



Gemserv Limited,
8 Fenchurch Place,
London,
EC3M 4AJ

15th October 2021

Dear [REDACTED]

Contract Title: PS21102 Administration of the Green Deal Oversight and Registration Body (GD ORB)
Contract Reference: PS21102

The contract shall be formed of the following schedules:

- Schedule 1: Special Conditions
- Schedule 2: Pro Forma Purchase Order Form
- Schedule 3: The Services

The contract shall also be formed of the following appendices:

- Appendix 1: Specification
- Appendix 2: Supplier Bid Response

Yours Sincerely,

[REDACTED]
Category Manager
UK SBS

SECTION A

This Contract is dated 18th October, 2021

Parties

- (1) **The Department for Business Energy and Industrial Strategy, 1 Victoria Street , London SW1H 0ET (The Contracting Authority).**
- (2) **Gemserv Limited**, a company incorporated and registered in UK with company number **04419878** whose registered office is at 8 Fenchurch Place, London, EC3M 4AJ (**the Supplier**).

Background

The Contracting Authority wishes the Supplier to supply, and the Supplier wishes to supply, the Services (as defined below) in accordance with the terms of the Contract (as defined below).

A1 Interpretation

A1-1 **Definitions.** In the Contract (as defined below), the following definitions apply:

Agent: Where UK Shared Business Services is not the named Contracting Authority is Parties (1), UK SBS has been nominated as agent on behalf of the Contracting Authority and therefore all communications both written and verbal will be received as issued by the Contracting Authority.

Associated Bodies and Authorised Entities: Associated Bodies and Authorised Entities include but are not limited to The Science and Technology Facilities Council, The Medical Research Council, The Engineering and Physical Sciences Research Council, The Economic and Social Research Council, The Natural Environment Research Council, The Arts and Humanities Research Council, The Biotechnology and Biological Sciences Research Council, UK SBS Ltd, Central Government Departments and their Agencies, Non Departmental Public Bodies, NHS bodies, Local Authorities, Voluntary Sector Charities, and/or other private organisations acting as managing agents or procuring on behalf of these UK bodies. Further details of these organisations can be found at:

<http://www.uksbs.co.uk/services/procure/contracts/Pages/default.aspx>

Business Day: a day (other than a Saturday, Sunday or public holiday) when banks in London are open for business.

Charges: the charges payable by the Contracting Authority for the supply of the Services in accordance with clause B4.

Commencement: the date and any specified time that the Contract starts

Conditions: the terms and conditions set out in this document as amended from time to time in accordance with clause C7-11.

Confidential Information: any confidential information, knowhow and data (in any form or medium) which relates to UK SBS, the Contracting Authority or the Supplier, including information relating to the businesses of UK SBS, the Contracting Authority or the Supplier and information relating to their staff, finances, policies and procedures. This includes information identified as confidential in the Order or the Special Conditions (if any).

Contract: the contract between the Contracting Authority and the Supplier for the supply of the Services, in accordance with these Conditions, any Special Conditions and the Order only.

Contracting Authority: **The Department for Business, Energy and Industrial Strategy (BEIS)**, as specified at Section A (1) and any replacement or successor

organisation.

Deliverables: all Documents, products and materials developed by the Supplier or its agents, contractors and employees as part of or in relation to the Services in any form, including computer programs, data, reports and specifications (including drafts).

Delivery Date (Services): the date or dates specified in the Order when the Services shall commence as set out in the Order and until the end date specified in the Order.

Document: includes, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

EIR: The Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

FOIA: The Freedom of Information Act 2000 and any subordinate legislation made under the Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.

GDPR: The General Data Protection Regulations as amended from time to time.

Information: has the meaning given under section 84 of FOIA.

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights, trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world.

Order: the Contracting Authority's order for the Services and Supplies, as set out in the Contracting Authority's completed purchase order form (including any Specification) which is in the format of the pro forma order form attached at Schedule 2. For the avoidance of doubt, if the Contracting Authority's purchase order form is not in the format of the pro forma order form at Schedule 2, it will not constitute an Order.

Public Body: any part of the government of the United Kingdom including but not limited to the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales, local authorities, government ministers and government departments and government agencies.

Request for Information: a request for Information or an apparent request under FOIA or EIR.

Scheme Effective Date: the date on which the United Kingdom Research and Innovation become a legal entity.

Services: The Services, including without limitation any Deliverables and Supplies required to complete the Services, to be provided by the Supplier under the Contract as set out in the Order.

Special Conditions: the special conditions (if any) set out in Schedule 1.

Specification: any specification for the Services, including any related plans and drawings that is supplied to the Supplier by the Contracting Authority, or produced by the Supplier and agreed in writing by the Contracting Authority.

Supplier or Suppliers: the parties to the contract as named in Section A (2).

Supplier's Associate: any individual or entity associated with the Supplier including, without limitation, the Supplier's subsidiary, affiliated or holding companies and any employees, agents or contractors of the Supplier and / or its subsidiary, affiliated or holding companies or any entity that provides services for or on behalf of the Supplier.

Supplies: any such thing that the Supplier is required to Deliver, that is not Services or Deliverables

TUPE: The Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended or replaced from time to time.

UKRI: UK Research Council and Innovation, established as a body corporate in accordance with the Higher Education and Research Act 2017.

UK SBS: UK Shared Business Services Limited (a limited company registered in England and Wales with company number 06330639). Where UK SBS is not named as the Contracting Authority within section A (1), UK SBS will be acting as an agent on behalf of the Contracting Authority.

Working Day: any Business Day excluding 27, 28, 29, 30 and 31 December in any year.

A1-2 **Construction.** In the Contract, unless the context requires otherwise, the following rules apply:

A1-2-1 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

A1-2-2 A reference to a party includes its personal representatives, successors or permitted assigns.

A1-2-3 A reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.

A1-2-4 Any phrase introduced by the terms **including, include, in particular** or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.

A1-2-5 The headings in these Conditions are for ease of reference only and do not affect the interpretation or construction of the Contract.

A1-2-6 A reference to **writing** or **written** includes faxes and e-mails.

A2 Basis of contract

A2-1 Where UK SBS is not the Contracting Authority, UK SBS is the agent of the Contracting Authority for the purpose of procurement and is authorised to negotiate and enter into contracts for the supply of Services on behalf of the Contracting Authority. UK SBS will not itself be a party to, nor have any liability under, the Contract unless it is expressly specified as Contracting Authority in the Order.

A2-2 The terms of this Contract, any Special Conditions and the Order apply to the Contract to the exclusion of all other terms and conditions, including any other terms that the Supplier seeks to impose or incorporate (whether in any quotation, confirmation of order, in correspondence or in any other context), or which are implied by trade, custom, practice or course of dealing.

A2-3 If there is any conflict or inconsistency between the terms of this Contract, the Special Conditions (if any) and the Order (including any Specification), the terms of the Contract will prevail over the Special Conditions and the Special Conditions will prevail over the Order (including any Specification), in each case to the extent necessary to resolve that conflict or inconsistency.

- A2-4 The Order constitutes an offer by the Contracting Authority to purchase the Services in accordance with this Contract (and any Special Conditions). This offer shall remain valid for acceptance by the Supplier, in accordance with clause A2-5, for 28 days from the date of the Order. Notwithstanding that after 28 days the offer will have expired, the Contracting Authority may, at its discretion, nevertheless treat the offer as still valid and may elect to accept acceptance by the Supplier, in accordance with clause A2-5, as valid acceptance of the offer.
- A2-5 Subject to clause A2-4, the Order shall be deemed to be accepted on the date on which authorised representatives of both parties have signed a copy of this Contract, at which point the Contract shall come into existence. The Contract shall remain in force until all the parties' obligations have been performed in accordance with the Contract, at which point it shall expire, or until the Contract has been terminated in accordance with clause A3.

A3 Termination

- A3-1 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may terminate the Contract in whole or in part at any time before the Services are provided with immediate effect by giving the Supplier written notice, whereupon the Supplier shall discontinue all work on the Contract. The Contracting Authority shall pay the Supplier fair and reasonable compensation for work-in-progress at the time of termination, but such compensation shall not include loss of anticipated profits or any consequential loss. The Supplier shall have a duty to mitigate its costs and shall on request provide proof of expenditure for any compensation claimed.
- A3-2 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may terminate the Contract with immediate effect by giving written notice to the Supplier if:
- A3-2-1 the circumstances set out in clauses B2-1-1, C3 or C4-1 apply;
 - A3-2-2 the Supplier breaches any term of the Contract and (if such breach is remediable) fails to remedy that breach within 30 days of being notified in writing of the breach; or
 - A3-2-3 the Supplier suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply; or
 - A3-2-4 the Supplier commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors; or
 - A3-2-5 (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Supplier; or
 - A3-2-6 (being an individual) the Supplier is the subject of a bankruptcy petition or order; or
 - A3-2-7 a creditor or encumbrancer of the Supplier 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 its assets and such attachment or process is not discharged within 14 days; or
 - A3-2-8 (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Supplier; or

