

Conditions of Contract Short Form Enhanced

CEFAS23-22 Contract for technical advisory services to assess the readiness and support progression of laboratories in Belize to achieve ISO 17025:2017 accreditation under OCPP.

May 2023

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Systems Technology Consultants Ltd T/A SYTECH Digital Forensics
Cauldon Locks
Shelton New Road
Stoke-on-Trent
Staffordshire
ST4 7AB

[REDACTED]
[REDACTED]
Date: 21 June 2023
Your ref: NA
Our ref: **CEFAS23-22**

Dear [REDACTED]
Supply of for technical advisory services to assess the readiness and support progression of laboratories in Belize to achieve ISO 17025:2017 accreditation under OCPP.

Following your tender/ proposal for the supply of for technical advisory services to assess the readiness and support progression of laboratories in Belize to achieve ISO 17025:2017 accreditation under OCPP to **The Secretary of State for Environment, Food and Rural Affairs** acting as part of the Crown through the **Centre for Environment, Fisheries and Aquaculture Science**, we are pleased confirm our intention to award this contract to you.

The attached contract details ("**Order Form**"), contract conditions and the **Annexes** set out the terms of the contract between **Centre for Environment, Fisheries and Aquaculture Science** and Systems Technology Consultants Ltd T/A SYTECH Digital Forensics for the provision of the deliverables set out in the Order Form.

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

We will then arrange for the Order Form to be countersigned so that you have a signed copy of the Order Form for your records.

Yours faithfully,

[REDACTED]
[REDACTED]
Procurement Lead
Pakefield Road,

Lowestoft,
Suffolk,
NR33 0HT, UK

[REDACTED]

[REDACTED]

Order Form

1. Contract Reference	CEFAS23-22 Contract for technical advisory services to assess the readiness and support progression of laboratories in Belize to achieve ISO 17025:2017 accreditation under OCPP.	
2. Date	22 June 2023	
3. Authority	Cefas Pakefield Road Lowestoft Suffolk NR33 0HT	
4. Supplier	Systems Technology Consultants Ltd, T/A SYTECH Registered Address: Ebenezer House, Ryecroft, Newcastle, Staffs. ST5 2BE Postal Address: Cauldon Locks, Shelton New Rd, Stoke-on-Trent, ST4 7AB Registered Number 03301898	
4a. Supplier Account Details		
5. The Contract	The Supplier shall supply the Deliverables described below on the terms set out in this Order Form and the attached contract conditions ("Conditions") and any Annexes. Unless the context otherwise requires, capitalised expressions used in this Order Form have the same meanings as in Conditions. In the event of any inconsistency between the provisions of the Order Form, the Conditions and the Annexes, the inconsistency shall be resolved by giving precedence in the following order: 1. Order Form, Annex 2 (Specification) and Annex 3 (Charges) with equal priority. 2. Conditions and Annex 1 (Authorised Processing Template) with equal priority. 3. Annexes 4 (Tender Submission) and 5 (Sustainability). In the event of any inconsistency between the provisions of Annexes 4 and 5, Annex 5 shall take precedence over Annex 4. Please do not attach any Supplier terms and conditions to this Order Form as they will not be accepted by the Authority and may delay conclusion of the Contract.	
6. Deliverables	Goods	[None]
	Services	To be performed at the Supplier's premises at: Ebenezer House, Ryecroft, Newcastle, Staffs. ST5 2BE and in locations in Belize as required including the participating laboratories.

7. Specification	The specification of the Deliverables is as set out in Annex 2.	
8. Term	The Term shall commence on 26 June 2023 or as close as is possible (the Start Date) and the Expiry Date shall be 30 June 2024 unless it is otherwise extended or terminated in accordance with the terms and conditions of the Contract. The Contract may be extended for two further periods of 6 months, by giving not less than 1 months' notice in writing.	
9. Charges	The Charges for the Deliverables shall be as set out in Annex 3.	
10. Payment	The Authority's preference is for all invoices to be sent electronically, quoting a valid Purchase Order Number (PO Number), to: Finance@cefas.co.uk Alternatively, you may post to: Cefas Pakefield Road Lowestoft Suffolk NR33 0HT Within 10 Working Days of receipt of your countersigned copy of this Order Form, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice. To avoid delay in payment it is important that the invoice is compliant with Annex 3 Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact the Authority's Authorised Representative(s).	
11. Authority Authorised Representative(s)	For general liaison your contact will continue to be	
	[REDACTED]	
	or, in their absence,	
	[REDACTED]	
12. Address for notices	Authority:	Supplier:
	Cefas Pakefield Road Lowestoft Suffolk NR33 0HT Attention: [REDACTED] Procurement Advisor Email:	Systems Technology Consultants Ltd T/A SYTECH <i>Postal Address: Cauldon Locks, Shelton New Rd, Stoke-on-Trent, ST4 7AB</i> Attention: [REDACTED] [REDACTED] [REDACTED]

