connected with this Contract;
  - e) for the purpose of the examination and certification of the Client's accounts; or
  - f) for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Client has used its resources.
  - g) on a confidential basis to a proposed successor body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract

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 Client under this clause D4.

- D4.7 The Client shall use all reasonable endeavours to ensure that any person to whom the Contractor's Confidential Information is disclosed pursuant to Clause D4.6 is made aware of the Client's obligations of confidentiality.
- D4.8 Nothing in this Clause D4 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in disclosure of the other Party's Confidential Information or an infringement of its Intellectual Property Rights.

## **D5 Freedom of Information**

- D5.1 The Contractor acknowledges that the Client is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Client to enable the Client to comply with its information disclosure obligations and those of HMRC.
- D5.2 The Contractor shall and shall procure that any sub-contractors shall:
- a) transfer to the Client all Requests for Information that it receives as soon as practicable and in any event within 2 Working Days of receiving a Request for Information;
  - b) provide the Client with a copy of all information in its possession or power in the form that the Client requires within 5 Working Days (or such other period as the Client may reasonably specify) of the Client's request; and
  - c) provide all necessary assistance as reasonably requested by the Client to enable the Client to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or Regulation 5 of the Environmental Information Regulations.
- D5.3 The Client shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.
- D5.4 In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Client.
- D5.5 If the Client, or HMRC, receives a Request for Information relating to information previously considered by the Parties to be Commercially Sensitive Information that is exempt under the FOIA the Client shall:
- a) consider whether the information is, in fact, exempt and;
  - b) consider whether the public interest in maintaining the exemption outweighs the public interest in disclosing the information (unless the Information benefits from an absolute exemption) and;

- c) consult with the Contractor prior to disclosure of the information whenever reasonably practicable.

## **D6 Security Requirements**

- D6.1 In the performance of this Contract, the Contractor shall comply with (and shall ensure that its Staff comply with) the Client's specific security requirements as described in the Specification of Requirements at Schedule A as appropriate. Failure to do so may result in the termination of the Contract in accordance with Clause G2. The Contractor shall be obliged to inform the Client of any security incident, regardless of its size or perceived impact on the Client's business, as soon as the Contractor becomes aware of such an incident, and shall maintain auditable records of such events.
- D6.2 Where required by the Client, the Contractor shall comply, and shall procure the compliance of its Staff, with the RCDTS Security Policy and the Security Plan at Schedule H of this Contract and the Contractor shall ensure that its Security Plan fully complies with the Security Policy.
- D6.3 The Client shall notify the Contractor of any changes or proposed changes to the Security Policy.
- D6.4 If the Contractor believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the Goods or Services it may submit a Change Request. In doing so, the Contractor must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate these costs. Any such change shall then be agreed in accordance with the change procedures previously agreed between the Client and the Contractor.
- D6.5 Unless and/or until such a change is agreed by the Client pursuant to Clause D6.4 the Contractor shall continue to perform the Services in accordance with its existing obligations under the Contract.
- D6.6 The Contractor shall, as an enduring obligation for the Contract Period, use the latest versions of anti-virus definitions available from an industry accepted anti-virus software vendor to check for and delete Malicious Software from the ICT environment.
- D6.7 Notwithstanding Clause D6.6, if Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Client Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- D6.8 Any cost arising out of the actions of the parties taken in compliance with the provisions of Clause D6.7 shall be borne by the parties as follows:
  - a) by the Contractor where the Malicious Software originates from the Contractor Software, the Third Party Software or the Client Data (whilst the Client Data was under the control of the Contractor); and

- b) by the Client if the Malicious Software originates from the Client Software or the Client Data (whilst the Client Data was under the control of the Client).

## **D7 Publicity, Media and Official Enquiries**

D7.1 The Contractor shall not:

- a) make any press announcements or publicise this Contract or its contents in any way; or
- b) use the Client's name or brand in any promotion or marketing or announcement of orders;

without the prior written consent of the Client, which shall not be unreasonably withheld or delayed.

D7.2 Each Party acknowledges to the other that nothing in this Contract either expressly or by implication constitutes an endorsement of any products or services of the other Party and each Party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

D7.3 Both Parties shall take all reasonable steps to ensure that their servants, employees, agents, sub-contractors, suppliers, professional advisors and consultants comply with Clause D7.1.

## **D8 Intellectual Property Rights**

D8.1 Not Applicable

D8.2 Not Applicable

D8.3 Not Applicable

D8.4 The Contractor shall not infringe any Intellectual Property Rights of any third Party in supplying the Services and the Contractor shall, during and after the Contract Period, indemnify and keep indemnified and hold the Client and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Client or the Crown may suffer or incur as a result of or in connection with any breach of this Clause, except where any such claim arises from:

- a) items or materials based upon designs supplied by the Client; or
- b) the use of data supplied by the Client which is not required to be verified by the Contractor under any provision of the Contract.

D8.5 The Client shall notify the Contractor in writing of any claim or demand brought against the Client for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Contractor.

D8.6 The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Contractor.

D8.7 If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Contract or in the

reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the Client and, at its own expense and subject to the consent of the Client (not to be unreasonably withheld or delayed), use its best endeavours to:

- a) modify any or all of the Goods or Services without reducing the performance or functionality of the same, or substitute alternative Goods or Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply to such modified Goods or Services or to the substitute Goods or Services; or
- b) procure a licence to use and supply the Goods or Services which are the subject of the alleged infringement on terms which are acceptable to the Client, and in the event that the Contractor is unable to comply with Clauses D8.7 (a) or (b) within 20 Working Days of receipt of the Contractor's notification the Client may terminate the Contract with immediate effect by notice in writing.

D8.8 The Contractor grants to the Client a royalty-free, irrevocable and non-exclusive licence (with a right to sub-licence) to use any Intellectual Property Rights that the Contractor owned or developed prior to the Commencement Date and which the Client reasonably requires in order exercise its rights and take the benefit of this Contract including the Goods or Services provided.

#### **D9 Audit and the National Audit Office**

D9.1 The Contractor shall keep and maintain until 6 years after the end of the Contract Period, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Goods or Services supplied under it, the Open Book Data, all expenditure reimbursed by the Client, and all payments made by the Client. Subject to each party's obligations of confidentiality (to each other and to third parties) the Contractor shall on request afford the Client, the Audit Agent or the Client's representatives all reasonable cooperation and assistance including:

- (a) All information requested by the Client which the Client is permitted to access pursuant to this Contract or Law;
- (b) Reasonable access to any premises and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services;
- (c) Reasonable access to the Contractor system; and
- (d) Access to the Staff.

D9.2 The Client shall ensure that the conduct of each audit pursuant to this clause D9 does not unreasonably disrupt the Contractor or cause the Contractor to be in breach of its obligations under the Contract.

D9.3 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with this Clause D9.

D9.4 The Client acknowledges that Clause D9.1 shall not permit its personnel to have routine operational access to the Contractor system. If at any time the Client requires such access the Parties shall agree the associated costs and

document the additional charges payable by the Client in a Variation to the Contract.

#### **D10 Client's Right to Publish the Contract**

- D10.1 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 Contract is not Confidential Information. The Client shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor hereby gives his consent for the Client to publish the Contract in its entirety, (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted) including from time to time agreed changes to the Contract, to the general public.
- D10.2 The Client may consult with the Contractor to inform its decision regarding any redactions but the Client shall have the final decision at its absolute discretion.
- D10.3 The Contractor shall assist and cooperate with the Client to enable the Client to publish this Contract

### **E CONTROL OF THE CONTRACT**

#### **E1 Transfer, Sub-contracting and Novation**

- E1.1 The Contractor shall not assign, novate or otherwise transfer or dispose of any of its rights or obligations under the Agreement without the prior written consent of the Client, which may be withheld at the Client's absolute discretion, and any attempt by the Contractor to assign, novate or otherwise transfer or dispose of its rights or obligations in violation hereof shall be null and void as between the Parties.
- E1.2 The Contractor shall not sub-contract any of its obligations under the Contract without the prior written consent of the Client, not to be unreasonably withheld or delayed. At the Client's discretion it may require the Contractor to provide information on the proposed sub-contractor's identity, the services it is proposed it will provide and any further information reasonably required to inform its decision, including a copy of the proposed sub-contract. The Contractor shall be responsible for the acts and omissions of its sub-contractors as though they are its own and shall include in each sub-contract provisions which will enable the Contractor to meet its obligations under the Contract.
- E1.3 Where the Client has consented to the placing of sub-contracts, copies of each sub-contract shall, at the request of the Client, be sent by the Contractor to the Client as soon as reasonably practicable.
- E1.4 Notwithstanding Clause E1.1, the Contractor may assign to a third Party (the "Assignee") the right to receive payment of the Contract Price or any part

thereof due to the Contractor under the Contract. Any assignment under this Clause E1.4 shall be subject to:

- a) deduction of any sums in respect of which the Client exercises its right of recovery under Clause B3 (Recovery of Sums Due); and
- b) all related rights of the Client under the Contract in relation to the recovery of sums due but unpaid;

E1.5 In the event that the Contractor assigns the right to receive the Contract Price under Clause E1.4, the Contractor shall notify the Client if future payments are to be made directly to the Assignee and shall provide the Client with the relevant Information in accordance with Clause A5.1. The provisions of Clause B2 (Payment Terms and VAT) shall continue to apply in all other respects after the assignment and shall not be amended without the Approval of the Client.

E1.6 Subject to Clause E1.8, the Client may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof to:

- a) any Contracting Authority; or
- b) 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 Client; or
- c) any private sector body which substantially performs the functions of the Client,

provided that any such assignment, novation or other disposal shall not increase the burden of the Contractor's obligations under the Contract.

E1.7 Any change in the legal status of the Client such that it ceases to be a Contracting Authority shall not, subject to Clause E1.8, affect the validity of the Contract. In such circumstances, the Contract shall bind and inure to the benefit of any successor body to the Client.

E1.8 If the rights and obligations under the Contract are assigned, novated or otherwise disposed of pursuant to Clause E1.6 to a body which is not a Contracting Authority or if there is a change in the legal status of the Client such that it ceases to be a Contracting Authority (in the remainder of this Clause both such bodies being referred to as the "Transferee"):

- a) the rights of termination of the Client in Clauses G1 (Termination on insolvency and change of control) and G2 (Termination on Default) shall be available to the Contractor in the event of, respectively, the bankruptcy or insolvency, or Default of the Transferee;
- b) the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof with the previous consent in writing of the Contractor.

E1.9 The Client may disclose to any Transferee any Confidential Information of the Contractor which relates to the performance of the Contractor's obligations under the Contract. In such circumstances the Client shall authorise the Transferee to use such Confidential Information only for purposes relating to

the performance of the Contractor's obligations under the Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.

- E1.10 Each Party shall at its own cost and expense carry out, or use all reasonable endeavours to ensure the carrying out of, whatever further actions (including the execution of further documents) the other Party reasonably requires from time to time for the purpose of giving that other Party the full benefit of the provisions of the Contract.
- E1.11 The Client hereby consents that, by giving the Contractor prior written notice, the Client may assign, novate, sub-contract or otherwise dispose of, and be released from, any or all of its rights and/or obligations under the Agreement:
- to any Contracting Authority; or
  - to any successor Client following a reorganisation within government or to any body (including any private sector body) other than a Contracting Authority which substantially performs any of the functions that previously had been performed by the Client provided that
    - (i) there will be, in the Contractor's reasonable opinion, no change to the risks and their allocation within the Agreement; and
    - (ii) in the case of a private sector body only, if such body does not have a credit rating substantially similar to that of the Client, then the Parties shall agree a reasonable adjustment to the Service Charges to compensate the Contractor for any increase in its funding costs necessarily incurred as a result of such assignment, novation or other disposal); or(only with the prior written consent of the Contractor (which shall not be unreasonably withheld or delayed)) to any other person, provided that the Client's assignee or successor in title undertakes in writing to the Contractor to be bound by the obligations of the Client under the Agreement.
- E1.12 Any change in the legal status of the Client such that it ceases to be a Contracting Authority shall not affect the validity of the Agreement. In such circumstances, the Agreement shall be binding on any successor body to the Client.

## **E2 Waiver**

- E2.1 The failure of either Party to insist upon strict performance of any provision of the Contract, or the failure of either Party to exercise, or any delay in exercising, any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.
- E2.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with Clause A5 (Notices).