- A3-2-9 (being a company) a floating charge holder over the Supplier's assets has become entitled to appoint or has appointed an administrative receiver; or
- A3-2-10 a person becomes entitled to appoint a receiver over the Supplier's assets or a receiver is appointed over the Supplier's assets; or
- A3-2-11 any event occurs, or proceeding is taken, with respect to the Supplier in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause A3-2-3 to clause A3-2-10 inclusive; or
- A3-2-12 there is a change of control of the Supplier (within the meaning of section 1124 of the Corporation Tax Act 2010); or
- A3-2-13 the Supplier suspends, or threatens to suspend, or ceases or threatens to cease to carry on, all or substantially the whole of its business; or
- A3-2-14 the Supplier's financial position deteriorates to such an extent that in the Contracting Authority's opinion the Supplier's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or
- A3-3 Termination of the Contract, however arising, shall not affect any of the parties' rights and remedies that have accrued as at termination. Clauses which expressly or by implication survive termination or expiry of the Contract shall continue in full force and effect.
- A3-4 Without prejudice to clause A3-3, clauses B1, B2, B5, B6, B7, B8, B9, C1, C2, C3, C4, C6 and C7 shall survive the termination or expiry of the Contract and shall continue in full force and effect.
- A3-5 Upon termination or expiry of the Contract, the Supplier shall immediately:
- A3-5-1 cease all work on the Contract;
- A3-5-2 Deliver to the Contracting Authority all Deliverables and all work-in-progress whether or not then complete. If the Supplier fails to do so, then the Contracting Authority may enter the Supplier's premises and take possession of them. Until they have been returned or delivered, the Supplier shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Contract;
- A3-5-3 cease use of and return (or, at the Contracting Authority's or UK SBS's acting as an agent on behalf of the Contracting Authority's election, destroy) all of the Contracting Authority's Materials in the Supplier's possession or control; and
- A3-5-4 Cease all use of, and delete all copies of, UK SBS's or the Contracting Authority's or UK SBS's confidential information.
- A3-6 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may terminate the Contract by written notice to the Supplier in any of the following circumstances:
- A3-6-1 Where it considers that the Contract has been subject to a substantial modification which would have required a new procurement procedure in accordance with Regulation 72(9) of the Public Contracts Regulations 2015 ("PCR 2015");
- A3-6-2 Where it considers that the Supplier has at the time of the award of the Contract been in one of the situations referred to in Regulation 57(1) of the PCR 2015, including as a result of the application of regulation 57(2), and should therefore have been excluded from the procurement procedure;
- A3-6-3 Where the Contract should not have been awarded to the Supplier in view of a serious infringement of the obligations under the EU Treaties and Directive 2014/24/EU of the European Parliament and of the Council that has been

declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU;

A3-6-4 Where the European Commission sends a reasoned opinion to the United Kingdom or brings the matter before the Court of Justice of the European Union under Article 258 of the TFEU alleging that the Contract should not have been awarded to the Supplier in view of a serious infringement of the obligations under the Treaties and Directive 2014/24/EU of the European Parliament and of the Council; or

A3-6-5 Where a third party starts court proceedings against the Contracting Authority seeking a declaration that the Contract is ineffective or should be shortened under Regulations 98 to 101 of the PCR 2015, which the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority considers to have a reasonable prospect of success.

A3-6-6 Such termination shall be effective immediately or at such later date as is specified in the notice. The Contracting Authority shall not incur any liability to the Supplier by reason of such termination and shall not be required to pay any costs, losses or damage to the Supplier. Termination under this clause shall be without prejudice to any other rights of the Contracting Authority.

A3-7 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority shall at any time have the right for convenience to terminate the Contract or reduce the quantity of Services to be provided by the Supplier in each case by giving to the Supplier reasonable written notice. During the period of notice the Contracting Authority may direct the Supplier to perform all or any of the work under the Contract. Where the Contracting Authority has invoked either of these rights, the Supplier may claim reasonable costs necessarily and properly incurred by him as a result of the termination or reduction, excluding loss of profit, provided that the claim shall not exceed the total cost of the Contract. The Supplier shall have a duty to mitigate its costs and shall on request provide proof of expenditure for any compensation claimed

SECTION B

B1 Supply of Services

B1-1 The Supplier shall from the date set out in the Contract and until the end date specified in the Contract provide the Services to the Contracting Authority in accordance with the terms of the Contract.

B1-2 The Supplier shall meet any performance dates for the Services (including the delivery of Deliverables) specified in the Order (including any Special Conditions and any applicable Specification) or notified to the Supplier by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority.

B1-3 In providing the Services, the Supplier shall:

B1-3-1 co-operate with the Contracting Authority in all matters relating to the Services, and comply with all instructions of the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority;

B1-3-2 perform the Services with the best care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade;

B1-3-3 use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with this Contract;

B1-3-4 ensure that the Services and Deliverables will conform with all descriptions and specifications set out in the Contract (including any Special Conditions and any applicable Specification), and that the Deliverables shall be fit for any purpose

expressly or impliedly made known to the Supplier by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority;

B1-3-5 provide all equipment, tools and vehicles and such other items as are required to provide the Services;

B1-3-6 use the best quality Supplies, materials, standards and techniques, and ensure that the Deliverables, and all Supplies and materials supplied and used in the Services or transferred to the Contracting Authority, will be free from defects in workmanship, installation and design;

B1-3-7 obtain and at all times maintain all necessary licences and consents, and comply with all applicable laws and regulations;

B1-3-8 observe all health and safety rules and regulations and any other security requirements that apply at any of the Contracting Authority's premises; and

B1-3-9 Not do or omit to do anything which may cause the Contracting Authority to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business, and the Supplier acknowledges that the Contracting Authority may rely or act on the Services.

B1-4 The Contracting Authority's rights under the Contract are without prejudice to and in addition to the statutory terms implied in favour of the Contracting Authority under the Sale of Goods Act 1979, the Supply of Goods and Services Act 1982 and any other applicable legislation as amended.

B1-5 Without prejudice to the Contracting Authority's statutory rights, the Contracting Authority will not be deemed to have accepted any Deliverables until the Contracting Authority has had at least 14 Working Days after delivery to inspect them and the Contracting Authority also has the right to reject any Deliverables as though they had not been accepted for 14 Working Days after any latent defect in the Deliverables has become apparent.

B1-6 If, in connection with the supply of the Services, the Contracting Authority permits any employees or representatives of the Supplier to have access to any of the Contracting Authority's premises, the Supplier will ensure that, whilst on the Contracting Authority's premises, the Supplier's employees and representatives comply with:

B1-6-1 all applicable health and safety, security, environmental and other legislation which may be in force from time to time; and

B1-6-2 any Contracting Authority policy, regulation, code of practice or instruction relating to health and safety, security, the environment or access to and use of any Contracting Authority` laboratory, facility or equipment which is brought to their attention or given to them whilst they are on Contracting Authority's premises by any employee or representative of the Contracting Authority's.

B1-7 The Supplier warrants that the provision of Services shall not give rise to a transfer of any employees of the Supplier or any third party to the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority pursuant to TUPE.

B2 Contracting Authority Remedies

B2-1 If the Supplier fails to perform the Services by the applicable dates, the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority shall, without limiting its other rights or remedies, have one or more of the following rights:

B2-1-1 to terminate the Contract with immediate effect by giving written notice to the Supplier;

B2-1-2 to refuse to accept any subsequent performance of the Services (including delivery of Deliverables) which the Supplier attempts to make;

B2-1-3 to recover from the Supplier any costs incurred by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority in obtaining substitute Services from a third party;

B2-1-4 where the Contracting Authority has paid in advance for Services that have not been provided by the Supplier, to have such sums refunded by the Supplier; or

B2-1-5 To claim damages for any additional costs, loss or expenses incurred by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority which are in any way attributable to the Supplier's failure to meet such dates.

B2-2 Not applicable

B2-3 These Conditions shall extend to any substituted or remedial Services provided by the Supplier.

B2-4 The Contracting Authority's rights under this Contract are in addition to its rights and remedies implied by statute and common law.

B3 Contracting Authority Obligations

B3-1 The Contracting Authority shall:

B3-1-1 Provide such information to the Supplier as the Supplier may reasonably request and the Contracting Authority considers reasonably necessary for the purpose of providing the Services.

B4 Charges and Payment

B4-1 The Charges for the Services shall be set out in the Order and shall be the full and exclusive remuneration of the Supplier in respect of the performance of the Services. Unless otherwise agreed in writing by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Services.

B4-2 Where the Order states that the Services are to be provided on a time and materials basis, the Charges for those Services will be calculated as follows:

B4-2-1 the charges payable for the Services will be calculated in accordance with the Supplier's standard daily fee rates (as at the date of the Order), subject to any discount specified in the Order;

B4-2-2 the Supplier's standard daily fee rates for each individual person will be calculated on the basis of an eight-hour day worked between such hours and on such days as are agreed by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority and the Supplier;

B4-2-3 the Supplier will not be entitled to charge pro-rata for part days without the prior written consent of the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority;

B4-2-4 the Supplier will ensure that every individual whom it engages to perform the Services completes time sheets recording time spent on the Services and the Supplier will use such time sheets to calculate the charges covered by each invoice and will provide copies of such time sheets to the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority upon request; and

B4-2-5 the Supplier will invoice the Contracting Authority monthly in arrears for its charges for time, as well as any previously agreed expenses and materials for the month concerned calculated as provided in this clause B4-2 and clause B4-3

- B4-3 The Contracting Authority will reimburse the Supplier at cost for all reasonable travel, subsistence and other expenses incurred by individuals engaged by the Supplier in providing the Services to the Contracting Authority provided that the Contracting Authority's prior written approval is obtained before incurring any such expenses, that all invoices for such expenses are accompanied by valid receipts and provided that the Supplier complies at all times with Contracting Authority's expenses policy from time to time in force.
- B4-4 The Supplier shall invoice the Contracting Authority on completion of the Services. Each invoice shall include such supporting information required by the Contracting Authority to verify the accuracy of the invoice, including but not limited to the relevant purchase order number.
- B4-5 In consideration of the supply of the Services by the Supplier, the Contracting Authority shall pay the invoiced amounts within 30 days of the date of a correctly rendered invoice. Payment shall be made to the bank account nominated in writing by the Supplier unless the Contracting Authority agrees in writing to another payment method.
- B4-6 All amounts payable by the Contracting Authority under the Contract are exclusive of amounts in respect of value added tax chargeable for the time being (**VAT**). Where any taxable supply for VAT purposes is made under the Contract by the Supplier to the Contracting Authority, the Contracting Authority shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.
- B4-7 The Supplier shall maintain complete and accurate records of the time spent and materials used by the Supplier in providing the Services and shall allow the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority to inspect such records at all reasonable times on request.
- B4-8 The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Contracting Authority in order to justify withholding payment of any such amount in whole or in part. The Contracting Authority may, without limiting any other rights or remedies it may have, set off any amount owed to it by the Supplier against any amounts payable by it to the Supplier under the Contract.
- B4-9 The Supplier acknowledges and agrees that it will pay correctly rendered invoices from any of its suppliers or other sub-contractors within 30 days of receipt of the invoice.
- B4-10 The Supplier shall ensure, pursuant to obligations imposed on the Contracting Authority under Regulation 113(2)(c) of the Public Contracts Regulations 2015 (as amended), that any subcontract awarded by the Supplier contains suitable provisions to impose, as between the parties to the subcontract, requirements that:
- B4-10-1 any payment due from the Supplier to the subcontract or under the subcontract is to be made no later than the end of a period of 30 days from the date on which the relevant invoice is regarded as valid and undisputed;
- B4-10-2 any invoices for payment submitted by the subcontract or are considered and verified by the Supplier in a timely fashion and that undue delay in doing so is not to be sufficient justification for failing to regard an invoice as valid and undisputed;
; and
- B4-10-3 any subcontractor will include, in any subcontract which it in turn awards, suitable provisions to impose, as between the parties to that subcontract, requirements to the same effect as those imposed in paragraphs B4-10-1, B4-10-2 and B4-10-3 of this Clause B4-10, subject to suitable amendment to reflect the identities of the relevant parties.