E2.3 A waiver of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

### **E3 Variation**

E3.1 Subject to the provisions of this Clause E3.1, the Client may request a variation of the Specification provided that such Variation does not amount to a material change to the Specification. Such a change is hereinafter called a “**Variation**”.

E3.2 The Client may request a Variation by notifying the Contractor in writing giving the Contractor sufficient Information to assess the extent of the Variation and any additional cost that may be incurred by the Contractor. The Client shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation. If the Contractor accepts the Variation it shall confirm the same in writing.

E3.3 In the event that the Contractor is unable to provide the Variation to the Specification or where the Parties are unable to agree a change to the Contract Price, the Client may:

- a) allow the Contractor to fulfil its obligations under the Contract without the Variation to the Specification; or
- b) terminate the Contract with immediate effect, except where the Contractor has already delivered all or part of the Services or where the Contractor can show evidence of substantial work being carried out to fulfil the requirements of the Specification; and in such case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed at Clause H2.

### **E4 Severability**

E4.1 If any provision of the Contract is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of the Contract shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated.

### **E5 Remedies Cumulative**

E5.1 Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of the Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

## **E6 Extension of Initial Contract Period**

E6.1 This Contract contains the option to extend for a further period of up to 2 [two] years on a 1+1 basis subject to the agreement of both parties. The Contract will apply throughout any such extended period.

## **E7 Entire Agreement**

E7.1 The Contract constitutes the entire agreement between the Parties in respect of the matters dealt with therein. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this Clause shall not exclude liability in respect of any Fraud or Fraudulent misrepresentation.

E7.2 In the event of, and only to the extent of, any conflict between the Clauses of the Contract, any document referred to in those Clauses and the Schedules, the conflict shall be resolved in accordance with the following order of precedence:

- a) the Clauses;
- b) the Schedules;
- c) any other document referred to in the Clauses; and
- d) any other document referred to in the Schedules.

## **F LIABILITIES AND WARRANTIES**

### **F1 Liability, Indemnity and Insurance**

F1.1 Neither Party excludes or limits liability to the other Party for:

- a) death or personal injury caused directly or indirectly by its negligence; or
- b) Fraud; or
- c) Fraudulent misrepresentation; or
- d) any breach of any obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

F1.2 Subject to Clauses F1.3 and F1.4, the Contractor shall indemnify the Client and keep the Client indemnified against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of or in consequence of the supply, or the late or purported supply, of the Goods or Services, or the performance or non-performance by the Contractor of its obligations under the Contract, or the presence of the Contractor or any Staff on the Premises, including in respect of any death or personal injury, loss of or damage to the Client's Property, financial loss arising from any advice given or omitted to be given by the Contractor, or any other loss which is caused directly or indirectly by any negligent act or omission of the Contractor.

- F1.3 The Contractor shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is solely caused by the negligence or wilful misconduct of the Client or by breach by the Client of its obligations under the Contract.
- F1.4 Subject always to Clause F1.1, the liability of either Party for Defaults shall be subject to the following financial limits:
- a) the aggregate liability of either Party for all Defaults resulting in direct loss of or damage to the premises or other property or assets of the other under or in connection with the Contract shall in no event exceed one (1) million pounds; and
  - b) the annual aggregate liability under the Contract of either Party for all Defaults (other than a Default governed by Clauses D8.4 (Intellectual Property Rights) or F1.4(a)) shall in no event exceed one (1)
  - c) The aggregate liability of the Contractor under Clause D8.4 (Intellectual Property Rights) where applicable shall in no event exceed five (5) million pounds.
- F1.5 Subject always to Clause F1.1, in no event shall either Party be liable to the other for any:
- a) loss of profits, business, revenue or goodwill; and/or
  - b) loss of savings (whether anticipated or otherwise); and/or
  - c) indirect or consequential loss or damage.
- F1.6 The Contractor shall effect and maintain with a reputable insurance company its own policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Contractor, arising out of the Contractor's performance of its obligations under the Contract, including in respect of death or personal injury, loss of or damage to Property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Contractor and shall be maintained for the Contract Period
- F1.7 The Contractor shall hold employer's liability insurance to a minimum of £5,000,000 in respect of Staff in accordance with any legal requirement from time to time in force.
- F1.8 The Contractor shall give the Client, on request, copies of all insurance policies referred to in this Clause or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- F1.9 If, for whatever reason, the Contractor fails to give effect to and maintain the insurances required by the provisions of the Contract the Client may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.
- F1.10 The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract. It shall be the responsibility of

the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability referred to in Clause F1.2.

F1.11 The Contractor shall effect and maintain with a reputable insurance company a fidelity insurance policy or policies to cover the loss, theft or misappropriation of moneys held on behalf of the Client up to the sum of [(words/figures)] whilst in the custody or possession of the Contractor, or its Staff.

## **F2 Warranties and Representations**

F2.1 The Contractor warrants and represents that:

- a) it has full capacity and authority and all necessary consents (including where its procedures so require, the consent of its parent company) to enter into and perform its obligations under the Contract and that the Contract is executed by a duly authorised representative of the Contractor;
- b) in entering the Contract it has not committed any Fraud;
- c) as at the Commencement Date, all Information contained in the Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Client prior to execution of the Contract;
- d) no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of the Contractor's knowledge and belief, pending or threatened against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Contract;
- e) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;
- f) no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Contractor or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Contractor's assets or revenue;
- g) it owns, has obtained or is able to obtain, valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;
- h) in the 3 years prior to the date of the Contract:
  - (i) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;
  - (ii) it has been in full compliance with all applicable securities and tax Laws and regulations in the jurisdiction in which it is established; and
  - (iii) it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract.

### **F3 Professional Indemnity**

- F3.1 The Contractor shall effect and maintain appropriate professional indemnity insurance cover during the Contract Period and shall ensure that all agents, professional consultants and sub-contractors involved in the supply of the Services do the same. To comply with its obligations under this Clause and as a minimum, the Contractor shall ensure professional indemnity insurance held by the Contractor and by any agent, sub-contractor or consultant involved in the supply of the Services has a limit of indemnity of not less than 1 million pounds for each individual claim or such higher limit as the Client may reasonably require (and as required by Law) from time to time. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of 12 Months thereafter.
- F3.2 Any excess or deductibles under the insurance referred to in Clause F3.1 shall be the sole and exclusive responsibility of the Contractor or the Contractor's agents, professional consultants or sub-contractors, as applicable.
- F3.3 The terms of any insurance or the amount of insurance cover shall not relieve the Contractor of any liabilities arising under the Contract.
- F3.4 The Contractor shall, on request, provide the Client with copies of all insurance policies referred to in Clause F3.1 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.
- F3.5 If, for whatever reason, the Contractor fails to give effect to and maintain the insurances required by this Clause then the Client may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.

### **F4 Tax Non-compliance**

- F4.1 The Contractor represents and warrants that as at the Commencement Date, it has notified the Client in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance.
- F4.2 If, at any point during the Initial Contract Period, or any extension thereof, an Occasion of Tax Non-Compliance occurs, the Contractor shall:
- a) notify the Client in writing of such fact within 5 Working Days of its occurrence; and
  - b) promptly provide to the Client:
    - (i) details of the steps which the Contractor 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
    - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Client may reasonably require.

## **G DEFAULT, DISRUPTION AND TERMINATION**

### **G1 Termination on insolvency and change of control**

- G1.1 The Client may terminate the Contract with immediate effect by notice in writing where the Contractor is a company and in respect of the Contractor:
- a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; 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 14 days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
  - d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
  - e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
  - f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
  - g) being a "small company" within the meaning of section 247(3) of the Companies Act 1985, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
  - h) any event similar to those listed in G1.1 (a)-(g) occurs under the Law of any other jurisdiction.
- G1.2 The Client may terminate the Contract with immediate effect by notice in writing where the Contractor is an individual and:
- a) an application for an interim order is made pursuant to Sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Contractor's creditors; or
  - b) a petition is presented and not dismissed within 14 days or order made for the Contractor's bankruptcy; or
  - c) a receiver, or similar officer is appointed over the whole or any part of the Contractor's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
  - d) the Contractor is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986; or

- e) a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Contractor's assets and such attachment or process is not discharged within 14 days; or
- f) he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005; or
- g) he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

G1.3 The Client may terminate the Contract with immediate effect by notice in writing where the Contractor is a partnership and:

- a) a proposal is made for a voluntary arrangement within Article 4 of the Insolvent Partnerships Order 1994 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or
- b) it is for any reason dissolved; or
- c) a petition is presented for its winding up or for the making of any administration order, or an application is made for the appointment of a provisional liquidator; or
- d) a receiver, or similar officer is appointed over the whole or any part of its assets; or
- e) the partnership is deemed unable to pay its debts within the meaning of section 222 or 223 of the Insolvency Act 1986 as applied and modified by the Insolvent Partnerships Order 1994; or
- f) any of the following occurs in relation to any of its partners:
  - (i) an application for an interim order is made pursuant to Section 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, his creditors; or
  - (ii) a petition is presented for his bankruptcy; or
  - (iii) a receiver, or similar officer is appointed over the whole or any part of his assets.

G1.4 The Client may terminate the Contract with immediate effect by notice in writing where the Contractor is a limited liability partnership and:

- a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or
- b) it is for any reason dissolved; or
- c) (an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given within Part II of the Insolvency Act 1986; or

- d) any step is taken with a view to it being determined that it be wound up (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation) within Part IV of the Insolvency Act 1986; or
- e) a petition is presented for its winding up (which is not dismissed within 14 days or its service) or an application is made for the appointment of a provisional liquidator within Part IV of the Insolvency Act 1986; or
- f) a receiver, or similar officer is appointed over the whole of any part of its assets; or
- g) it is or becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986; or
- h) a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986.

G1.5 References to the Insolvency Act 1986 in Clause G1.3 (a) shall be construed as being references to that Act as applied under the Limited Liability Partnerships Act 2000 subordinate legislation.

G1.6 The Contractor shall notify the Client immediately if the Contractor undergoes a change of control within the meaning of section 450 of the Corporation Tax Act 2010 ("Change of Control"). The Client may terminate the Contract by notice in writing with immediate effect within six Months of:

- a) being notified that a Change of Control has occurred; or
- b) where no notification has been made, the date that the Client becomes aware of the Change of Control,

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

## **G2 Termination on Default**

G2.1 Either Party may terminate the Contract, or terminate a provision of any part of the Contract by written notice to the other Party with immediate effect if the other Party commits a Default and:

- a) has not remedied the Default to the satisfaction of the injured Party within 25 Working Days or such other period as may be agreed between the Parties, after issue of a written notice specifying the Default and requesting it to be remedied; or
- b) the Default is not, in the opinion of the injured Party, capable of remedy; or
- c) the Default is a material breach of the Contract.

G2.2 In the event that through any Default of the Contractor, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded as to be unusable, the Contractor shall be liable for the cost of reconstitution of that data and shall reimburse the Client in respect of any charge levied for its transmission and any other costs charged in connection with such Default in accordance with Clause D1.

- G2.3 If the Client fails to pay the Contractor any undisputed sums of money when due, the Contractor shall notify the Client in writing of such failure to pay. If the Client fails to pay such undisputed sums within 90 Working Days of the date of such written notice, the Contractor may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Client exercising its rights under Clause B3 (Recovery of Sums Due).
- G2.4 Termination for Breach of Regulations – The Contracting Authority may Terminate this Call Off by issuing a Termination Notice to the supplier where Regulation 73(1) of the Public Contracts Regulations 2015 applies

### **G3 Break**

- G3.1 The Client shall have the right to terminate the Contract or to terminate a provision of any part of the Contract at any time by giving 3 Months' written notice to the Contractor. The Client may extend this period of notice at any time before it expires subject to agreement on the level of performance to be provided by the Contractor during the period of extension.