For the avoidance of doubt, in any situations that the Contracting Authority is making payments to the Supplier without being presented with an invoice, the absence of an invoice does not waiver any obligation regarding payments made by the Supplier to its subcontractors or supply chain.

B5 Contracting Authority Property

B5-1 The Supplier acknowledges that all information (including confidential information), equipment and tools, drawings, specifications, data, software and any other materials supplied by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority to the Supplier (**Contracting Authority's Materials**) and all rights in the Contracting Authority's Materials are and shall remain at all times the exclusive property of the Contracting Authority and UK SBS (as appropriate). The Supplier shall keep the Contracting Authority's Materials in safe custody at its own risk, maintain them in good condition until returned to the Contracting Authority or UK SBS, and not dispose or use the same other than for the sole purpose of performing the Supplier's obligations under the Contract and in accordance with written instructions or authorisation from the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority.

B6 Intellectual Property Rights

B6-1 In respect of any Supplies that are transferred to the Contracting Authority under this Contract, including without limitation the Deliverables or any part of them, the Supplier warrants that it has full clear and unencumbered title to all such items, and that at the date of delivery of such items to the Contracting Authority, it will have full and unrestricted rights to transfer all such items to the Contracting Authority.

B6-2 Save as otherwise provided in the Special Conditions, the Supplier assigns to the Contracting Authority, with full title guarantee and free from all third-party rights, all Intellectual Property Rights in the products of the Services, including for the avoidance of doubt the Deliverables. Where those products or Deliverables incorporate any Intellectual Property Rights owned by or licensed to the Supplier which are not assigned under this clause, the Supplier grants to the Contracting Authority a worldwide, irrevocable, royalty-free, transferable licence, with the right to grant sub-licences, under those Intellectual Property Rights to maintain, repair, adapt, copy and use those products and Deliverables for any purpose.

B6-3 The Supplier shall obtain waivers of all moral rights in the products, including for the avoidance of doubt the Deliverables, of the Services to which any individual is now or may be at any future time entitled under Chapter IV of Part I of the Copyright Designs and Patents Act 1988 or any similar provisions of law in any jurisdiction.

B6-4 The Supplier shall, promptly at the request of the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority, do (or procure to be done) all such further acts and things and the execution of all such other documents as the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may from time to time require for the purpose of securing for the Contracting Authority the full benefit of the Contract, including all right, title and interest in and to the Intellectual Property Rights assigned to the Contracting Authority in accordance with clause B6-2.

B7 Indemnity

B7-1 The Supplier shall indemnify, and shall keep indemnified the Contracting Authority and UK SBS acting as an agent on behalf of the Contracting Authority, in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority as a result of or in connection with:

B7-1-1 any claim made against the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority by a third party arising out of, or in connection with, the supply of the Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the Contract by the Supplier, its employees, agents or subcontractors; and

B7-1-2 any claim brought against the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the receipt, use or supply of the Services; and

B7-1-3 Any claim whether in tort, contract, statutory or otherwise, demands, actions, proceedings and any awards arising from a breach by the Supplier of clause B1-7 of these Conditions.

B7-2 This clause B7 shall survive termination or expiry of the Contract.

B8 Insurance

B8-1 During the term of the Contract and for a period of 3 years thereafter, the Supplier shall maintain in force the following insurance policies with reputable insurance companies:

B8-1-1 professional indemnity insurance for not less than £2 million per claim;

B8-1-2 public liability insurance for not less than £5 million per claim (unlimited claims); and

B8-1-3 employer liability insurance for not less than £5 million per claim (unlimited claims); and

B8-1-4 Product liability insurance for not less than £5 million for claims arising from any single event and not less than £10 million in aggregate for all claims arising in a year.

B8-1-5 The Supplier shall ensure that the Contracting Authority's interest is noted on each insurance policy, or that a generic interest clause has been included.

B8-2 On request from the Contracting Authority's or UK SBS acting as an agent on behalf of the Contracting Authority, the Supplier shall provide the Contracting Authority or UK SBS with copies of the insurance policy certificates and details of the cover provided.

B8-3 The Supplier shall ensure that any subcontractors also maintain adequate insurance having regard to the obligations under the Contract which they are contracted to fulfil.

B8-4 The Supplier shall:

B8-4-1 do nothing to invalidate any insurance policy or to prejudice the Contracting Authority's entitlement under it; and

B8-4-2 Notify the Contracting Authority if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change.

B8-5 The Supplier's liabilities under the Contract shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in clause B8-1.

B8-6 If the Supplier fails or is unable to maintain insurance in accordance with clause B8-1, the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may, so far as it is able, purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Supplier.

B9 Liability

B9-1 In this clause B9, a reference to the Contracting Authority or UK SBS's liability for something is a reference to any liability whatsoever which the Contracting Authority or UK SBS might have for it, its consequences, and any direct, indirect or consequential

loss, damage, costs or expenses resulting from it or its consequences, whether the liability arises under the Contract, in tort or otherwise, and even if it results from the Contracting Authority's or UK SBS's negligence or from negligence for which the Contracting Authority's or UK SBS would otherwise be liable.

- B9-2 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority is not in breach of the Contract, and neither the Contracting Authority nor UK SBS has any liability for anything, to the extent that the apparent breach or liability is attributable to the Supplier's breach of the Contract.
- B9-3 Subject to clause B9-6, neither the Contracting Authority nor UK SBS acting as agent on behalf of the Contracting Authority shall have any liability for:
- B9-3-1 any indirect or consequential loss or damage;
 - B9-3-2 any loss of business, rent, profit or anticipated savings;
 - B9-3-3 any damage to goodwill or reputation;
 - B9-3-4 loss, theft, damage or destruction to any equipment, tools, machinery, vehicles or other equipment brought onto the Contracting Authority's premises by or on behalf of the Supplier; or
 - B9-3-5 Any loss, damage, costs or expenses suffered or incurred by any third party.
- B9-4 Subject to clause B9-6, the Contracting Authority and UK SBS's total liability shall be limited to the Charges.
- B9-5 Subject to clause B9-6, the Supplier's total liability in connection with the Contract shall be limited to £4,000,000.
- B9-6 Nothing in the Contract restricts either the Contracting Authority, UK SBS or the Supplier's liability for:
- B9-6-1 death or personal injury resulting from its negligence; or
 - B9-6-2 its fraud (including fraudulent misrepresentation); or
 - B9-6-3 Breach of any obligations as to title implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.
 - B9-6-4 Nothing in this contract restricts Supplier liability in regard to breaches of Intellectual Property or GDPR

SECTION C

C1 Confidential Information

- C1-1 A party who receives Confidential Information shall keep in strict confidence (both during the term of the Contract and after its expiry or termination) all Confidential Information which is disclosed to it. That party shall only disclose such Confidential Information to those of its employees, agents or subcontractors who need to know the same for the purpose of discharging that party's obligations under the Contract, and shall ensure that such employees, agents or subcontractors shall keep all such information confidential in accordance with this clause C1. Neither party shall, without the prior written consent of the other party, disclose to any third party any Confidential Information, unless the information:
- C1-1-1 was public knowledge or already known to that party at the time of disclosure; or
 - C1-1-2 subsequently becomes public knowledge other than by breach of the Contract;
or
 - C1-1-3 subsequently comes lawfully into the possession of that party from a third party;
or

C1-1-4 Is agreed by the parties not to be confidential or to be disclosable.

- C1-2 To the extent necessary to implement the provisions of the Contract (but not further or otherwise), either party may disclose the Confidential Information to any relevant governmental or other authority or regulatory body, provided that before any such disclosure that party shall make those persons aware of its obligations of confidentiality under the Contract and shall use reasonable endeavours to obtain a binding undertaking as to confidentiality from all such persons.
- C1-3 All documents and other records (in whatever form) containing Confidential Information supplied to or acquired by a party from the other party shall be returned promptly to the other party (or, at the election of the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority, destroyed promptly) on expiry or termination of the Contract, and no copies shall be kept.

C2 Transparency

- C2-1 In order to comply with the Government's policy on transparency in the areas of procurement and contracts the Supplier agrees that the Contract and the sourcing documents issued by UK SBS which led to its creation will be published by UK SBS on a designated web site.
- C2-2 The entire Contract and all the sourcing documents issued by UK SBS will be published on the designated web site save where to do so would disclose information the disclosure of which would:
- C2-2-1 contravene a binding confidentiality undertaking that protects information which the Contracting Authority at the time when it considers disclosure, reasonably considers to be confidential to Supplier;
 - C2-2-2 be contrary to regulation 21 of the Public Contracts Regulations 2015; or
 - C2-2-3 if the reasonable opinion of the Contracting Authority is prevented by virtue of one or more of the exemptions in the Freedom of Information Act (FOIA) or one or more of the exceptions in the Environmental Information Regulation (EIR).

If any of the situations in C2-2-1, C2-2-2, C2-2-3 apply the Supplier consents to the Contract or sourcing documents being redacted by the Contracting Authority to the extent necessary to remove or obscure the relevant material and being published on the designated website subject to those redactions

In this entire clause the expression "sourcing documents" means the advertisement issued by UK SBS seeking expressions of interest, any pre-qualification questionnaire stage and the invitation to tender.