### **G4 Consequences of Expiry or Termination**

- G4.1 Where the Client terminates the Contract under Clause G2 (Termination on Default) and then makes other arrangements for the supply of Goods or Services, the Client may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Client throughout the remainder of the Contract Period. The Client shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under Clause G2 (Termination on Default), no further payments shall be payable by the Client to the Contractor (for Goods or Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Client), until the Client has established the final cost of making the other arrangements envisaged under this Clause.
- G4.2 Subject to Clause F1, where the Client terminates the Contract under Clause G3 (Break), the Client shall indemnify the Contractor against any commitments, liabilities or expenditure which represent an unavoidable direct loss to the Contractor by reason of the termination of the Contract, provided that the Contractor takes all reasonable steps to mitigate such loss. Where the Contractor holds insurance, the Client shall only indemnify the Contractor for those unavoidable direct costs that are not covered by the insurance available. The Contractor shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Client, with supporting evidence, of losses reasonably and actually incurred by the Contractor as a result of termination under Clause G3 (Break).
- G4.3 The Client shall not be liable under Clause G4.2 to pay any sum which:
- a) was claimable under insurance held by the Contractor, and the Contractor 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;

- b) when added to any sums paid or due to the Contractor under the Contract, exceeds the total sum that would have been payable to the Contractor if the Contract had not been terminated prior to the expiry of the Contract Period; or
- c) is a claim by the Contractor for loss of profit, due to early termination of the Contract.

G4.4 Save as otherwise expressly provided in the Contract:

- a) termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and
- b) termination of the Contract shall not affect the continuing rights, remedies or obligations of the Client or the Contractor under Clauses B2 (Payment Terms and VAT), B3 (Recovery of Sums Due), C1 (Prevention of Corruption), D2(Data Protection Act), D3 (Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989, Section 18 and Section 19 Commissioners for Revenue and Customs Act 2005), D4 (Confidential Information), D5 (Freedom of Information), D8 (Intellectual Property Rights), D9 (Audit and National Audit Office), D10 (Client's Right to publish the Contract), E5 Remedies Cumulative), F1 (Liability, Indemnity and Insurance), G4 (Consequences of Expiry or Termination), G6 (Recovery upon Termination) and H1 (Governing Law and Jurisdiction).

## **G5 Disruption**

G5.1 The Contractor shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Client, the Client's employees or any other contractor employed by the Client.

G5.2 The Contractor shall immediately inform the Client of any actual or potential industrial action, whether such action is by its own employees or others, which affects or might affect its ability at any time to perform its obligations under the Contract.

G5.3 In the event of industrial action by the Staff, the Contractor shall seek Approval to its proposals to continue to perform its obligations under the Contract.

G5.4 If the Contractor's proposals referred to in Clause G5.3 are considered insufficient or unacceptable by the Client acting reasonably, then the Contract may be terminated with immediate effect by the Client by notice in writing.

G5.5 If the Contractor is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Client, the Contractor may request a reasonable allowance of time and in addition, the Client will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

## **G6 Recovery upon Termination**

G6.1 At the end of the Contract Period (howsoever arising) the Contractor shall immediately deliver to the Client upon request all Property (including all materials, documents, Information and access keys) used in the performance of its obligations under the Contract that are in its possession or under its control or in the possession or under the control of any suppliers or sub-contractors and in the event the Contractor fails to do so, the Client may recover immediate possession thereof and the Contractor hereby grants a licence to the Client or its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor where any such items may be held.

G6.2 At the end of the Contract Period (howsoever arising) and/or after the Contract Period the Contractor shall provide such assistance to the Client and the Replacement Contractor as the Client may reasonably require in order to ensure an effective handover of all work in progress at the material time. Where the end of the Contract Period arises due to the Contractor's Default, the Contractor shall provide such assistance free of charge otherwise the Client shall pay the Contractor's reasonable costs of providing such assistance provided that the Contractor shall take all reasonable steps to mitigate such costs.

## **G7 Termination for Tax Non-Compliance**

G7.1 In the event that:

- a) the warranty given by the Contractor pursuant to Clause F4.1 is materially untrue; or
- b) the Contractor commits a material breach of its obligation to notify the Client of any Occasion of Tax Non-Compliance as required by Clause F4.2; or
- c) the Contractor fails to provide details of proposed mitigating factors which, in the reasonable opinion of the Client, are acceptable

the Client shall be entitled to terminate this Contract on written notice to the Contractor.

## **H DISPUTES AND LAW**

### **H1 Governing Law and Jurisdiction**

H1.1 Subject to the provisions of Clause H2, the Client and the Contractor accept the exclusive jurisdiction of the English courts and agree that the Contract and all non-contractual obligations and other matters arising from or connected with the Contract are to be governed and construed in accordance with English Law.

### **H2 Dispute Resolution**

H2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within 20 Working Days of either Party notifying the other of the dispute and such

efforts shall involve the escalation of the dispute to the finance director (or equivalent) of each Party.

- H2.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- H2.3 If the dispute cannot be resolved by the Parties pursuant to Clause H2.1 the Parties shall refer it to mediation pursuant to the procedure set out in Clause H2.5 unless (a) the Client considers that the dispute is not suitable for resolution by mediation; or (b) the Contractor does not agree to mediation.
- H2.4 The obligations of the Parties under the Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation and the Contractor and the Staff shall comply fully with the requirements of the Contract at all times during the Contract Period.
- H2.5 The procedure for mediation and consequential provisions relating to mediation are as follows:
- a) a neutral adviser or mediator (the "Mediator") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within 10 Working Days after a request by one Party to the other or, if the Mediator agreed upon is unable or unwilling to act, either Party shall within 10 Working Days from the date of the proposal to appoint a Mediator or within 10 Working Days' notice to either Party that the Mediator is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution ("CEDR") or other mediation provider to appoint a Mediator.
  - b) The Parties shall within 10 Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant Information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the CEDR or other mediation provider to provide guidance on a suitable procedure.
  - c) Unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.
  - d) If the Parties reach agreement on the resolution of the dispute, the agreement shall be recorded in writing and shall be binding on the Parties once it is signed by their duly authorised representatives.
  - e) Failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative written opinion. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties.
  - f) If the Parties fail to reach agreement in the structured negotiations within 60 Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the Courts.

# **I SUPPLY OF SERVICES**

## **I1 The Services**

- 11.1 The Contractor shall supply the Services during the Contract Period in accordance with the Client's requirements as set out in the Specification and the provisions of the Contract in consideration of the payment of the Contract Price. The Client may inspect and examine the manner in which the Contractor supplies the Services at the Premises during normal business hours on reasonable notice.
- 11.2 If the Client informs the Contractor in writing that the Client reasonably believes that any part of the Services does not meet the requirements of the Contract or differs in any way from those requirements, and this is other than as a result of a Default by the Client, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Client.
- 11.3 Option – see guidance
- 11.3 Subject (where applicable) to the Client providing written consent in accordance with Clause I5 (Provision and Removal of Equipment), timely supply of the Services shall be of the essence of the Contract, including in relation to commencing the supply of the Services within the time agreed or on a specified date.

## **I2 Manner of Carrying Out the Services**

- 12.1 The Contractor shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of Services has not been specified in the Contract, the Contractor shall agree the relevant standard of the Services with the Client prior to the supply of the Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.
- 12.2 The Contractor shall ensure that all Staff supplying the Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services.

## **I3 Remedies in the event of inadequate performance**

- 13.1 Where a complaint is received about the standard of Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Contractor's obligations under the Contract, then the Client shall notify the Contractor, and where considered appropriate by the Client, investigate the complaint. The Client may, in its sole discretion, uphold the complaint and take further action in accordance with Clause G2 (Termination on Default) of the Contract.
- 13.2 In the event that the Client is of the reasonable opinion that there has been a material breach of the Contract by the Contractor, then the Client may,

without prejudice to its rights under Clause G2 (Termination on Default), do any of the following:

- a) without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Contractor shall have demonstrated to the reasonable satisfaction of the Client that the Contractor will once more be able to supply all or such part of the Services in accordance with the Contract;
- b) without terminating the whole of the Contract, terminate the Contract in respect of part of the Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Services; and/or
- c) terminate, in accordance with Clause G2 (Termination on Default), the whole of the Contract.

13.3 Without prejudice to its right under Clause B3 (Recovery of Sums Due), the Client may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Client or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Contractor for such part of the Services and provided that the Client uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

13.4 If the Contractor fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Client shall instruct the Contractor to remedy the failure and the Contractor shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within 10 Working Days or such other period of time as the Client may direct.

13.5 In the event that:

- a) the Contractor fails to comply with Clause 13.4 above and the failure is materially adverse to the interests of the Client or prevents the Client from discharging a statutory duty; or
- b) the Contractor persistently fails to comply with Clause 13.4 above,

The Client may terminate the Contract with immediate effect by notice in writing.

#### **14 Key Personnel**

14.1 Where Key Personnel are essential to the proper provision of specific Services to the Client, those Key Personnel shall not be released from supplying the Services without the agreement of the Client, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment and other extenuating circumstances.

14.2 Any replacements to the Key Personnel shall be subject to the agreement of the Client. Such replacements shall be of at least equal status or of equivalent

experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

- 14.3 The Client shall not unreasonably withhold its agreement under Clause 14.2. Such agreement shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

**15 Provision and Removal of Equipment (Not Applicable)**

**16 Offers of Employment**

- 16.1 For the duration of the Contract Period and for a period of 12 Months thereafter neither the Client nor the Contractor shall employ or offer employment to any of the other Party's Staff who have been associated with the procurement and/or the contract management of the Services without that other Party's prior written consent.

**17 TUPE**

- a) The Parties acknowledge that there will be no relevant transfer under the TUPE Regulations at commencement of the Contract.

# SCHEDULES

## Schedule A Specification of Requirements

### A1. OVERVIEW OF REQUIREMENTS

#### A1.1 INTRODUCTION

For the purposes of this Contract all of the services provided will be solely used by Revenue and Customs Digital Technology Service (RCDTS) and RCDTS will act as the Client.

RCDTS is a private company limited by guarantee which is wholly-owned by HM Revenue & Customs (HMRC)

### A2 GENERAL OVERVIEW

A2.1 The brokerage services which can be provided from this Contract have resulted from a formal tender using, and in compliance with, the 'Open Procedure' as defined in the Public Contracts Regulations 2006 (The Regulations).

A2.2 In accordance with the Regulations the tender was published in the Official Journal of the European Union on 27/06/2017 under reference 120-242789, with a provisional tender timetable as follows:

#### Provisional Tender Timetable

Action	Date
Issue Contract Notice to OJEU	23/06/2017
Closing date for clarification questions	19/07/2017
Close date for tender receipt	24/07/2017
Issue intention to Award Letters & start Alcatel standstill period	02/08/2017
End Alcatel standstill period	14/08/2017
Obtain signature on final contract documents	16/08/2017
Start Contract date	21/08/2017

A2.3 As outlined in the Contract Notice and as fully detailed in Schedule A of this Contract, the Contract is with single or multiple Service Providers and will run for the duration of 1 year with the option for an extension for a further 2 years on a 1+1 basis.

A2.3 As outlined in the Contract Notice the intention is for the Client to contract for the provision of Insurance Brokerage Services.

A2.4 The Client will act as the Lead Stakeholder in terms of the day to day operation of this contract and they will be responsible for:

- a) specifying and agreeing the Service requirements with the Contractor for the duration of the Contract;
- b) ensuring that the Service provided by the Contractor will meet the requirements: and.

- c) administration of the Contract in terms of Category and Contract Management Activity.

### **A3 SCOPE OF REQUIREMENT**

- A3.1 The Client has identified a requirement for the Services (as defined in this Specification Section A3) of an external provider with the expertise to represent and assist RCDTS by providing insurance brokerage and associated support services which include the placing of and advice on a range of insurance policies.
- A3.2 The Contractor must ensure that they retain the flexibility to accommodate any future developments the Client may have which may affect the future scope and volume of the service provision.
- A3.3 The Contractor must retain the ability to provide all elements of the service in the manner described in their Tender Response as provided at Appendix A, or as requested and agreed with the Contracting Client after award of the contract.

### **A4 SERVICE REQUIREMENTS**

- A4.1 The Client has identified a requirement for Non-Life type insurance provision
- A4.2 The types of 'Non-Life' insurance the Client has identified include, but not exclusive to;
  - a) Directors and officers liability
  - b) Employer's liability
  - c) Errors and omissions (statutory duties)
  - d) Excess of loss liability
  - e) Business travel
  - f) Group Income Protection; and
  - g) Any other insurance requirements arising from RCDTS obligation to meet statutory liabilities arising from TUPE e.g. group personal accident, group income protection

Insurance cover for the Non-Life provisions must commence 01/12/2017

- A4.3 The Client reserves the right to award contracts for 'Life' and 'Non-Life' separately.

### **A5 FINANCIAL CONDUCT AUTHORITY**

- A5.1 The Contractor shall be registered as a broker with the FCA.