C3 Force Majeure

- C3-1 If any event or circumstance that is beyond the reasonable control of the Supplier, and which by its nature could not have been foreseen by the Supplier or, if it could have been foreseen, was unavoidable, (provided that the Supplier shall use all reasonable endeavours to cure any such events or circumstances and resume performance under the Contract) prevent the Supplier from carrying out its obligations under the Contract for a continuous period of more than 10 Business Days, the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may terminate this Contract immediately by giving written notice to the Supplier

C4 Corruption

- C4-1 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting

Authority shall be entitled to terminate the Contract immediately and to recover from the Supplier the amount of any loss resulting from such termination if the Supplier or a Supplier's Associate:

C4-1-1 offers or agrees to give any person working for or engaged by the Contracting Authority, UK SBS or any Public Body any favour, gift or other consideration, which could act as an inducement or a reward for any act or failure to act connected to the Contract, or any other agreement between the Supplier and Contracting Authority, or UK SBS or any Public Body, including its award to the Supplier or a Supplier's Associate and any of the rights and obligations contained within it;

C4-1-2 has entered into the Contract if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by the Contracting Authority, or UK SBS or any Public Body by or for the Supplier, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to the Contracting Authority, or UK SBS before the Contract is entered into;

C4-1-3 breaches the provisions of the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010; or

C4-1-4 Gives any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972.

C4-2 For the purposes of clause C4-1, "loss" shall include, but shall not be limited to:

C4-2-1 The Contracting Authority's or UK SBS's costs in finding a replacement supplier;

C4-2-2 direct, indirect and consequential losses; and

C4-2-3 Any loss suffered by the Contracting Authority or UK SBS as a result of a delay in its receipt of the Supplies.

C5 Data Protection

C5-1 The Supplier shall comply at all times with all data protection legislation applicable in the UK from time to time.

C5-2 General Data Protection Regulations (GDPR)

General Data Protection Regulations (GDPR)

1. Data Protection

The Supplier will be compliant with the Data Protection Legislation, as defined in the terms and conditions applying to this opportunity. A guide to The General Data Protection Regulation published by the Information Commissioner's Office can be found [here](#).

The only processing that the Supplier is authorised to do is listed in Annex 1 by the Contracting Authority and may not be determined by the Supplier.

Annex 1: Processing, Personal Data and Data Subjects

(1) The contact details of the Authority's Data Protection Officer are:

BEIS Data Protection Officer
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET

Email: dataprotection@beis.gov.uk

- (2) The contact details of the Contractor's Data Protection Officer are: [REDACTED] Tel: **+44(0)207 090 1000, address: 8 Fenchurch Place, London, EC3M 4AJ**
- (3) The Contractor shall comply with any further written instructions with respect to processing by the Authority.
- (4) Any such further instructions shall be incorporated into this Annex 1.

Description	Details
Subject matter of the processing	<p>The Green Deal Oversight and Registration Body (GD ORB) acts on behalf of the Secretary of State as the delivery arm to administer the functions of the Green Deal as set out in the Energy Act 2011 and Green Deal Framework (Disclosure, Acknowledgement, Redress etc) Regulations 2012.</p> <p><i>For a list of the key activities under the contract refer to the section entitled 'Nature and purposes of processing'.</i></p> <p>The processing of names and business contact details of staff of both Contracting Authority and Contractor will be necessary to deliver the services exchanged during the course of the Contract, and to undertake Contract and performance management.</p> <p>The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Contractor involved in managing the Contract.</p>
Duration of the processing	<p>Processing will take place from 18th October 2021 for the start date of the contract. The Contract will end on 30th June 2023 but may be extended annually until 30th June 2025.</p>
Nature and purposes of the processing	<p>The key purposes for processing data under the contract are:</p> <ul style="list-style-type: none"> • Authorise Green Deal Providers and Certification Bodies (and withdraw authorisation where appropriate) and issue licences for the Green Deal Quality Mark. Protecting the public against seriously improper conduct or unfitness. <i>The nature of the data processing includes collection, analysis, comparing with other data collected, evaluation and recommending on approval and withdrawal to BEIS. This information is shared with BEIS and stored on file by GD ORB for future use. Data will also need to be shared securely with the Retail Energy Code to facilitate accession of new participants, participant withdrawals and industry communications.</i>

	<ul style="list-style-type: none"> • Maintain and publish the Green Deal Participants Register. <i>The nature of the data processing includes the collection of information (as set out in the Framework Regulations) either directly from GD Providers and GD Certification Bodies or via GD Certification Bodies for their GD Installer and GD Assessor/Advisor membership list through the GD ORB members area upload and publishing this information on the Green Deal Participant Register (on the GD ORB website).</i> • Provide information on the administration of the Green Deal scheme to industry participants via the GD ORB website (including a member’s area), helpdesk service (email) and engage with industry as required. <i>The nature of the data processing is through direct contact with the GD industry or public.</i> • Report on information contained in the Green Deal Participants Register and the ongoing administration. <i>The nature of the data processing includes collating and sharing data files with BEIS, the GD Register contractor and GD Certification Bodies to share up to date information on authorised and withdrawn GD Participants.</i> • Monitor Green Deal Participants’ compliance with the Framework Regulations, Green Deal Code of Practice and Green Deal Branding Guidelines and address breaches identified. Preventing and detecting crime. <i>The nature of the data processing includes sharing with a GD Participant’s GD Certification Body, BEIS and potentially trading standards and police to ensure non-compliance is rectified.</i> • The nature of processing will include the storage and use of names and business contact details of staff of both the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract.
<p>Type of Personal Data</p>	<ul style="list-style-type: none"> • GD Participant’s Contact Name, Position, Company name, Email address, Phone number, GD participant ID number • Green Deal Customer Meter Point Administration Numbers relating to plan data flow

	<ul style="list-style-type: none"> • Credit safe checks, Criminal offence information on company Directors. • Names, business telephone numbers and email addresses, office location and position of staff of both the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract
<p>Categories of Data Subject</p>	<ul style="list-style-type: none"> • Prospective, authorised and withdrawn Green Deal Participants (GD Certification Bodies, GD Providers, GD Installers, GD Assessors, GD Advisors), • General users of the website Members area • Members of the public who contact GD ORB via email or through the website contact form. • Staff of the Contracting Authority and the Supplier, including where those employees are named within the Contract itself or involved within the Contract management.
<p>Plan for return and destruction of the data once the processing is complete</p>	<p>The Contractor will provide the Authority with a complete and uncorrupted version of the Personal Data in electronic form (or such other format as reasonably required by the Authority) and erase from any computers, storage devices and storage media that are to be retained by the Contractor after the expiry of the Contract. The Contractor will certify to the Authority that it has completed such deletion.</p>

Where the Contractor is required to collect any Personal Data on behalf of the Authority, it shall ensure that it provides the data subjects from whom the Personal Data are collected with a privacy notice.

2. Cyber Security

Evidence of renewal of certification must then be provided to the Contracting Authority on each anniversary of the first applicable certificate obtained by the Supplier for the duration of the Contract. In the event the Supplier fails to comply, the Contracting Authority reserves the right to terminate the Contract for material breach in line with the Standard Terms and Conditions of Contract.

If the Supplier already holds ISO27001 accreditation (or equivalent), no further Cyber Essentials certification will be necessary provided that the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the accreditation bodies.

3. GDPR Questionnaire

The Supplier agrees that during any term or extension it shall complete and return the attached questionnaire as advised below.

Note: The Contracting Authority also reserves the right to amend or increase these frequencies, as it deems necessary to secure assurance with regards to compliance.

The Contracting Authority requires such interim assurances to ensure that the Supplier is still compliant with the needs of the GDPR Act due to the implications of a breach.

The Supplier agrees that any financial burden associated with the completion and submission of this questionnaire at any time, shall be at the Suppliers cost to do so and will not be reimbursable.



GDPR Assurance
Questionnaire May1

C6 Freedom of Information

- C6-1 The Supplier acknowledges that the Contracting Authority and or UK SBS may be subject to the requirements of FOIA and EIR and shall assist and co-operate with the Contracting Authority and or UK SBS to enable them to comply with its obligations under FOIA and EIR.
- C6-2 The Supplier shall and shall procure that its employees, agents, sub-contractors and any other representatives shall provide all necessary assistance as reasonably requested by the Contracting Authority or UK SBS to enable the Contracting Authority or UK SBS to respond to a Request for Information within the time for compliance set out in section 10 of FOIA or regulation 5 of EIR.
- C6-3 The Contracting Authority and or UK SBS acting as an agent on behalf of the Contracting Authority shall be responsible for determining (in its absolute discretion) whether any Information:
- C6-3-1 is exempt from disclosure in accordance with the provisions of FOIA or EIR;
- C6-3-2 is to be disclosed in response to a Request for Information,
- And in no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so in writing by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority.
- C6-4 The Supplier acknowledges that the Contracting Authority and or UK SBS may be obliged under the FOIA or EIR to disclose Information, in some cases even where that Information is commercially sensitive:
- C6-4-1 without consulting with the Supplier, or
- C6-4-2 Following consultation with the Supplier and having taken its views into account.
- C6-5 Where clause C6-4-2 applies the Contracting Authority and or UK SBS shall, in accordance with any recommendations issued under any code of practice issued under section 45 of FOIA, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention as soon as practicable after any such disclosure.
- C6-6 Where the Supplier organisation is subject to the requirements of the FOIA and EIR,

C6-7 will supersede C6-2 – C6-5. Where the Supplier organisation is not subject to the requirements of the FOIA and EIR, C6-7 will not apply.

C6-7 The Contracting Authority and UK SBS acknowledge that the Supplier may be subject to the requirements of the FOIA and EIR and shall assist and co-operate with the Supplier to enable them to comply with its obligations under the FOIA and EIR.

C7 General

C7-1 Entire Agreement

C7-1-1 The Contract constitutes the entire agreement between the Contracting Authority and the Supplier in relation to the supply of the Services and the Contract supersedes any earlier agreements, arrangements and understandings relating to that subject matter.

C7-2 Liability

C7-2-1 Where the Contracting Authority is more than one person, the liability of each such person for their respective obligations and liabilities under the Contract shall be several and shall extend only to any loss or damage arising out of each such person's own breaches.

C7-2-2 Where the Contracting Authority is more than one person and more than one of such persons is liable for the same obligation or liability, liability for the total sum recoverable will be attributed to the relevant persons in proportion to the price payable by each of them under the Contract.

C7-3 Assignment and Subcontracting

C7-3-1 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may at any time assign, transfer, charge, subcontract or deal in any other manner with any or all of its rights or obligations under the Contract.

C7-3-2 The Supplier may not assign, transfer, charge, subcontract or deal in any other manner with any or all of its rights or obligations under the Contract without prior written consent from the Contracting Authority's or UK SBS acting as an agent on behalf of the Contracting Authority.

C7-3-3 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may (without cost to or liability of the Contracting Authority or UK SBS) require the Supplier to replace any subcontractor where in the reasonable opinion of the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority any mandatory or discretionary grounds for exclusion referred to in Regulation 57 of the Public Contracts Regulations 2015 apply to the subcontractors.

C7-4 Further Assurance

C7-4-1 The Supplier will promptly at the request of the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority do (or procure to be done) all such further acts and things, including the execution of all such other documents, as either the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority may from time to time require for the purpose of securing for the Contracting Authority the full benefit of the Contract, including ensuring that all title in the Supplies is transferred absolutely to the Contracting Authority.

C7-5 Publicity

C7-5-1 The Supplier shall not make any press announcements or publicise this Contract in any way without prior written consent from the Contracting Authority or UK

SBS acting as an agent on behalf of the Contracting Authority.

C7-5-2 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority shall be entitled to publicise this Contract in accordance with any legal obligation upon Contracting Authority or UK SBS, including any examination of this Contract by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

C7-5-3 The Supplier shall not do anything or cause anything to be done, which may damage the reputation of the Contracting Authority or UK SBS or bring the Contracting Authority or UK SBS into disrepute.

C7-6 Notices

C7-6-1 Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to:

C7-6-1-a in the case of the Contracting Authority: Address: **Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF**; Email: professionalservices@uksbs.co.uk (and a copy of such notice or communication shall be sent to: Joseph Wightman, **Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF**; Email: joseph.wightman@uksbs.co.uk and the Head of Procurement Service Delivery, Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF);

C7-6-1-b in the case of the Supplier: the address, fax number and email address set out in the Order, or any other address, fax number or email address which that party may have specified to the other party in writing in accordance with this clause C7-6, and shall be delivered personally, or sent by pre-paid first-class post, recorded delivery, commercial courier, fax or e-mail.

C7-6-2 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause C7-6-1; if sent by pre-paid first-class post or recorded delivery, at 9.00 am on the second Working Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by fax or e-mail between the hours of 9.00am and 5.00pm on a Working Day, upon successful transmission (provided that the sender holds written confirmation automatically produced by the sender's fax machine of error free and complete transmission of that fax to the other party's fax number), or if sent by fax or e-mail outside the hours of 9.00am and 5.00pm on a Working Day, at 9.00am on the next Working Day following successful transmission (provided that the sender holds written confirmation automatically produced by the sender's fax machine of error free and complete transmission of that fax to the other party's fax number).

C7-6-3 This clause C7-6-3 shall only apply where UK SBS is not the Contracting Authority. In such cases, UK SBS may give or receive any notice under the Contract on behalf of the Contracting Authority and any notice given or received by UK SBS will be deemed to have been given or received by the Contracting Authority.

C7-6-4 Except for clause C7-6-5, the provisions of this clause C7-6 shall not apply to the service of any proceedings or other documents in any legal action.

C7-6-5 The Supplier irrevocably appoints and authorises **Shepherd & Wedderburn of Octagon Point, 5 Cheapside, London, EC2V6AA** (or such other person, being a firm of solicitors resident in England, as the Supplier may by notice substitute) to accept service on behalf of the Supplier of all legal process, and service on **Shepherd & Wedderburn** (or any such substitute) shall be deemed to be service on the Supplier.

C7-7 Severance

C7-7-1 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.

C7-7-2 If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

C7-8 **Waiver.** A waiver of any right or remedy under the Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

C7-9 **No Partnership, Employment or Agency.** Nothing in the Contract creates any partnership or joint venture, nor any relationship of employment, between the Supplier and either the Contracting Authority or UK SBS. Nothing in the Contract creates any agency between the Supplier and either the Contracting Authority or UK SBS.

C7-10 **Third Party Rights.** A person who is not a party to this Contract shall not have any rights under or in connection with it, except that UK SBS and any member of the UK SBS, Associated Bodies or Authorised Entities that derives benefit under this Contract may directly enforce or rely on any terms of this Contract.

C7-11 **Variation.** Any variation to the Contract, including any changes to the Services, these Conditions, the Special Conditions or the Order, including the introduction of any additional terms and conditions, shall only be binding when agreed in writing by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority and the Supplier.

C7-12 Governing Law and Jurisdiction.

C7-12-1 Subject to clause C7-12-2, the Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

C7-12-2 The Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority shall be free to enforce its intellectual property rights in any jurisdiction.

C7-13 Modern Slavery Act 2015

C7-13-1 The Supplier shall not use, or allow its Subcontractors to use, forced, bonded or involuntary prison labour;

C7-13-2 shall not require any Contract or staff or Subcontractor staff to lodge deposits or identify papers with the Employer or deny Supplier staff freedom to leave their employer after reasonable notice;

C7-13-3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.

C7-13-4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world.

C7-13-5 shall make reasonable enquiries to ensure that its officers, employees and

Subcontractors have not been convicted of slavery or human trafficking offences anywhere around the world.

- C7-13-6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act 2015 and shall include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;
- C7-13-7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- C7-13-8 shall not use, or allow its employees or Subcontractors to use, physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- C7-13-9 shall not use, or allow its Subcontractors to use, child or slave labour;
- C7-13-10 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to the Contracting Authority without delay during the performance of this Contract to utilise the following help and advice service, so as to ensure that it suitably discharges its statutory obligations.

The "Modern Slavery Helpline" refers to the point of contact for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700

- C7-13-11 During the Term or any extension of the Contract, the Contracting Authority is committed to ensuring that its supply chain complies with the above Act.
- C7-13-12 The Supplier shall provide a slavery and trafficking report covering the following but not limited to areas as relevant and proportionate to the Contract evidencing the actions taken, relevant to the Supplier and their supply chain associated with the Contract.
- C7-13-12-a Impact assessments undertaken
 - C7-13-12-b Steps taken to address risk/actual instances of modern slavery and how actions have been prioritised
 - C7-13-12-c Evidence of stakeholder engagement
 - C7-13-12-d Evidence of ongoing awareness training
 - C7-13-12-e Business-level grievance mechanisms in place to address modern slavery
 - C7-13-12-f Actions taken to embed respect for human rights and zero tolerance of modern slavery throughout the organisation

- C7-13-13 The Contracting Authority or UK SBS when acting as an agent on behalf of the Contracting Authority reserves the sole right to audit any and all slavery and trafficking reports submitted by the Supplier to an extent as deemed necessary and the Supplier shall unreservedly assist the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority in doing so.

The Supplier agrees that any financial burden associated with the completion and submission of this report and associated assistance at any time, shall be at the suppliers cost to do so and will not be reimbursable.

C7-14 Changes in Costs Resulting from Changes to Government Legislation, Levies or Statutory Payments

The Contracting Authority will reimburse during any term or extension (or, where such costs, awards or damages arise following termination/expiry) of this Agreement, any increases in the Supplier's cost of providing the Services by reason of any modification or alteration to the Government legislation duties or levies or other statutory payments (including but not limited to National Insurance and/or VAT and/or introduction of or amendment to working time minimum wages). Subject always to open book access to the Supplier's records and always after a period of due diligence carried out by the Contracting Authority, relevant and proportionate to the value concerned.

C7-15 Taxation Obligations of the Supplier

C7-15-1 The relationship between the Contracting Authority, UK SBS and the Supplier will be that of "independent contractor" which means that the Supplier is not an employee, worker, agent or partner of the Contracting Authority or UK SBS and the Supplier will not give the impression that they are.

(1.) The Supplier in respect of consideration shall always comply with the income tax Earnings and Pensions Act 2003 (ITEPA) and all other statutes and regulations relating to income tax in respect of that consideration.

(2.) Where Supplier is liable to National Insurance Contributions (NICs) in respect of consideration received under this contract, it shall at all times comply with the Social Security Contributions and Benefits Act 1992 (SSCBA) and all other statutes and regulations relating to NICs in respect of that consideration.

(3.) The Contracting Authority may, at any time during the term, completion extension or post termination of this contract, request (Supplier) to provide information which demonstrates how Supplier complies with its obligations under tax and National Insurance Clauses (1) and (2) above or why those clauses do not apply to it.

C7-15-2 As this is not an employment Contract the Supplier will be fully responsible for all their own tax including any national insurance contributions arising from carrying out the Services.

C7-15-3 A request under Clause (3) above may specify the information which Supplier shall provide and the period within which that information must be provided.

C7-15-4 In the case of a request mentioned in Clause (3) above, the provision of inadequate information or a failure to provide the information within the requested period, during any term or extension, may result in the Contracting Authority terminating the contract.

C7-15-5 Any obligation by Supplier to comply with Clause (1) and (2) shall survive any extension, completion or termination and Supplier obligations to Indemnify the Contracting Authority shall survive without limitation and until such time as any of these obligations are complied with.

C7-15-6 The Contracting Authority may supply any information, including which it receives under clause (3) to the commissioners of Her Majesty's Revenue and Customs for the purpose of the collection and management of revenue for which they are responsible.

C7-15-7 If the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority has to pay any such tax under clauses (1) and (2) then the Supplier will pay back to the Contracting Authority or UK SBS in full, any money that the Contracting Authority or UK SBS has to pay, and they will also pay back the Contracting Authority or UK SBS for any fine or other punishment imposed on the Contracting Authority or UK SBS because the tax or national insurance was not paid by the Supplier.

C7-16 Cyber Essentials Questionnaire

The Supplier agrees that during any term or extension it shall complete and return the attached questionnaire as advised below, within 14 days from notice and shall send this information as directed by the Contracting Authority or UK SBS acting as an agent on behalf of the Contracting Authority. The Contracting Authority and UK SBS acting as an agent on behalf of the Contracting Authority is required to provide such assurances to comply with Government advice and guidance.

The Contracting Authority also reserves the right to amend or increase the frequency of the questionnaire submission due dates, as it deems necessary.

The Contracting Authority requires such interim assurances to ensure that the Supplier is still compliant with the security needs of this Contract.

The Supplier agrees that any financial burden associated with the completion and submission of this questionnaire and associated assistance at any time, shall be at the suppliers cost to do so and will not be reimbursable.



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Schedule 1 Special Conditions

BEIS will own all the Intellectual Property Rights (IPR) in regard to the deliverables under this contract PS21102.