### **A6 INSURANCE PROGRAMME DESIGN AND PLACEMENT**

- A6.1 The Contractor shall on request and in general or with reference to any particular insurance requirement:
  - a) Assist the Client in the identification and evaluation of the Client's risk exposures.
  - b) Design, implement, co-ordinate and manage the Client's insurance programme in consultation with the Client.
  - c) Develop a Market Presentation as detailed in paragraph A7 in respect of each individual insurance requirement in consultation with the Client and present this to all capable insurance providers via a further competition procedure

- d) Notify the Client of its pre-contractual duties of disclosure to insurers including the duty to disclose all information that would be considered material in the context of such duty.
- e) Clarify the policy terms with the Insurer in order to obtain the most favourable, appropriate and economically advantageous insurance terms which meet the demands and needs of the Client.
- f) Unless advised otherwise by the Client, the Contractor shall check that the insurer's quotations and insurance policy terms are in full accordance with the Market Presentation and confirm in the presentation or report any deviation.
- g) Evaluate the responses to the Market Presentation and present all the quotations to the Client explaining the individual quotes and put forward an objective and impartial recommendation to the Client in the form of an evaluation and recommendation report.
- h) Following written instruction from the Client the Contractor shall place the insurance cover with the selected insurer(s) on behalf of the Client
- i) Following confirmation that cover is placed by the Insurer, the Contractor shall provide written confirmation of cover to the Client.
- j) Understand (or is willing to gain an understanding of) the public sector insurance market, including, but not limited to, knowledge of the insurance landscape within the public sector, EU regulations relating to the procurement of insurance, and common insurance brokerage requirements within the public sector: and.
- k) Work with the Client to secure the most economically advantageous policy terms for each requirement. This shall include working with the Client to identify realistic methods for minimising costs, and supporting in the identification of the correct insurance requirements based on the information provided by the Client.

## **A7 MARKET PRESENTATION**

A7.1 The Market Presentation will be led by the Contractor, with input from the Client, in order to present the Client with a final preferred insurance provider. The Market Presentation shall include as a minimum:

- a) Account management;
- b) Brokerage (as applicable);
- c) Business description;
- d) Choice of law and jurisdiction;
- e) Class of insurance. Where applicable separate Market Presentations shall be issued for each class of insurance and shall detail any combined bid requirements;
- f) Correspondence address in full including postcode(s);
- g) Excess;
- h) Insured title;
- i) Interested parties;
- j) Long term agreements;
- k) Minimum required terms and conditions (including details of low claims rebates and / or profit shares if applicable);
- l) Payment terms;
- m) Period of cover;
- n) Risk profile template;

- o) Sums insured / limits of indemnity;
  - p) Territorial limits;
  - q) Underwriting information;
  - r) Where applicable, claims summary (Confirmed Claims Experience (CCE) to be attached from the insurer) and an itemised claims listing of all claims received by the insurer in Excel format;
  - s) Where applicable, associated support services including online solutions: and.
  - t) Where available, triangulated claims information for each class of insurance for a minimum period of 3 years with appropriate notes.
- A7.2 Should it transpire that the indicative charges tendered cannot be achieved by the Broker, then the Client reserves the right not to execute the contract and further consider proposals from the other Tenderer's.

## **A8 FINAL QUOTATION**

- A8.1 Following the Market Presentation process, the Contractor shall obtain a final quotation from the insurance provider which will include the following detail as a minimum, by class or subclass of insurance procured:
- a) Basis of Cover - any variation(s) from the original Market presentation shall be clearly identified and allow for contract certainty;
  - b) Cost of associated support services if excluded from premium (GBP);
  - c) Details of any Combined bid, Combined Discount and / or Combined Incentive where applicable;
  - d) Full disclosure of Contractor remuneration (GBP);
  - e) Insurer details including name and policy wording reference;
  - f) IPT amount (GBP);
  - g) Period of quotation validity;
  - h) Policy and endorsement wording (only if a new policy);
  - i) Policy wording reference;
  - j) Management Charge (GBP);
  - k) Premium (GBP)
  - l) Premium payment warranties (if applicable);
  - m) Summary of the Market Presentation exercise, to include markets approached and responses; and
  - n) VAT amount (if applicable) (GBP).

## **A9 INVOICING**

- A9.1 Following written confirmation from the Client on the insurance selected the Contractor's invoice shall include the following detail as a minimum, by class or sub-class of insurance procured:
- a) Class of insurance;
  - b) Insurer details;
  - c) Insurer policy number of reference;
  - d) Payment terms;
  - e) premium (GBP); and
  - f) VAT amount (if applicable).

## **A10 ADVICE AND SUPPORT**

- A10.1 The Client may require insurance brokerage advice and support upon request. The advice and support may be requested at:
- a) As part of the Market Presentation (to be invoiced as part of the 'Set Up' fee)
  - b) As part of routine support post award (to be invoiced as part of the Admin and Task fees, See Schedule B); and
  - c) On an Ad Hoc basis with charges aligned to the Task Fees
- A10.2 The advice and support may include, but is not limited to:
- a) Insurer security;
  - b) Insurance brokerage;
  - c) Levels of insurance and levels of excess.
- A10.3 Insurance brokerage support and advice to the Client in its:
- a) Due diligence exercises;
  - b) Risk profiling;
  - c) Insurance and indemnity matters;
  - d) Contractual procedures for negligence claims and disputes; and
  - e) Liability advice provided to project teams including feasibility studies, research work and insurance due diligence exercises. Procurement and contracts review including drafting and negotiation of workable and sustainable insurance requirements and obligations in contracts including but not limited to insurance support to all forms of procurement programmes and contract types.
- A10.4 Support to the Client in:
- a) Insurance, loss and risk management subject matter expertise; and
  - b) Developing insurance and liability policy requirements across government and sharing current best practice.

## **A11 ADMINISTRATION**

- A11.1 The Contractor shall provide invoices and statements to the Client in support of the contract as frequently as is set out in the Market Presentation.
- A11.2 The Contractor shall check all insurance documentation for accuracy before issuing to the Client. This shall include, but is not limited to, the checking of statutory certificates and complete policy documents.
- A11.3 Subject to their receipt from the Insurer the Contractor shall forward any statutory certificate(s) to the Client before the policy start date.
- A11.4 Subject to their receipt from the Insurer the Contractor shall provide/forward complete policy documentation by the policy start date or within 30 days of inception to the Client. If the policy documentation is not available by the policy start date, the Contractor shall procure that an insurer issues an insurer's produced Cover Note, which the Contractor will forward upon receipt to the Client.
- A11.5 During the policy period there may be circumstances where the Client's cover requirements change. Where necessary, the Client shall request (in writing) that the Contractor shall negotiate and represent the Client with a view to arranging an amendment to the policy and / or premium accordingly with the relevant Insurer(s). The request to amend the policy shall be acknowledged by the Contractor within two working days of receipt, and the revised terms shall be agreed by both parties within a reasonable timeframe.
- A11.6 Where mid-term adjustments to the Client's insurance cover are required, the Contractor shall work with the Insurer(s) to facilitate such mid-term adjustments on behalf of the Client within a reasonable timeframe.

A11.7 The Contractor shall disclose their terms of business agreement (if applicable) and any other regulatory document(s) to the Client.

#### **A12 CONFIRMED CLAIMS EXPERIENCE (CCE)**

A12.1 The Contractor shall obtain evidence of CCE (five years minimum unless agreed otherwise) from the incumbent insurer. This shall be provided to the Client and shall form part of the Market Presentation submitted to the insurance provider's in accordance with paragraph 6 above.

A12.2 The Contractor shall provide a CCE report which shall include as a minimum (unless otherwise agreed with the Client)

- a) Date of issue;
- b) Date of last reported claim;
- c) Name and address of insured;
- d) Name and address of insurer;
- e) Name and position of insurer's representative;
- f) Policy number;
- g) Renewal date; and
- h) Signature of insurer's representative.
- i) The list below shall be shown for each period of cover:
  - Cover in period and applicable excess;
  - Period;
  - Total claim amounts outstanding (split between damage, injury where applicable);
  - Total claim amounts paid (split between damage, injury where applicable); and
  - Total number of claims reported (including outstanding claims)

#### **A13 CLAIMS HANDLING**

A13.1 The Contractor shall make all reasonable endeavours to ensure that any costs as a result of a claim for which the Client is liable are minimised.

A13.2 Claim notification details shall be confirmed by the Client and Contractor prior to completion of the contract. The Contractor shall ensure that:

- a) Conflicts of interest are managed and disclosed;
- b) Claims are handled fairly;
- c) Claims are settled promptly; and
- d) The Client shall be provided with information on the claims handling process, and where relevant with an explanation of why a claim is rejected or not settled in full.

#### **A14 CLAIMS REPORTS**

A14.1 Subject to receipt from the Insurer, the Contractor shall ensure that claims reports shall be supplied to the Client unless otherwise agreed no later than 90 days prior to expiry of the current policy, or within 30 days of any request by the Client or other period agreed in the Market Presentation.

A14.2 The content of the claims reports shall be agreed between the Client and the Contractor. The report shall include the following as a minimum (unless otherwise agreed with the Client):

- a) Amount of damage outstanding before deduction of excess (GBP);

- b) Amount of damage paid before deduction of excess (GBP);
- c) Balance left in fund (if using funded methodology) (GBP);
- d) Claim reference;
- e) Claimant forename (motor and liability classes only);
- f) Claimant surname (motor and liability classes only);
- g) Claims handler claims reference;
- h) Client' claims reference;
- i) Date of incident;
- j) Excess;
- k) Fund transactions (GBP) (if using funded methodology);
- l) Incident details;
- m) Injury outstanding before deduction of excess (GBP);
- n) Contractor claim reference;
- o) Interest earned (GBP) (if using funded methodology);
- p) Location of incident / postcode;
- q) Nature of the incident;
- r) Net damage paid (GBP) (motor only);
- s) Policy reference;
- t) Recoveries received (GBP);
- u) Report date;
- v) Source code;
- w) Total payments made (GBP); and
- x) Valuation date.
- y) The claims reports shall be made available in Excel or Comma Separated Value (CSV) format by the Contractor to the Client.
- z) The timeliness of the claims reports shall be confirmed by the Client in the Market presentation.
- aa) Where required by the Client the Contractor shall conduct a claims and trend analysis based on the claims history / report.
- bb) Where Client require an online solution, details of such will be confirmed in the Market presentation.
- cc) The Client and the Contractor shall agree the claims history within 30 days of receipt of the claims report from the claims handler.

#### **A15 MANAGEMENT INFORMATION**

A15.1 The Contractor shall provide Management Information to the Client in accordance with Schedule C (Contract Management Plan & Management Information).

#### **A16 RISK PROFILE TEMPLATE**

A16.1 The Contractor shall work with the Client to develop a risk profile template within one month of the contract commencement date.

A16.2 The risk profile template shall include

- 1) General
  - a) Details of any major changes to the responsibilities of the Client or service delivery for the next twelve months.
  - b) Business description of the Client, which shall include as a minimum, but is not limited to:
    - i) Key locations;
    - ii) Annual revenue and budgets; and
    - iii) Key priorities.
  - c) The corporate plans, risk registers, health and safety policy of the Client may be included as an appendix if relevant.

- 2) Business Travel
  - a) Detail of benefits to be included including sum (£), currently in force or additionally required:
    - i. Overseas medical expenses and emergency repatriation expenses and travel expenses;
    - ii. Excess;
    - iii. Personal property;
    - iv. Single article limit;
    - v. Delayed personal property;
    - vi. Loss of travel documents;
    - vii. Loss of keys;
    - viii. Money;
    - ix. Cash limit;
    - x. Travel delay; cancellation, curtailment and rearrangement expenses;
    - xi. Excess;
    - xii. Personal liability any one event;
    - xiii. Legal expenses;
    - xiv. Rental vehicle excess;
    - xv. Political or natural disaster; and
    - xvi. Contingency coverage and excess.
  - b) Travel pattern for the next twelve months or if not known the previous twelve months travel pattern, including following areas and estimated person days:
    - i) UK;
    - ii) Europe;
    - iii) USA / Canada; and
    - iv) Rest of the world.
  - c) Details of any trips on non-scheduled aircraft.
  - d) Confirm of the maximum number of employees who could fly together.
  - e) Details of any location with more than 200 insured persons.
  - f) Legal expenses
  - g) Detail and confirmation of cover required, limit and excess on the following but not limited to:
    - i) Employment defence;
    - ii) Tax and VAT;
    - iii) Criminal prosecution;
    - iv) Property disputes;
    - v) Data protection;
    - vi) Contract disputes; and
    - vii) Helpline.
- 3) Employers liability
  - a) Wage roll bill and the number of employees for the past seven years.
  - b) Largest location by number of employees and maximum number at that location.
  - c) Web link to latest reports and accounts.
  - d) Confirmation on the definition of employee:
    - i) Any member of the Client;
    - ii) Any person under a contract of service or apprenticeship;
    - iii) Persons hired by the Client;
    - iv) Any labour master or person supplied by the Client;
    - v) Labour on sub-contractors;
    - vi) Self-employed persons;
    - vii) Persons on work experience schemes or similar;

viii) Authorised volunteer works/helpers; and  
ix) Any officer or member of the catering, social, sports or welfare organisations of the Client.

e) Confirmation of the sum for the:

i) Limit;

ii) Excess; and

iii) Aggregate.

f) Details of any trading company owned or operated by the Client.

A16.3 The Contractor shall include the risk profile template within the Client Market Presentation.

A16.4 The format and layout of the risk profile template shall be developed in conjunction with the Client.

## Appendix A – Contractors Tender Response

Redacted

## Schedule B Pricing Schedule

B1 The Contractor shall disclose all earnings relating to the Client's contract.

B2 It is intended that the charges for brokerage services will be provided as fixed fees broken down into the following categories

- 1) Set Up' fees – these charges will cover the tasks required to put together and run the Market Presentation stage to appoint a suitable provider and will include;
  - a) FCA membership
  - b) Insurance Programme Design & Placement
  - c) Advice & Support
  - d) Administration
  - e) Confirmed Claims Experience
  - f) Final Quotations
  - g) Invoicing
  - h) Risk Profile Template
  - i) Other (please provide details of any other tasks it is envisaged may be required during the 'Set Up' period)
- 2) Admin' Fees – these charges will cover the ongoing administrative tasks throughout the period of the contract and will include:
  - a) Ongoing invoicing
  - b) MI
  - c) Contract Management (see Schedule C)
  - d) Other (please provide details of any other tasks it is envisaged may be required as ongoing administration)
- 3) Task Fees (these fees will not form part of the evaluation criteria) – these charges will cover assistance with specific requirements which arise during the life of the contract and will include;
  - a) Claims Handling
  - b) Claims Reports
  - c) Other (please provide details of any other tasks it is envisaged may be required in respect of specific requirements likely to arise during the course of the contract)
- 4) Maximum Premium Charge\* – A maximum or 'ceiling' charge for the specific insurance premium

\*The Client accepts that prior to the award of a contract, the broker would only be able to provide an indicative Maximum Premium charge quotation for the insurance types required. However, the Broker must ensure that the indicative charge tendered would be the

maximum that the Client could be expected to pay, with the tendered charges therefore acting as a 'ceiling'. As part of the Contract Award process the successful tenderer would be required to undertake the "Presentation" or similar process to identify potential savings and reduce the charges to the Client, with the final charges recorded in the contract prior to signature).

- B3 A gain share approach would be taken to any reduction obtained in comparison to the \*Maximum Premium charge proposed at the tender stage, or any reduction on a premium obtained during the term of the contract. The Client will receive 75% of any saving and the Broker 25%.
- B4 Any gain share due to the Contractor will be identified and remitted as part of the Monthly Admin Fee
- B5 The Contractor must not accept any Contingent Commissions in relation to any transaction connected with this requirement unless specifically notified to and agreed in advance with the Client.
- B4 The Contractor shall ensure that all charges in respect of insurance premiums and support services remain competitive.
- B5 Where required by the Client the Contractor shall undertake Benchmark Reviews, to demonstrate that charges remain competitive. Where required the Contractor shall develop a benchmarking methodology to be used.

## **PRICING SCHEDULES**

To assist in completion of the Life insurance pricing schedules below an Insurance Profile is provided at Annex A and the PMI Life

Insurance Type	Set Up Fee	Monthly Admin Fee	Maximum Premium Charge	Sub-Total
PMI	N/A	N/A	N/A	N/A
Travel & Personal Accident	N/A	N/A	N/A	N/A
Life Assurance	N/A	N/A	N/A	N/A
			Total	N/A

(The following table should be completed for contract management purposes, the figures included will not form part of the tender evaluation criteria)

Life - Task Fees

Insurance Type	Claims Handling	Claims Reports	Hourly Rate for Advice
PMI	N/A	N/A	N/A
Travel & Personal Accident	N/A	N/A	N/A
Life Assurance	N/A	N/A	N/A

To assist in completion of the Non-Life insurance pricing schedules below an Insurance Profile is provided at Annex A Non-Life

Insurance Type	Set Up Fee	Monthly Admin Fee	Maximum Premium Charge	Sub-Total
Directors and Officers Liability				
Errors & Omissions (statutory duties)				
Excess of Loss Liability				
Business Travel				
Group Income Protection				
			Total	15000

(The following table should be completed for contract management purposes, the figures included will not form part of the tender evaluation criteria)

Non-Life Task Fees

Insurance Type	Claims Handling	Claims Reports	Hourly Rate for Advice
Directors and Officers Liability			
Errors & Omissions (statutory duties)			
Excess of Loss Liability			
Business Travel			
Group Income Protection			

Annex A –

**INSURANCE PROFILE**

## **Schedule C Contract Management Plan and Management Information**

### **C1 General Contract Management**

- C1.1 This Schedule is intended to set out the contract management arrangements to be followed by the parties during the term of this Contract and to outline a structure to;
- a) provide direction for the relationship between the Client and the Contractor;
  - b) provide for effective decision making;
  - c) provide for oversight and monitoring for the contract;
  - d) represent key stakeholders;
  - e) ensure transparency of decision; and
  - f) balance the commercial requirements of the Contractor with the Client's need for control, regulation and delivery of Services.
- C1.2 The parties must perform their contract management obligations in accordance with the following principles; the Contractor must bear all costs associated with Contract Management including any direct costs associated with attendance at Contract Management meetings (travel, subsistence), which may be held at either the Client's or the Contractor's premises.; and;
- a) any Dispute between the parties arising from an action or decision made during contract management activity must be resolved in accordance with the Dispute Resolution Procedure set out in Clause C8
- C1.3 The Contractor must offer access to relevant documentation requested by representatives from the Client for the purpose of commercial assurance, risk assessment, security assurance, familiarisation on procedures etc. Full details of the Client's requirement and timescales for the provision of management information reports are set out in Clause C9.
- C1.4 The Client reserves the right to conduct site audits as part of the contract management activity.
- C1.5 The Contractor must offer access to any part of their premises to representatives from the Client for the purpose of commercial assurance, risk assessment, security assurance, familiarisation on procedures etc.
- C1.6 The Client reserves the right to attend meetings between the Contractor and any subcontractors it utilises to provide the service to ensure proper oversight, management, delivery and performance of the Services.
- C1.7 The Contractor must ensure all correspondence regarding contractual issues is appropriately referenced and sent to the Client as appropriate.
- C1.8 The Contractor must ensure that a Contractor's representative is accessible to the Client at all times during normal working hours (Mon – Fri 08:00 to 18:00) in order to discuss operational matters. All contractual matters will be dealt with directly by the Contractors and the Client's representative.

### **C2 Efficiency Savings**

- C2.1 As part of routine Contract Management activities the Contractor will be required to work with the Client to realise any possible efficiency savings

during the term of the contract. Possible efficiency savings will be reviewed during Performance Review meetings and any savings realised annually will be distributed between the Contractor and the Client as agreed in advance.

### **C3 Reviews**

C3.1 After the commencement of the Contract, the Contractor must attend performance review meetings with the Client to consider the progress of the contract, discuss the MI reports and to review any operational issues that have arisen in the preceding review meetings on the following basis:

Contract Review                  6 Monthly

The nature of the meetings (face to face, telephone conference) is to be agreed between the Contractor and the Client in advance.

C3.2 The Contractor must provide the Client with the most up to date management information relating to the previous two quarters at least 5 working days before any meeting.

### **Annual Review**

C3.3 An annual review meeting will be held, on a date to be agreed between the parties, each Contract Year throughout the Term of the contract or, in the absence of such agreement, within 30 (thirty) Working Days of the anniversary of the Operational Services Commencement Date. The annual review meeting will be attended by the Client's Senior Responsible Owner or their representative and any appropriate Contract Management Team representatives from both parties and other such persons notified by the Client considered to be necessary for the review.

C3.4 In respect of the period under review, the Client will take into account any matters it considers necessary, including:

- a) the Contractor's performance in respect of the Service Levels and KPI's as detailed at Schedule D (including any relevant Service Level trends analysis and whether the Service Levels reflect improvements in the Services over the Term and any efficiency gains made by the Contractor);
- b) consideration of any Changes which may need to be made to the Services; and
- c) a review of future requirements in relation to the Services.

C3.5 The Client will produce a report containing its findings from the annual review and discuss with the Contractor how any changes to the Contract and/or to the Services shall be addressed. Any Changes to be implemented in accordance with this clause C3.5 shall be implemented in accordance with the Clause C4 of this Schedule - Change Control Procedure.

### **C4 Change Control Procedure**

C4.1 Either party may propose a Change in accordance with the Change Control Procedure as set out in this Schedule. Each party shall consider in good faith any proposal for Change from the other party and neither party shall unreasonably withhold its agreement to any Change proposed by the other party. Any discussions between the parties about a proposed Change prior to

any agreement to such Change being reached shall be without prejudice to the rights of either party.

- C4.2 If either party wishes to propose a Change ("Change Proposer"), it must submit to the other party ("Change Recipient") a written request detailing the proposed Change ("Change Request") specifying, in as much detail as is reasonably practicable, the nature of the proposed Change. Within ten (10) Working Days of receipt or issue of a Change Request (as the case may be) the party responsible for implementing the Change ("Change Implementer") must submit to the other party a Change Proposal in accordance with paragraph C4.3 below.
- C4.3 If paragraph C4.2 of this schedule applies, the Change Implementer must provide the other party with a written proposal in relation to the relevant Change ("Change Proposal") which must include the following information (except where such information is not relevant to the proposed Change):
- a) details of the proposed Change and its impact on the Services or other variations to this Contract;
  - b) which of the Services and Service Levels will be affected and how;
  - c) the cost of developing the proposed Change;
  - d) an initial estimate of the cost of implementation and on-going operation of the relevant Change, including any proposed increase or decrease in the Charges;
  - e) details, if relevant, of the proposed Change's compliance with any applicable Laws;
  - f) a high level of implementation plan and timetable for the proposed Change;
  - g) an assessment of the possible risks of introducing the proposed Change;
  - h) a review of the likely impact of the proposed Change on the timetable for the operational processes in this Contract including the Implementation Plan; and
  - i) a review of the resources required to implement the proposed Change.
- C4.4 Within ten (10) Working Days of receipt of the Change Proposal, the receiving party must notify the Change Implementer whether or not it agrees to the proposed Change. If the receiving party notifies the Change Implementer that it does not wish the proposed Change to be implemented, then no further action shall be taken unless either party wishes to challenge this decision through the dispute resolution procedure. If the receiving party notifies the Change Implementer that it accepts the proposed Change, then the parties shall agree a 'Variation to Contract Form' (set out in Appendix A to this schedule) as soon as reasonably practicable and must then implement the Change in accordance with the terms of the agreed Change Control Record.
- C4.5 Until such time as both parties have agreed a proposed Change in accordance with this Change Control Procedure, both parties must, unless otherwise expressly agreed in writing, continue to perform their obligations under this Contract and any Order in accordance with its terms and will be under no obligation to perform any work in relation to a proposed Change except for complying with the obligations set out in this Change Control Procedure, including the production of a Change Proposal.
- C4.6 Notwithstanding paragraph C5.12 of this schedule, any additional work undertaken by either party, its Sub-contractors or agents which has not been authorised in advance by a Change shall be undertaken entirely at the

expense and liability of that party and the other party will have no obligation to make any payment in connection with such work.

- C4.7 Without prejudice to the Contractor's obligations, if Change is required as a result of a change in applicable Laws or a Force Majeure Event, then the parties must comply with the procedures set out in this Change Procedure in so far as they are reasonably able in the circumstances. However, under no circumstances should a party seek to hold the other party to the Change Control Procedure, if to do so would result in either party failing to comply with the change in applicable Laws or the impact of the Force Majeure Event not being mitigated.