Schedule 2 Pro forma purchase order form

To Follow

Schedule 3 – The Services

Contract Duration:

The contract shall commence on 18th October 2021 and shall end on 30th June 2023. There is the option to extend this contract on an annual basis to the 30th June 2024 and finally the 30th June 2025.

The contract from 18th October 2021 to 31st October 2021 is for implementation and transition only before commencing operational services on 01st November 2021.

Scope of Services:

In alignment with the specification located at Appendix 1 and the Supplier's bid response located at Appendix 2.

Commercials:

[REDACTED]

Invoicing:

Payment shall be made monthly in arrears, upon receipt of an invoice for services completed.

For and on behalf of Gemserv Limited (**The Supplier**)

Signed

Name

Position

Date



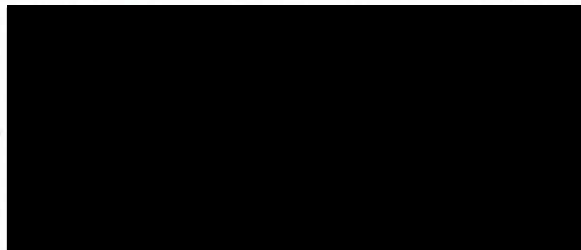
For and on behalf of The Department for Business, Energy and Industrial Strategy. (**The Contracting Authority**)

Signed

Name

Position

Date



APPENDIX 1 SPECIFICATION

The Department for Business, Energy & Industrial Strategy (BEIS) is looking for a contractor to administer the Green Deal (GD) Oversight and Registration Body (GD ORB) from 1 November 2021. The GD ORB acts on behalf of the Secretary of State as the delivery arm to administer the functions of the GD, as set out in the Energy Act 2011 and Green Deal Framework (Disclosure, Acknowledgement, Redress etc) Regulations (the 'Framework Regulations'). The successful tenderer will be expected to be familiar with, and have proper regard to, the relevant GD provisions of the Energy Act 2011 and the Framework Regulations when acting in this capacity.

The Contract duration shall be for a period of 20 months. There is the potential to extend the contract for 1+1 years, subject to budgetary approval. It is likely that all of the activity areas will still be necessary in years 3 and 4. However, this could be varied depending on whether the Government reviews, and consults on, the future of the scheme.

Payments to be made monthly in arrears, upon receipt of invoice for work completed.

The GD ORB will administer the following activity areas:

- (a) Authorise GD Providers and Certification Bodies (and withdraw authorisation where appropriate) and issue licences for the GD Quality Mark, liaising with the REC as necessary. A GD Provider is responsible for providing the finance and arranging for the installation of the agreed energy efficiency improvements through a GD Installer (the terms of these arrangements are set out in a GD Plan) and the ongoing obligations in relation to the GD Plan. The GD ORB will assess companies' applications to become a domestic and/or non-domestic GD Provider and make recommendations to BEIS on whether they should be authorised. When an authorised GD Provider no longer wishes or can no longer be authorised as a GD Provider, the GD ORB will manage the withdrawal of authorisation and any implications this brings. For GD Installers and GD Assessors, this role is performed by GD Certification Bodies. The GD ORB will manage the authorisation and withdrawal of GD Certification Bodies. Authorisation processes and criteria already exist. The GD ORB will also license GD Participants to use the GD Quality Mark.
- (b) Maintain and publish the Register of GD Participants (GD Providers, GD Installers and GD Assessors) and GD Certification Bodies on the GD ORB website. The GD Participant and GD Certification Bodies Registers are a regulatory requirement showing all parties certified to operate under the GD. The GD ORB enters data on certified GD Providers and GD Certification Bodies, whilst GD Certification Bodies do this for GD Installers and GD Assessors that they certify. The members section of the GD ORB website provides functionality to do this.
- (c) Provide information on the administration of the GD scheme to industry participants via the GD ORB website (including the members area), a helpdesk service (operated by email) and engage with industry as required. This will include maintaining the key operating rules and procedures for the scheme as published on the GD ORB website currently. The GD ORB will maintain the functionality and use of the GD ORB website to provide relevant information to GD Participants. The members area is a secure area for GD Participants and GD Certification Bodies to access key information and update the details held within the Registers.
- (d) Report on information contained in the GD Participants and GD Certification Bodies Registers and the on-going administration of the GD to BEIS. The GD ORB will ensure that the information on the Register databases is compiled and shared with the BEIS statistical team and the operator of the GD Registers (the Registers containing details of domestic and non-domestic GD

Advice Reports (GDARs), GD Improvement Plans (GDIPs) and GD Plans) as requested. The GD ORB will also provide information for BEIS on the on-going operation of the GD scheme and management of the contract.

- (e) Monitor GD Participants' and GD Certification Bodies' compliance with the Framework Regulations, GD Code of Practice and GD Branding Guidelines and address breaches identified, in conjunction with BEIS. Breaches will range from minor infringements of the Branding Guidelines, to serious breaches such as mis-selling of GD Plans. The GD ORB will liaise with a number of other regulators and enforcement bodies to ensure a joined-up approach to monitoring and enforcement such as, the Financial Conduct Authority (FCA) and local Trading Standards Authorities. A variety of approaches will be used to monitor and address breaches.
- (f) Liaise as necessary with the Retail Energy Code (REC), which is a multi-party agreement that governs, among other matters, payment collection and remittance of GD charges and the operation of this by parties to the Code, including GD Providers, GD Finance Parties and electricity suppliers. This may include the occasional transfer to REC of Assets (documents) relating to the Green Deal Arrangements Agreement (GDAA) owned by BEIS in line with an Asset Transfer Agreement between BEIS and REC. (The GDAA preceded the REC, until 1 September 2021, as the agreement governing the payment collection and remittance of GD charges.) It will also include communications to facilitate the accession of new GD participants, participant withdrawals, and industry communications.

A full list of outputs is provided in section 5.

The current contract comes to an end on 31 October 2021 and this tender process is planned to lead to a contract award by the end of September 2021, which allows the whole month of October for any transition or implementation of a new supplier. The successful tenderer will need to ensure a full operable service by 1 November 2021, ensuring a smooth transition of service for GD Participants and GD Certification Bodies. The contract from 01/10/2021 to 31/10/2021 is for implementation and transition only before commencing operational services on 01/11/2021.

The new GD ORB is expected to be administered for at least twenty months. The contract will allow for extensions of the service for third and fourth years, or termination after the initial two-year period. This is to allow for a range of possibilities that could occur regarding the future of the GD scheme (see Background, below). In due course, scheme changes could necessitate changes to the GD ORB specification. Currently, it is envisaged that activity areas detailed above will be required for at least the initial twenty month contract period. However, the contract will also include a clause giving BEIS the right to cancel the contract within 60 days' notice to allow for the possibility of earlier scheme changes.

1. Background

The Green Deal enables consumers to take out loans to pay for energy efficiency improvements in their homes, with repayments made through their energy bill on a "Pay As You Save" (PAYS) basis: after the improvement has been made their energy bills should reduce and the bill savings should cover repayments.

The scheme was introduced in 2013. Uptake was below expectations and in July 2015 the Government announced there would be no further public investment in the scheme. The Framework to support the scheme, however, remains in place to service existing Green Deal Plans and for any private finance providers wishing to enter the market.

There continues to be a small number of new Green Deal Plans for some time, although the current level of new Plans is very low. In total there are around 10,600 live Green Deal Plans, with repayments being collected through energy bills.

Despite the scheme not having achieved its original aims, there has been interest from various parties in the development of the scheme, or in the “Pay As You Save” (PAYS) mechanism at the heart of the scheme, and there continues to be discussion about whether and how it could play a part in future financing of energy efficiency improvements.

In 2017 the Government issued a [Call for Evidence](#) on reform of the scheme and in 2018 published a [summary of responses](#). Respondents were generally positive about the potential for the Green Deal to play a role in the delivery of energy efficiency in future, but with improvements to the scheme. The Government has not taken this work further at this stage but will re-look at the scheme in due course and will consult before making any significant changes.

2. Methodology

We expect the successful tenderer to largely follow the current methodology for administering the GD ORB, which is set out below. Tenderers are, however, free to set out and justify the use of alternative methodologies.

Activity 1:

Activity 1: Authorise GD Providers and GD Certification Bodies (and withdraw authorisation where appropriate) and issue licences for the GD Quality Mark, liaising with the REC as necessary. The GD ORB will recommend on companies' eligibility to be certified as a GD provider (domestic and non-domestic) upon receipt of an application by following the [approach to certify GD Providers](#) set out on the GD ORB website. The GD ORB will recommend on companies' eligibility to be a GD Certification Body, in line with the GD Framework Regulations.

Activity 2: Maintain and publish the [Register of GD Participants](#) (GD Providers, GD Installers and GD Assessors) and [Register of GD Certification Bodies](#) on the GD ORB website. The GD ORB will ensure that the Registers are updated following the authorisation or withdrawal of a GD Provider or GD Certification Body, and ensure the accuracy of the GD Installer and GD Assessor information entered onto the Registers by maintaining manuals for users to follow published on the Members Area of the GD ORB website and conducting appropriate analysis.

Activity 3: Provide information on the administration of the GD scheme to industry participants via the GD ORB website (including the members area), a helpdesk service (operated by email) and engage with industry as required. The GD ORB will maintain the key operating rules and procedures for the scheme as currently published on the GD ORB website in consultation with BEIS. The GD ORB will maintain the functionality and use of the GD ORB website (including members area) to provide relevant information to GD Participants.

Activity 4: Report on information contained in the GD Participants and GD Certification Bodies Registers and the on-going administration of the GD to BEIS. The GD ORB will report data to the operator of the GD Register (currently Northgate Public Services) and updates to participants and BEIS. As a minimum, data on Advisor numbers will be reported to the BEIS statistical team monthly.

The GD ORB will send information to the operator of the GD Registers on the following as requested (at least weekly):

- Publicly available assessor data
- Publicly available installer data
- Data on Participants and Certification Bodies removed from the Register

On a monthly basis the GD ORB will provide a detailed report to BEIS on the activities and performance of the GD ORB over the previous month and the spend incurred against the overall budget. A monthly performance meeting will be held to review the report.

Activity 5: Monitor GD Participants' and GD Certification Bodies' compliance with the Framework Regulations, GD Code of Practice and GD Branding Guidelines and address breaches identified. The ORB will use a systematic and risk-based approach based on market understanding and experience to monitor and address the full range of possible breaches, working in conjunction with BEIS, other regulators and enforcement bodies (including the Financial Conduct Authority and local Trading Standards authorities, and with reference as appropriate to the **GD ORB Monitoring Strategy**, which sets out the standard approach used to monitor compliance with the GD Code of Practice, Branding Guidelines and Framework Regulations.

Activity 6: Liaison with the **Retail Energy Code (REC)**. This is a new activity under this contract as the REC is being introduced on 1 September 2021 (and the GDAA will no longer operate from this date). The ORB will need clear lines of communication with the REC and to agree methodology, for instance to facilitate the accession of new GD participants.

4. Outputs Required

The key output is the set up (and if applicable transition from the current contractor) of the GD ORB by 1 November 2021 and the ongoing operation of the GD ORB throughout the contract period.

BEIS own the IPR (which includes all the text and documents published on the GD ORB website) and the ORB website address: <https://gdorb.beis.gov.uk/>.

To set up the service, the successful tenderer (if different from the current contractor) will need to, as a minimum:

- Transition the maintenance and administration of the GD ORB website and the private members area for GD Participants and GD Certification Bodies of the website from the current service provider (Gemserv).
- Migrate the GD Participants Register and Certification Bodies Register (databases).
- Migrate all the documentation and knowledge held by the current service provider and get up to speed with key issues quickly.
- Set up a helpdesk for administering the scheme with appropriate signposting.
- Form and train the delivery team.
- Develop robust and timely processes and systems to administer the scheme building on what is currently in operation.
- Establish network links with all key parties to the GD to enable information to be shared with other authorised bodies.
- Communicate externally to advise of the service delivery handover.

As a minimum, ongoing outputs are set out below. Tenderers should follow the methodology set out in Section 2, on pages 10 to 12 when considering the pricing for each task. Where tasks are assumed to be variable dependent upon market demand we have indicated below.

- Ensure effective liaison with the REC as necessary for ORB functions.
- Administer the day-to-day ORB functions necessary for operating the GD scheme.
- Assess companies' requests to act or withdraw from acting as GD Providers and GD Certification Bodies and prepare recommendations for BEIS (Variable – estimated current rate of

1 request and 2 withdrawals/month).

- Issue licences for the use of the GD Quality Mark (Variable).
- Maintain the GD Participants and GD Certification Bodies Registers and ensure its accuracy.
- Manage stakeholder engagements (Variable).
- Administer the email inbox helpdesk (Variable – estimated 100 emails received per month).
- Compile statistical information on GD Participants and GD Certification Bodies for BEIS and the operator of the GD Registers.
- Monitor GD Provider and GD Certification Body compliance with the GD Framework Regulations, GD Code of Practice and use of the GD Quality Mark, taking appropriate action as needed (Variable – assumed < 1 major, and up to 10 moderate cases per month identified following monitoring activities).
- Maintain effective working relationships with key organisations for the delivery of the GD.
- Manage performance against the contract and report to BEIS monthly and keep in touch more frequently as appropriate.
- Occasional design improvements to operational processes – generating efficiency in the operation of the GD (to improve the customer journey and make systems more efficient against an agreed plan of work).

5. Ownership and Publication

BEIS will own all the Intellectual Property Rights (IPR) pursuant to the Department's standard terms and conditions.

The successful tenderer will need to ensure that all appropriate statutory requirements are adhered to regarding the safe storage and transfer of personal data.

6. Quality Assurance

Service Level Agreements

Service Level Agreements (SLAs) may be set and agreed with the GD ORB to set out the working arrangements of the contract. For each activity, SLAs will be split into high and minimum performance levels.

In the event that the successful tenderer fails to meet any of the SLAs that are put in place they should conduct a review which should include analysis of the cause of the failure and a plan for improving performance to above this threshold. This should be discussed with BEIS at review meetings, or separately as specified by BEIS. Any revision to the SLAs will remain at the discretion of BEIS.

Quality Control

The successful tenderer will be required to put in place an internal quality monitoring process which is managed and implemented on a regular basis. We would expect the assurance of quality to be undertaken through a basket of activities. For example:

- A number of objective and consistent assessment measures that can be combined to give a broader view of the efficiency and success of the service;

- Regular and long-term measurement through establishing benchmarks and trends;
- Quality is monitored through all of the different access points and routes through the service; and
- We will expect the successful tenderer to engage in a continuous improvement process, as part of its ongoing efforts to improve service delivery. Change requests will be formulated, discussed and approved by BEIS before new activity is undertaken.

The GD ORB will liaise as needed with other relevant bodies such as, the, Financial Conduct Authority, United Kingdom Accreditation Service, the GD Ombudsman and Investigation Service, the Financial Ombudsman Service, and the operator of the GD Registers to ensure efficiencies and best practice are adopted and lessons learned by sharing information.

Performance Reporting

The successful tenderer will hold monthly performance meetings with BEIS on levels of performance, standards and quality of service.

The GD ORB will report data to BEIS on activity and costs. As part of this the GD ORB will be required to provide BEIS with a regular performance management reports (the type and detail to be determined).

BEIS will regularly review activity levels against costs and seek efficiencies where appropriate. This might require the service provider to produce a short business plan for the year ahead to be approved by BEIS

7. Working Arrangements.

The successful contractor will be expected to identify one named point of contact through whom all enquiries can be filtered. A BEIS project manager will be assigned to the project and will be the central point of contact.

The successful tenderer will need to develop good working relationships and establish robust and timely processes and systems with key organisations described in section 7 above, such as the GD Ombudsman and Investigation Service, the operator of the GD Registers etc. to ensure efficiencies and best practice are adopted and lessons learnt by sharing information. To ensure a clear distinction of responsibilities between these parties the successful tenderer may need to develop Memoranda of Understanding (MoU).

The scope of the GD is Great Britain, but there is no restriction on the location of the service. There may be requirements to travel to meetings.

We expect the service provider to operate during normal business hours (9am – 5pm) and on all normal working days (Monday – Friday) as a minimum. The service provider should ensure that data transfers and database operations are available 24 hours per day, 365 days per year (subject to necessary closures for maintenance). If the supplier has to interrupt service, such interruptions should be kept to a minimum and the service provider should provide at least 3 working days notice of closures to participants and make clear how long these will be for. If alternative cover is available, this should also be included in any notification.

BEIS will require regular monthly meetings on levels of performance, standards and quality of service. The meetings should be held in person or by video conferencing or phone. The successful tenderer will be expected to submit a monthly report to BEIS ahead of these meetings summarising performance in the previous month. The content and format of the report will be agreed with BEIS but should as a minimum clearly identify activities and costs incurred in the previous month. We may also require weekly discussions (by phone) or email updates to help identify any issues.

BEIS reserves the right to conduct a review of outputs during the set up stages. The successful tenderer

must cooperate with this review and build in time for their own review.

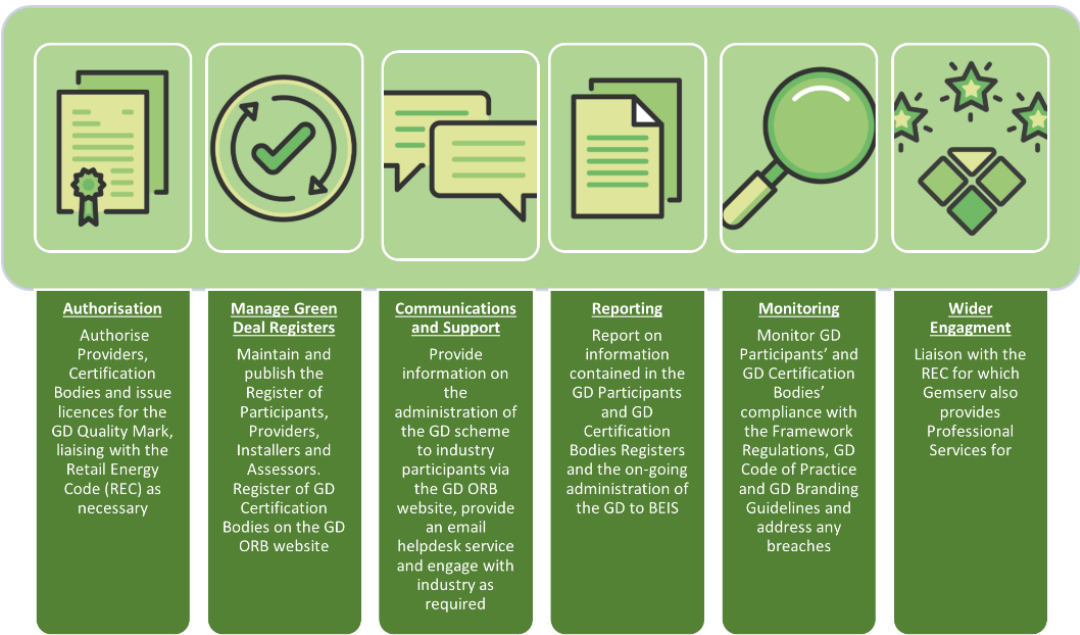
The successful tenderer will attend meetings (as requested, but at least annually) to discuss quality and efficiency of outputs.