### **Fast Track Changes**

- C4.8 The parties acknowledge to ensure operational efficiency that there may be circumstances where it is desirable to expedite the processes set out above.
- C4.9 If both parties agree in relation to a proposed Change that:
- a) the Change does not involve any alteration to, or deviation from the contractual principles set out in the Agreement; and
  - b) the total number of Changes in relation to which this fast track procedure has been applied does not exceed four in any 12 month period (or such higher number as the Client may from time to time agree in writing); and
  - c) the value of the proposed Contract Change does not exceed £5,000 and the proposed Change is not significant (as determined by the Client acting reasonably),
  - d) then the parties must confirm to each other in writing that they will use the process set out in paragraphs C4.2, C4.3, C4.4, C4.5, C4.6 and C4.7 above but with reduced timescales, such that any period of ten (10) Working Days is reduced to three (3) Working Days.
- C4.10 The parameters set out in paragraph C4.9 (d) may be revised from time to time by agreement between the parties in writing.

### **Emergency Changes**

- C4.11 If the Client believes:
- a) a Change is required to respond to an emergency whether by virtue of a change in Law or operational circumstances (in either case as the Client reasonably determines); and
  - b) that it would not be practicable to agree the content of a Change Record prior to the implementation of the Change,
  - c) the Client may require the Contractor to commence work immediately to implement the Change (without, therefore, a formal Change Request or Change Proposal) and the parties will subsequently agree the detail of the appropriate Change Record. In such a situation, the Contractor will use its best endeavours to comply with the Client's request as soon as possible.

### **Business as Usual Changes**

- C4.12 The parties agree that Business As Usual Changes shall not be subject to the Change Procedure. "Business As Usual Changes" for the purpose of this schedule means a Change which the parties agree is sufficiently small in the effort required to process it, such that it does not need to be processed in accordance with the Change Control Procedure (such a Change shall not

exceed 5 man days of effort and cumulatively, such Changes shall not exceed 20 man days of effort in any Contract Year).

## **Disputes**

C4.13 In the event of any dispute arising under this Change Control Procedure which cannot be resolved within ten (10) Working Days, either party will be entitled to refer the dispute for resolution in accordance with the Dispute Resolution provisions set out at clause C8 of this Schedule.

C4.14 The parties must meet as required and on request by either party to discuss the order in which agreed Changes are implemented and to monitor the implementation of such Changes.

## **Charges for Changes**

C4.15 Each party will be responsible for any costs they incur as a result of making a change request or submitting a change proposal.

C4.16 Both parties must take all reasonable steps to avoid or minimise additional charges arising from the implementation of any Change, including where possible using resources already deployed in providing the Services at no additional cost. If additional resources or costs will be required then the parties must calculate the cost of the Change in accordance with Schedule J, Pricing Schedule.

## **C5 Variation**

C5.1 This Contract can be varied at any time by mutual agreement of the parties subject to a notice period of 30 working days, such agreement to be in writing and signed by the representatives of both parties using Standard Document SD 23, 'Variation to Contract' form as set out at Appendix A of this Schedule.

## **C6 Extension**

C6.1 This Contract contains the option to extend for a further period of up to 2 (two) years on a 1+1 basis subject to the agreement of both parties. The Contract terms and conditions will apply throughout any such extended period

## **C7 Dispute Resolution**

C7.1 In the event of a dispute regarding the contract and delivery of services that cannot be resolved informally or through the agreed governance procedures, the dispute may be referred to the Dispute Resolution Procedure in accordance with the following procedure (the "Dispute Resolution Procedure"):

- a) The party originating the issue or dispute must draft a written summary of the issue or dispute, circulate the written summary and then begin discussions between the outlined at level 1 in the table set out at Clause C8.2.
- b) If unresolved at level 1 after ten (10) Working Days, having regard to the urgency of the matter, the issue or dispute will be escalated the people holding the posts at level 2, and then to level 3 (in each case if unresolved for ten (10) Working Days, in the table set out at Clause C8.2.

- c) If unresolved at level 3 after ten (10) Working Days, having regard to the urgency of the matter, the issue or dispute will be settled in accordance with the direction of the Client's Chief Executive officer and the Contractor, whose decision shall be final.

**C8 Contract Management Roles and Dispute Escalation Points**

C8.1 The Client and the Contractor must assign personnel with the appropriate skills and experience to perform the Roles and Responsibilities listed in the table below and where indicated as a Key Role, the Terms and Conditions I4 Key Personnel will apply.

Role	Key Role	Responsibilities	Contact Name, Title & Contact Details	
			Client	Contractor
Senior Responsible Owner	No	Overall responsibility for delivery of the contract. Escalation point for issues  Level 3 escalation point		
Commercial Director	No	Overall responsibility for the Commercial integrity of the contract.  Level 2 escalation point		
Commercial Lead	No	Responsible for overseeing the Contract Review process.  Level 1 escalation point		
Commercial Manager	Yes	Responsible for monitoring the performance of the Contract and managing the change control process.		
Contract Manager	Yes	Responsible for the day to day management of the contract.  Recipient of Notices as referred to in Clause A5 (Notices).		

## **C9 Specific Contract Management Requirements**

### **CONTRACT MANAGEMENT INCLUDING ACCOUNT MANAGEMENT**

- C9.1 The Contractor shall provide the Client with a named contract account manager and a deputy contract account manager, to ensure that all the requirements of the Contract are met
- C9.2 The Contractor shall:
- Acknowledge Client' queries within one day of receipt
  - Have a process to allocate the Client' work;
  - Have a structure in place to respond to the Client's queries; and
  - Ensure Client receive courteous and helpful attention from the Contractor's Personnel.
  - All communications from the Contractor shall be clear, courteous, and helpful and identify the appropriate employee to contact in the event of a query.
  - The Contractor shall use a number of information sources to maintain and develop its knowledge of the public sector and the public sector insurance market.
- C9.3 The Contractor shall adopt a policy of continuous improvement as detailed in Contract Schedule 8 (Contract Management). The Contractor shall cascade relevant lessons learnt relating to the provision of insurance and / or advice to Client.

**Schedule C - Appendix A VARIATION TO CONTRACT FORM**

<b>CONTRACT TITLE:</b> <b>VARIATION No:</b> <b>BETWEEN:</b>	<b>CONTRACT REF:</b> <b>DATE:</b>
The Commissioners of HM Revenue & Customs (hereinafter referred to as "the Client") & <b>(Insert Contractor name)</b> (hereinafter referred to as "the Contractor")	

The Contract is varied as follows:

<b>Title of Change:</b> <b>Originator:</b> <b>Reason for the Change:</b> <b>Description (giving full details, including any specifications):</b> <b>Acceptance testing and criteria (if applicable):</b> <b>The cost of the Change:</b> <b>Timetable:</b> <b>Impact on the Contract:</b> <b>Agree to proceed (Yes/No):</b>  1. Words and expressions in this Variation shall have the meanings given to them in the Contract.  2. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.
--

**SIGNED:**

Signed for and on behalf of the Client	Signed for and on behalf of the Contractor
Name:	Name:
Signature:	Signature:
Title/Role:	Title/Role:
Date of Signature:	Date of Signature:

## Schedule D Service levels and KPIs

## **Schedule E Risk, Audit and Compliance Function**

### **E1 Introduction**

E1.1 This Schedule sets out the Client's risk management, audit and compliance requirements for the prevention of financial crime and the Client's rights to inspection and audit.

### **E2 Risk Strategy**

E2.1 The Contractor must implement a risk management policy that is compliant with industry standard best practice and where applicable it should comply with the FCA Handbook, ISAE3402 and future equivalent certification standards.

E2.2 The Contractor must implement a set of operational risk management policies which shall capture all risk types across the Services, which must be formally communicated to the Contractor's personnel involved in the Service delivery.

E2.3 The Contractor's risk management policy must define the roles and responsibilities (including suitable training and specific separation of roles where applicable) to manage the Risk, Audit and Compliance Function for the prevention of financial crime.

### **E3 Risk Appetite**

E3.1 The Contractor must have an established and documented appetite for risk as set out in a Risk Management Framework policy document for RCDTS Insurance Brokerage Services which must be aligned to the Client's risk appetite.

E3.2 The content of the Risk Management Framework policy document must be agreed with the Client prior to implementation and be the subject of further review during the term of the contract.

### **E4 Risk Assurance**

E4.1 The Contractor must implement a risk assurance process in accordance with Industry Best Practice which shall include systems and controls to identify early warning indicators, mitigate risk and shall regularly report on such systems and controls.

E4.2 The Contractor's risk assurance processes must include:

- a) Risk Control Self-Assessment (RCSA). RCSA processes will capture the results of 1st line risk identification, assessment and control processing in a consistent format which will define and test the effectiveness of the controls in mitigating the risks to the business;
- b) An independent risk based annual assurance plan to review and consider key controls and activities. To be based on an annual risk assessment taking account of inherent risks of the service, changes to people systems and process and emergence of external threats and regulatory challenges; and
- c) A full audit trail of the assurance undertaken, together with the results, issues and actions arising and the progress of any remedial action.

## **E5 Inspection and Audit Rights**

- E5.1 The Contractor must permit, must fully co-operate and must use reasonable endeavours to ensure that its Sub-contractors cooperate, with the Client, their third party representatives or Regulatory Bodies, to audit or otherwise inspect for any purpose relating to the delivery of the Services.
- E5.2 The Client will use reasonable endeavours to ensure that the conduct of any audit does not unreasonably disrupt the Contractor or delay the provision of the Services.
- E5.3 The Client will at any time carry out a security audit of the Services, including in relation to the Assets used, the Information System or any component of it or the Sites, and the Contractor must facilitate such audit.
- E5.4 If the Client suspects the Contractor or any person is in breach of Prevention of Corruption or Security Requirements clauses, the Client and its third party representatives have the right to immediately access and take copies of any records and any other information held at the Contractor's premises and to meet with the Contractor Personnel to audit the Contractor's compliance with its obligations under Prevention of Corruption and Security Requirements. The Contractor must give all necessary assistance to the conduct of such audit during the term of this Contract and for a period of three (3) years after termination of this Agreement.
- E5.5 The Contractor must not withhold information or delay access unreasonably and must provide the Client (and/or the Client's agents or representatives) with all reasonable co-operation and assistance in relation to each audit.
- E5.6 Save as provided elsewhere in this Schedule, the Client will use reasonable endeavours to provide at least fifteen (15) Working Days' notice of its intention to conduct an audit.
- E5.7 The Client agrees that it shall bear all costs and expenses incurred by it in respect of compliance with its obligations under this Schedule. Should the audit identify a material Default by the Contractor, the Contractor must reimburse the Client for all the Client's reasonable costs and expenses incurred in the course of any activities required to resolve such Default.

## **E6 Internal Audit Follow Up**

- E6.1 The Contractor must, on a monthly basis, provide the Client with an update on all outstanding audit issues relative to the services, detailing their progress and must provide any evidence requested by the Client to satisfy that outstanding Audit issues have been resolved to the agreed tolerance.

## **E7 Compliance Scope**

- E7.1 The Contractor must maintain an internal control environment appropriate to ensure compliance with current and future regulation and legislation, including:
- a) Data Protection Act 1998;

- b) Freedom of Information Act 2000 (FOIA) and Environment Information Regulations 2004 (EIR); and
- c) Money Laundering Regulations 2007 and Terrorism Act;

## **E8 Complaints Management.**

- E8.1 The Contractor must ensure that the risks of non-compliance with the Standards and Law have been defined and documented for all processes related to the delivery of the Services.
- E8.2 In the event of the risk materialising the Contractor must mitigate any impact upon the Client and the Customers to within agreed tolerances.

## **E9 Breach Reporting**

- E9.1 The Contractor must report any breaches of the Client's Requirements to the Client immediately or in any case within twenty four hours of a breach and shall record and investigate such breaches and take any remedial action within timescales agreed by the Client. Records of breaches shall include classification of significance of the issue in accordance with the Contractor's Risk Management Framework Policy and Appetite for Risk, the root cause of the breach, where the breach originated, any financial and non-financial impact on Customers, the number of Customers impacted, any remedial action required or undertaken, as directed and agreed with the Client and the remedial action owner.
- E9.2 In all circumstances, the Contractor must ensure that the Client is the first notification point when a breach is identified which could result in a reputational risk to the Client, so as to allow the Client to prepare corporate communications in respect of the matter.
- E9.3 Under no circumstances should the Contractor or any its personnel, contractors etc. make public any breach identified, without the prior agreement of the Client.
- E9.4 The Contractor must monitor the occurrence of regulatory breaches to identify trends and, report such trends and actions to the Client on a monthly basis and, where the Client requires, take remedial action.
- E9.5 The Contractor must ensure all its personnel have adequate understanding to enable them to identify regulatory breaches within their area of responsibility and the wider business, and to report, investigate and address the issues.
- E9.6 The Contractor must provide a summary of all compliance, fraud, security and business continuity breach reports to each of the relevant Governance committees, summarising all breaches occurring since the previous committee sitting. The Contractor must, as requested by the Client, submit a report detailing all breaches that are deemed by the Client to be significant in nature.

## **E10 Financial Crime**

- E10.1 The Client as the Accounting Officer is responsible for ensuring that there are sufficient risk profiling and business rules in place to both prevent and monitor suspicious activity, including money laundering attempts, and in return, the

Contractor is responsible for providing to the Client all necessary assurance that such controls are in place as is agreed in advance between the Parties

E10.2 The Service Delivery Solution must be aligned with current guidance from the Financial Conduct Authority (FCA) (PS11/15 Financial Crime - A Guide for Firms) and advice from the Joint Money Laundering Steering Group (JMLSG). This will be managed by a financial crime unit responsible for the oversight of fraud and anti-money laundering.

**E11 Fraud Investigation**

E11.1 The parties shall work together to agree a framework and will document the agreed processes and procedures for the investigation of internal and external fraud and for loss recovery.

E11.2 This framework will take into consideration the differing powers of the respective parties, particularly the powers of prosecution that the Client has in this case.

## **Schedule F Implementation Plan/Delivery Schedule**

### **F1 General Principles**

F1.1 Implementation is in relation to;

- a) services to cover the period from the Contract Award Date up to the point that the Services are fully operational and Assurance signed off in accordance with an agreed Implementation Plan
- b) goods to cover the period from the Contract Award Date up to the point where all goods ordered are delivered in accordance with an agreed Delivery Schedule

The parties acknowledge the importance of detailed planning to successfully achieve the implementation under this Contract and the need for the Contractor to provide an Implementation Plan/Delivery Schedule.

F1.2 Progress against the Implementation Plan/Delivery Schedule above will be reported to both parties at the appropriate level.

### **F2 Approval of Implementation Plan/Delivery Schedule**

F2.1 Within two weeks of contract award, the Contractor must start work with the Client and any/the other Client contractors to agree appropriate revisions to the Draft Implementation Plan/Delivery Schedule, which was provided by the Contractor as part of their tender response:

- a) so as to ensure that it co-ordinates with the Implementation Plan/Delivery Schedule activities of the Client and any/the other Client contractors; and
- b) it is modified to take reasonable account of any reasonable comments which the Client may have on the Draft Implementation Plan/Delivery Schedule.

F2.2 The Contractor must not refuse to make any reasonable changes to the Draft Implementation Plan/Delivery Schedule requested by the Client.

F2.3 Following approval of the modified Draft Implementation Plan/Delivery Schedule by the Client the modified Draft Implementation Plan/Delivery Schedule shall become the Implementation Plan/Delivery Schedule.

F2.4 After approval of the Implementation Plan/Delivery Schedule;

- a) both parties must perform all respective obligations under the Implementation Plan/Delivery Schedule with a view to ensuring that the Contractor is in a position to provide the Services/Goods on and following the Service Commencement Date; and
- b) such plan/schedule must be maintained and updated on a monthly basis (or as otherwise specified by the Client) by the Contractor and progress, or otherwise, towards successful implementation/delivery reported to the Client.

F2.5 The Client must have the right, at any time, to review the documentation produced by the Contractor and to request amendments to ensure effective service delivery.

F2.6 If so required by the Client, the Contractor must produce a further version of the Implementation Plan/Delivery Schedule (based on the above plan) in such

further detail as the Client may reasonably require. The Contractor must ensure that each version of the Implementation Plan/Delivery Schedule is subject to Approval. The Contractor must ensure that the Implementation Plan/Delivery Schedule is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation/delivery of the Services/Goods.

F2.7 The Client will have the right to require the Contractor to include any reasonable changes or provisions in each version of the Implementation Plan/Delivery Schedule.

### **F3 Milestones**

F3.1 The Contractor must perform its obligations so as to achieve each Milestone by the agreed Milestone Date.

F3.2 Changes to the Milestones must only be made in accordance with the Variation Procedure and provided that the Contractor must not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Client default which affects the Contractor's ability to achieve a Milestone by the relevant Milestone Date).

F3.3 The dates by which the Implementation Milestones shall be performed are as specified in the Draft Implementation Plan/Delivery Schedule and will be referred to as the Due Dates.

F3.4 Each Implementation/Delivery Milestone must be performed by the Due Date.

F3.5 The Contractor must notify the Client immediately upon becoming aware of any delay or likely delay which might cause the Contractor to fail to perform an Implementation/Delivery Milestone by the Due Date. In these circumstances, without prejudice to the Client's rights and remedies, the Client will consider, in consultation with the Contractor what steps (if any) might be taken to remedy the situation.

F3.6 The Contractor must perform any part of a Implementation/Delivery Milestone that has not been performed by the Due Date and improve the quality of or replace any work done in connection with an Implementation/Delivery Milestone that does not meet with the reasonable satisfaction of the Client by implementing the Business Continuity Plan and any appropriate contingencies and counter-measures in the Implementation Plan/Delivery Schedule or otherwise.

F3.7 Acceptance or otherwise of the Contractor's performance of a Implementation/Delivery Milestone shall be determined in accordance with the provisions of this clause;

a) upon performance of an Implementation/Delivery Milestone by the Contractor, the Client must undertake a review process to determine whether the Implementation/Delivery Milestone complies with the service/goods requirements ("Milestone Review"). If in the Client's opinion the Service Milestone fails the Milestone Review, the Contractor must promptly, and in any event within one (1) Working Days of notice from the Client, remedy such failure and resubmit the Service Milestone to the Client for review. At the commencement of the Remedy Process the Contractor must provide the Client with full details of the remedies to

be implemented and the timetable for implementation ("Remedy Plan"). For the purposes of this Contract, the Contractor shall implement the Client's reasonable recommendations in connection with the Remedy Plan; and

- b) the cycle of submission to Milestone Reviews shall be repeated until Acceptance or Rejection which shall have the following meaning:
  - (i) "Acceptance" means the Client's written notification to the Contractor that an Implementation/Delivery Milestone complies with the service/goods requirements set out in Schedule A, Specification of Requirements, to this Contract. For the avoidance of doubt, no other conduct by the Client (including making payments) will constitute Acceptance;
  - (ii) "Rejection" means the Client's notification to the Contractor that the Implementation/Delivery Milestone has not complied with the service/goods requirements set out in Schedule A, Specification of Requirements, to this Contract;
- c) if a Implementation/Delivery Milestone fails three cycles of Milestone Reviews, the Contractor will be in material breach of this Contract and the Client will, in its sole discretion, be entitled to exercise its rights of Rejection;
- d) in the event of a Rejection of an Implementation/Delivery Milestone;
  - (i) the Client must not be obliged to make any payment instalment associated with such Implementation/Delivery Milestone;
  - (ii) the Contractor must refund all amounts paid by the Client to the Contractor under this Contract and any prior obligation of the Client to make payments to the Contractor will be extinguished; and
  - (iii) without prejudice to the Client's other rights and remedies, the Client may terminate this Contract.
- e) in the event of Rejection, the Client will be entitled, in addition to its other rights under this Contract or in law to use the materials and/or deliverables created by the Contractor pursuant to this Contract in order to perform or procure from a third party completion of the Implementation/Delivery Milestone;
- f) the terms of this clause regarding performance by the Contractor of its obligations are without prejudice to the Contractor's duty to remedy as soon as is practicable all defects of which the Contractor is aware prior to the Due Date or of which it becomes aware subsequent to the Due Date but before it receives a list of work to be carried out.

F3.8 In the event that not all of the Services/Goods are delivered by the relevant Milestone Dates specified in the Implementation Plan/Delivery Schedule then the Client shall be entitled to withhold payment of the Contract Charges for any Services/Goods that were not delivered in accordance with the corresponding Milestone Date until such time as the Undelivered Services/Goods are delivered.

F3.9 Where missing the Milestone has resulted in the Client incurring additional operational or management costs, then the Client reserves the right to recover such costs from the Contractor.

**Schedule F - Appendix A - Implementation Plan/Delivery Schedule**

Milestone	Deliverables (bulleted list showing all Deliverables (and associated tasks) required for each Milestone)	Duration (Working Days)	Milestone Date	Contractor Responsibilities	Client Responsibilities (if applicable)	Delay Payments	Assurance Criteria

## **Schedule G Exit Management**

### **G1 Exit Planning**

- G1.1 The Contractor must, within three (3) Months after the Service Commencement Date, deliver to the Client a plan (the "Exit Plan") which sets out the Contractor's proposed methodology for achieving orderly transition of the provision of the Services from the Contractor to the Client and/or the Replacement Contractor on the expiry or termination of this Contract.
- G1.3 The Contractor must ensure that an initial reasonable assessment referred to at G3.2 is conducted and where it is determined that TUPE and/or the Acquired Rights Directive may apply, then the numbers of employees that may be impacted must be summarised and included as part of the plan.
- G1.4 The Contractor must ensure that an initial assessment is undertaken of any Intellectual Property Rights issues that may exist that will impact on the migration of the Services to the Client or a Replacement Contractor, then these must be summarised and included in the plan.
- G1.5 Within thirty (30) Working Days after submission of the draft Exit Plan (or any revised Exit Plan), the Parties will use their reasonable endeavours to agree its content and if they are unable to reach agreement then the dispute will be referred to the Dispute Resolution Procedure.
- G1.6 The Contractor must review and update the Exit Plan within one (1) Month of each anniversary of the Service Commencement Date.

### **G2 Assistance on Expiry or Termination**

- G2.1 The Contractor must include in their Exit Plan details of how the RCDS Insurance Brokerage will be maintained for the Client during any Exit Phase as a result of the Contract expiring or being terminated.
- G2.2 In the event that this Contract expires or is terminated, the Contractor must, where so requested by the Client, provide assistance to the Client to migrate the provision of the Services to the Client or a Replacement Contractor.

### **G3 TUPE Exit Provision**

- G3.1 The clauses referred to in this section supplement and expand upon the standard clauses provided in the Terms & Conditions section of this Contract, I7 TUPE.
- G3.2 The Client will determine whether or not based upon a reasonable assessment of the facts a Service Transfer is a situation to which TUPE and/or the Acquired Rights Directive may apply. In circumstances where it is so reasonably determined, it is agreed the Client or a Replacement Contractor would inherit liabilities in respect of employees of the Contractor or any Sub-Contractor engaged in the provision of the Services
- G3.3 The Client and the Contractor will proceed on the basis that the commencement of the provision of the Services by the Replacement Contractor under a replacement contract will be a "Relevant Transfer" to which TUPE and/or the Acquired Rights Directive will apply. The Client and the Contractor further agree that, as a result of the operation of TUPE, the

contracts of employment between the Contractor and the Transferring Contractor Employees (except in relation to any contract terms relating to occupational pension schemes) will have effect from the Service Transfer Date as if originally made between the Replacement Contractor and each such Transferring Contractor Employee.