APPENDIX 2 SUPPLIER'S BID

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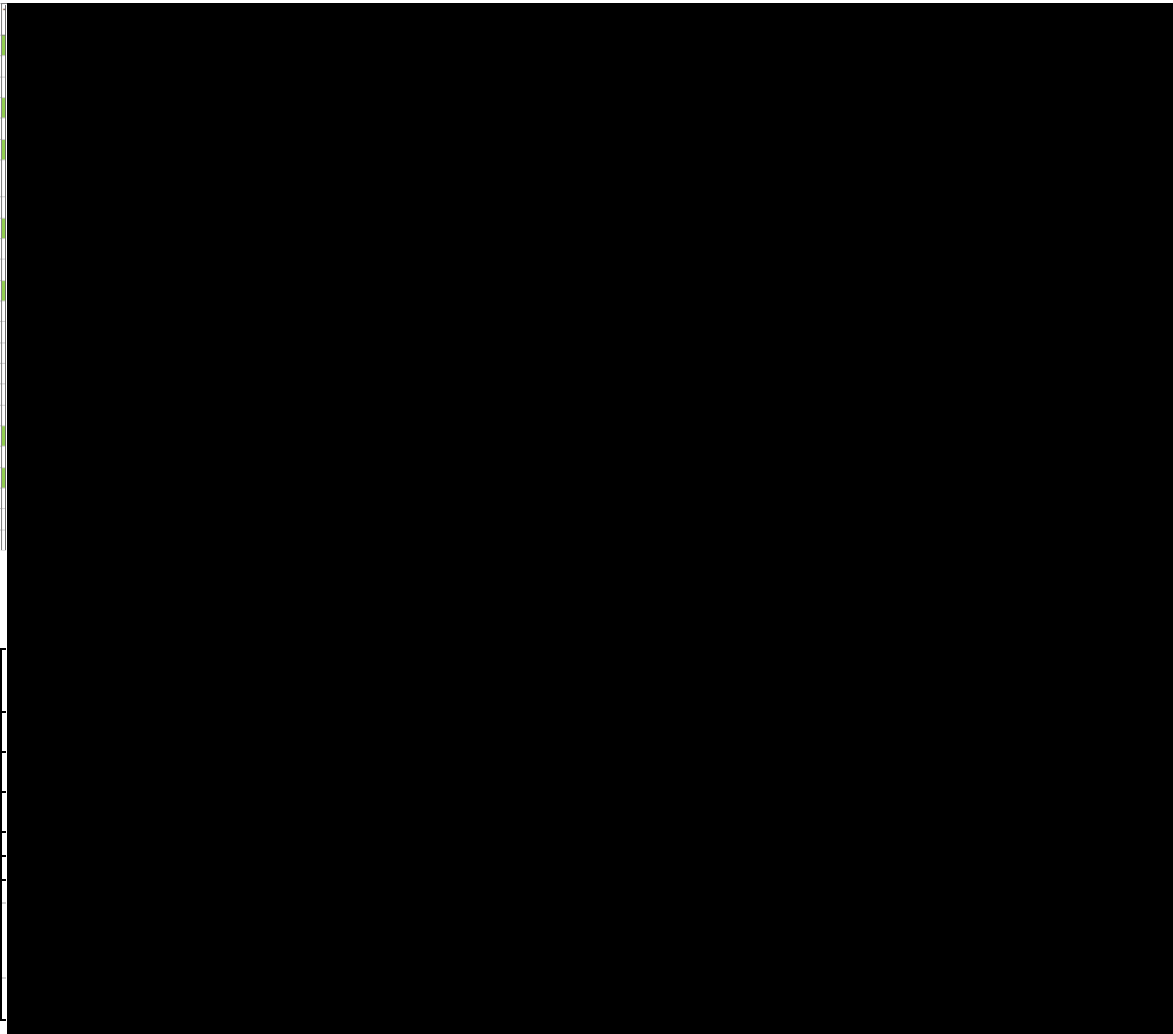
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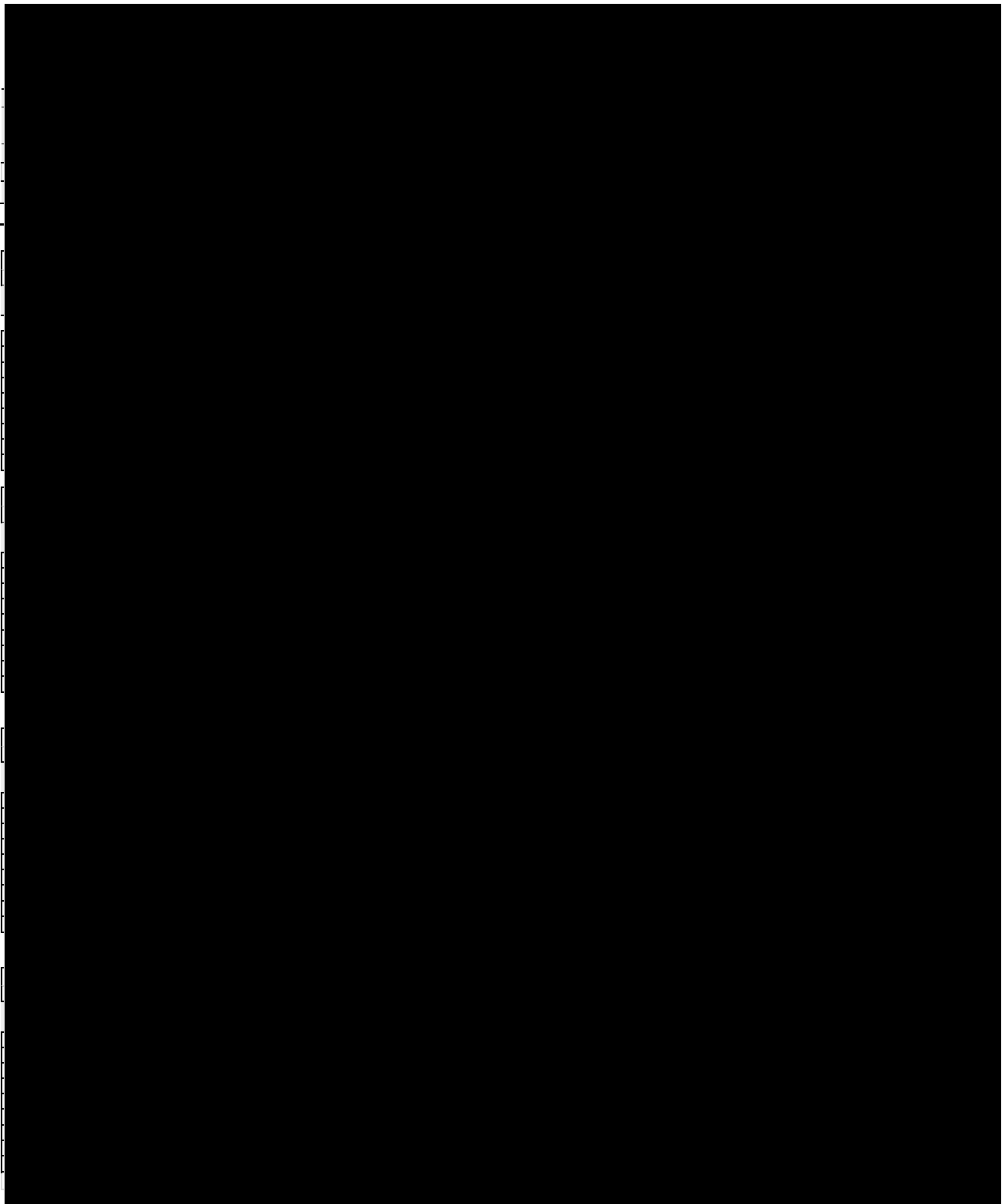
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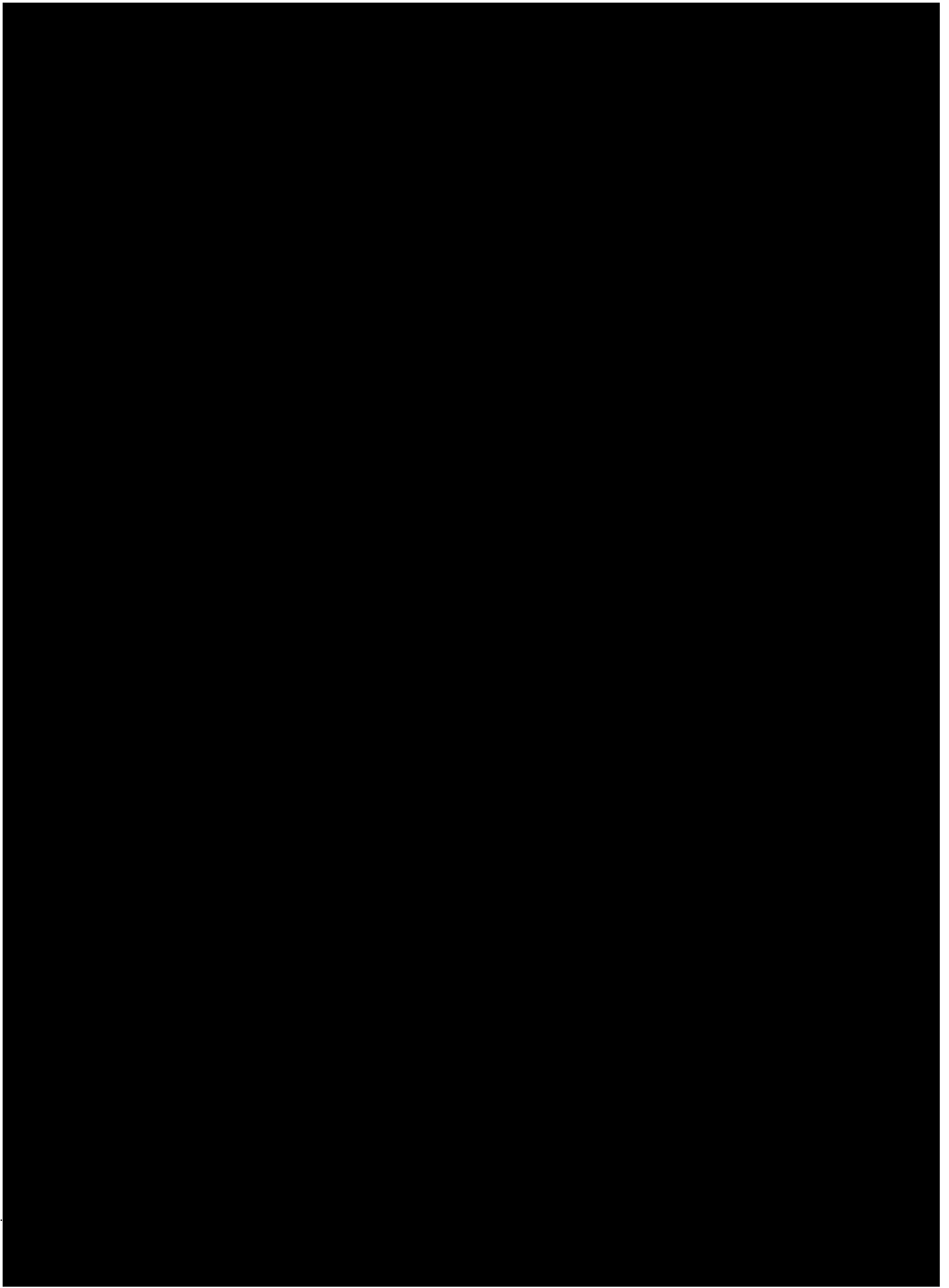
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