- G3.4 The Contractor must, and will procure that any Sub-Contractor must, perform and discharge all its obligations in respect of all the Transferring Contractor Employees up to and including the Service Transfer Date and any necessary apportionments in respect of any periodic payments due to them will be made. The Contractor must indemnify the Client for itself and on behalf of any Replacement Contractor against all Employee Liabilities arising from the Contractor's, or any Sub-Contractor's, failure to perform and discharge any such obligation.
- G3.5 The Contractor must indemnify the Client for itself and on behalf of any Replacement Contractor against any Employee Liabilities in respect of the Transferring Contractor Employees arising from or as a result of:
- a) any act or omission by the Contractor or any Sub-Contractor occurring on or before the Service Transfer Date;
  - b) any claim made by or in respect of any person employed or formerly employed by the Contractor or any Sub-Contractor other than a Transferring Contractor Employee for which it is alleged that the Client or any Replacement Contractor may be liable by virtue of this Contract and/or TUPE and/or the Acquired Rights Directive;
  - c) any claim made by or in respect of a Transferring Contractor Employee or any appropriate employee representative (as defined in TUPE) of any Transferring Contractor Employee relating to any act or omission of the Contractor or any Sub-Contractor in relation to its or their obligations under TUPE whether occurring before, on or after the Service Transfer Date including any claim relating to its or their obligations under Regulation 13 of TUPE or in respect of an award of compensation under Regulation 15 of TUPE except to the extent that the liability arises from the Customer's or any Replacement Contractor's failure to comply with Regulation 13(4) of TUPE;
  - d) any statement communicated to or action undertaken by the Contractor to, or in respect of, any Transferring Contractor Employee on or before the Service Transfer Date regarding the Service Transfer which has not been agreed in advance with the Client in writing;
  - e) in relation to any proposed change by the Contractor in the working conditions or terms of employment of any Transferring Contractor Employees to take effect after the Service Transfer Date (including any claim for constructive dismissal), whether such change is proposed before or after the Service Transfer Date;
  - f) a failure of the 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 on or before the Service Transfer Date;

- g) in respect of any fact or matter concerning or arising from the Transferring Contractor Employees employment, or the termination thereof, on or before the Service Transfer Date including any claim for a redundancy payment;
  - h) in relation to the breach or non-observance by the Contractor during the period prior to the Service Transfer Date of any collective agreement or other custom or practice with a trade union or staff association in respect of any Transferring Contractor Employees; and
  - i) any proceeding, claim or demand by the RCDTS or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary National Insurance contributions:
    - (i) in relation to any Transferring Contractor Employees, to the extent that the proceeding, claim or demand by the Client or other statutory authority relates to financial obligations arising before the Service Transfer Date; and
    - (ii) in relation to any employee who is not a Transferring Contractors Employees, and in respect of whom it is later alleged or determined that TUPE applied so as to transfer his/her employment from the Contractor to the Client or the Replacement Contractor, to the extent that the proceeding, claim or demand by the Client or other statutory authority relates to financial obligations arising before the Service Transfer Date.
- G3.6 If any person who is not a Transferring Contractor Employee claims, or it is determined, that his/her contract of employment has been transferred from the Contractor or any Sub-Contractor to the Client or any Replacement Contractor pursuant to TUPE or the Acquired Rights Directive, then:
- a) the Client must use its reasonable endeavours to procure that the Replacement Contractor will, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Contractor; and
  - b) the Contractor may offer (or may procure that a Sub-Contractor may offer) employment to such person within fifteen (15) Working Days of the notification by the Client or the Replacement Contractor or take such other steps as it considers appropriate to deal with the matter.
- G3.7 If such offer is accepted, or if the situation has otherwise been resolved by the Contractor, the Client must use its reasonable endeavours to procure that the Replacement Contractor will immediately release the person from his employment.
- G3.8 If, after the fifteen (15) Working Day period has elapsed:
- a) no such offer of employment has been made; or
  - b) such offer has been made but not accepted; or
  - c) the situation has not otherwise been resolved,
- the Client will advise the Replacement Contractor that it may within five (5) Working Days give notice to terminate the employment of such person.

- G3.9 Subject to the Client or the Replacement Contractor acting in accordance with all applicable proper employment procedures set out in Law, the Contractor must indemnify the Client for itself and on behalf of the Replacement Contractor against all Employee Liabilities arising out of termination pursuant.
- G3.10 The Client will indemnify the Contractor against all Employee Liabilities arising from the Client's, and will procure that the Replacement Contractor must indemnify the Contractor against all Employee Liabilities arising from the Replacement Contractor's, failure to perform and discharge any obligation and against any Employee Liabilities in respect of the Transferring Contractor Employee arising from or as a result of any act or omission by the Client or a Replacement Contractor (as appropriate) relating to a Transferring Contractor Employee occurring before, on or after the Service Transfer Date and/or any other matter, event or circumstance occurring or having its origin on or after the Service Transfer Date which would give rise to a substantial change in working conditions of a Transferring Contractor Employee to the material detriment of a Transferring Contractor Employee.
- G3.11 The Client will procure that the Replacement Contractor must indemnify the Contractor against any claim made by or in respect of a Transferring Contractor Employee or any appropriate employee representative (as defined in TUPE) of any Transferring Contractor Employee relating to any act or omission of the Replacement Contractor or any of its Sub-Contractors in relation to its or their obligations under TUPE whether occurring before, on or after the Service Transfer Date including any claim relating to its obligations under Regulation 13(4) of TUPE except to the extent that the liability arises from any Contractor's or Supplier Subcontractor's failure to comply with its obligations under TUPE.
- G3.12 The Client will indemnify the Contractor against any claim made by or in respect of a Transferring Contractor Employee or any appropriate employee representative (as defined in TUPE) of any Transferring Contractor Employee relating to any act or omission of the Client in relation to its obligations under TUPE whether occurring before, on or after the Service Transfer Date including any claim relating to its or their obligations under Regulation 13(4) of TUPE except to the extent that the liability arises from the Contractor's or Contractor Subcontractor's failure to comply with Regulation 13 of TUPE.
- G3.13 If, in the event of a Service Transfer to which TUPE or the Acquired Rights Directive do not apply the following provisions will apply:
- (i) the Client can and must advise the Replacement Contractor that it can, in its discretion, make to any of the employees identified on the list provided by the Contractor, an offer, in writing, to employ that employee under a new contract of employment to take effect on the Day after the termination.
- G3.14 When the offer has been made by the Client or Replacement Contractor and accepted by any employee or worker, the Contractor will and must procure that any Sub-Contractor must permit the employee or worker to leave its employment, as soon as practicable depending on the business needs of the Contractor, which could be without the employee or worker having worked his full notice period, if the employee so requests.

G3.15 If the employee does not accept an offer of employment made by the Client or Replacement Contractor, or no such offer is made, the employee will remain employed by the Contractor (or the relevant Sub-Contractor, as the case may be) and all Employee Liabilities in relation to the employee will remain with the Contractor or the relevant Sub-Contractor and the Contractor must indemnify the Client for itself and on behalf of any Replacement Contractor against any Employment Liabilities that either of them may incur in respect of any such employees of the Contractor or the relevant Sub-Contractor.]

**Schedule H Security Plan**

**Schedule H – Appendix G – Security Aspects Record**


## **Schedule I Business Continuity**

### **I1 Introduction**

- I1.1. This Schedule I (Business Continuity) sets out the Client's requirements for the production, maintenance, testing and invocation of the business continuity strategy and plans to respond to a Business Continuity Event.
- I1.2 For the purposes of this schedule a Business Continuity Event is defined as an operational incident that requires the invocation of the Business Continuity Plan.
- I1.3 The requirements set out in this document (Business Continuity) relating to business continuity includes information communications technology continuity management.

### **I2 Policies and Standards**

- I2.1 The Contractor shall develop, implement and continually improve the business continuity and disaster recovery procedures and plans as set out in this Schedule I (Business Continuity) in accordance with Industry Best Practice.
- I2.2 The Contractor shall conform with the agreed Standards and, in particular, the following standards in meeting the requirements of this Schedule I (Business Continuity) and any equivalent and or any future replacement standard(s):
  - a) the Contractors Business Continuity and Disaster Recovery Policy;
  - b) the Contractors Business Continuity Strategy ISO 22301
  - c) BS ISO / IEC 27031; and
  - d) Business Continuity Institute's Good Practice Guidelines.

### **I3 Business Continuity Management Strategy.**

- I3.1 The Contractor shall implement a business continuity management strategy that:
  - e) covers all of the Services;
  - f) shall be subject to business changes, risks, threats and vulnerability reviews and any requirements for staged recovery;
  - g) shall be fully integrated with relevant Subcontractors' disaster recovery and business continuity plans; and
  - h) shall be sufficiently flexible to respond to any unforeseen disruption.
- I3.2 The Contractor shall ensure that any Changes to the Services or the Service Delivery Solution (including Changes to organisational functions, processes and systems) will not weaken the business continuity management arrangements unless the Client expressly agrees otherwise.

### **I4 Business Impact Analysis**

- 14.1 The Contractor shall undertake a Business Impact Analysis ("BIA"), to identify risk, threats and vulnerabilities that may lead to potential loss of, or disruption to, the Services.
- 14.2 The BIA shall include, as a minimum:
- a) analysis of all activities that support the Services;
  - b) analysis of the recovery times for all Services, including business functions, systems and processes;
  - c) the identification of business functions, systems and processes that support the delivery of specific elements of the Services and their associated risks, threats and vulnerabilities;
  - d) an assessment of the impact of the loss of different elements of the Services, business functions, systems and processes with available mitigation measures, including the impact over time of loss or disruption;
  - e) scenarios which could cause degradation and the implications for differing Service elements;
  - f) identification of single points of failure;
  - g) potential growth of processing backlogs;
  - h) consequences of inability to access data;
  - i) possible mitigation measures; and
  - j) the timeframes and order of priority for the full recovery of the Services and the associated Maximum Tolerable Period of Disruption, including staged recovery.
- 14.3 The Contractor shall complete the BIA and submit a report setting out its findings (the "BIA Report") for the Client's approval no later than four (4) weeks prior to the Service Commencement Date.
- 14.4 The Contractor shall undertake a BIA annually, on each anniversary of the Service Commencement Date, or additionally as may be determined by the Client, acting reasonably, and, following the implementation of any Changes to the Services, or the Contractor's Service Delivery Solution.
- 14.5 The Client shall be entitled to review, assure and provide comments on the relevant components of the BIA within ten (10) working days of its receipt. The Contractor shall action and provide written responses to the Client within ten (10) working days of receiving the comments.

## **15 Business Continuity Plans**

- 15.1 The Contractor shall produce and maintain a plan (the "Business Continuity Plan") which shall incorporate all elements of each BIA.
- 15.2 The Business Continuity Plan shall be submitted to the Client for Assurance within twenty (20) Working Days of the Client's written approval of the BIA Report.

- 15.3 The Business Continuity Plan shall set out the timescales for each element of the Services to be fully recovered for each Service element, including business functions, systems and processes on the occurrence of a Business Continuity Event (the "Recovery Time Objectives").
- 15.4 The Business Continuity Plan shall clearly set out those Services which the Contractor will relocate on the occurrence of a Business Continuity Event, the proposed Work Area Recovery Site and the timescales for relocation.
- 15.5 The Contractor shall ensure that the Business Continuity Plan as minimum:
- a) Is up to date and covers all aspects of the Services whether undertaken in the United Kingdom or from an alternative location,
  - b) align with any supporting Operational Incident management procedures and documentation and include cross references to such documentation;
  - c) are updated to take account of any Changes including any resulting from the BIA; and
  - d) include a communications strategy that shall be implemented on the occurrence of a Business Continuity Event.
- 15.6 The Client shall be entitled to reasonably request, review and assure the Business Continuity Plan. It is understood that any sensitive information may be redacted. Changes to Business Continuity Plans shall be subject to the Change Control Procedure.

## **16 Business Continuity Incident Management**

- 16.1 In the event of any invocation of the Business Continuity Plans the Contractor shall keep the Client fully informed as the Client requires.
- 16.2 The Contractor shall notify the Client of all Business Continuity Events immediately. Where the Contractor cannot notify the Client immediately, it shall notify the Client within twenty four (24) hours.

## **17 Business Continuity Exercises and Tests**

- 17.1 The Contractor shall undertake a regular programme of exercises and tests (the "BC Exercises and Tests") in accordance with Industry Best Practice and shall set out in a report, to be delivered to the Client, the duration, scope, aims, programme and frequency of the BC Exercises and Tests.
- 17.2 The Contractor shall ensure that any risks posed to the live environment arising from BC Exercises and Tests are minimised and documented.
- 17.3 Within (20) working days of completion of any BC Exercises and Tests, the Contractor shall provide the Client with a report setting out as a minimum:
- a) the objectives of the BC Exercises and Tests;
  - b) the details and outcome of the BC Exercises and Tests;
  - c) any BC Exercises and Tests objectives not achieved, including lessons learnt and a root cause analysis; and

- d) the corrective actions and improvement opportunities, including a timetable for implementation, for remedying any failures and process improvements.
- 17.4 The Contractor shall amend the Business Continuity Plan where the BC Exercises and Tests identify any gaps in the resilience.

## Schedule J Certificates and Additional Information

## Schedule K