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13. Key Personnel	Authority: Cefas Pakefield Road Lowestoft Suffolk NR33 0HT	Supplier: Operations Director (Jessica Clewlow):
14. Procedures and Policies	<i>For the purposes of the Contract the applied Policies and procedures are available at: Policies, plans, reports and quality - Cefas (Centre for Environment, Fisheries and Aquaculture Science)</i> <i>For the avoidance of doubt, if other policies of the Authority are referenced in the Conditions and Annexes, those policies will also apply to the Contract on the basis described therein.</i>	
15. Limitation of Liability	See Clause 12.1	
16. Insurances	The Supplier shall hold the following insurance cover for the duration of the Contract in accordance with this Order Form. - Professional Indemnity insurance with cover of not less than £500,000; - Public Liability insurance with cover of not less than £500,000; - Employers Liability insurance with cover (for a single event or multiple with an aggregate) of not less than £5million;	
Signed for and on behalf of the Supplier		Signed for and on behalf of the Authority
Name:		Name:
Date: 22/06/2023		Date: 22 June 2023
Signature:		Signature:

Annex 1 – Authorised Processing Template

NOT USED

Annex 2 – Specification

1. Background

Ocean Country Partnership Programme (OCP)

The [Ocean Country Partnership Programme](#) (OCP) was announced this year as a key bilateral aid programme under the £500m Blue Planet Fund. Through £5.7m of secured funding for 2021-22, the UK will work in partnership with at least six countries to deliver marine science technical assistance across the 3 core themes of marine pollution, biodiversity loss and supporting sustainable seafood. OCP objectives are to support countries to tackle marine pollution, support sustainable seafood practices and establish designated, well-managed and enforced Marine Protected Areas (MPAs).

In 2021-25, Cefas will lead delivery of the Marine Pollution and Sustainable Seafood themes of OCP, working in partnership with experts from the Joint Nature Conservancy Council (JNCC) and the Marine Management Organisation (MMO).

The OCP Marine Pollution strand will build on work in countries where Cefas and UK marine partnerships are already active, as well as forge new relationships in priority regions.

The OCP will begin by building on the successes of the Commonwealth Litter Programme (CLIP), using established foundations to expand technical training and capacity building in Overseas Development Assistance (ODA) eligible countries and foster collaboration internationally to tackle marine pollution.

2. Aims and Objectives

Despite the significant funding made available, ensuring programme outcomes are supported beyond the life of the programme will require securing long term resilient financial flows to sustain marine pollution and water quality activities established under the OCP programme.

Current analysis of marine pollution and water quality in Belize is stunted by both limited resources, a lack of cost recovery mechanisms of existing laboratories, and the outsourcing of certain analysis to laboratories outside of Belize.

3. Approach

Cefas require the successful Tenderer to provide services to assess the readiness, and support progress towards accreditation to ISO 17025:2017 for marine pollution testing laboratories in Belize.

4. Scope of Requirements

4.1. **Part 1:** Production of a self-assessment document for the laboratories to undertake an initial assessment of their readiness for ISO 17025 accreditation.

The successful Tenderer will produce a self-assessment document which can be used by all participating laboratories to undertake their own initial assessment of their readiness for accreditation.

The content and format of the document will be proposed by the successful Tenderer and the produced document will be reviewed by Cefas before being finalised. It should include guidance on how the laboratories are to carry out the assessment and allow the laboratories to record any queries or issues they have, which they can bring to the workshop (part 2) for discussion and support.

4.2. **Part 2:** In-country workshop for key stakeholders on ISO 17025:2017 accreditation for testing laboratories.

The successful Tenderer will plan and deliver a one-day, in-country workshop for key stakeholders, on ISO 17025:2017 accreditation for testing laboratories.

The key stakeholders will be identified by Cefas and its in-country OCPP delivery partner, the Department for the Environment (DoE). It is expected that approximately 20 stakeholder organisations will participate, with one attendee per organisation – final numbers are to be confirmed with Cefas once Contract has commenced.

The successful Tenderer will be responsible for organising and facilitating the workshop, including arrangements for a suitable venue, with assistance from Cefas and DoE.

The workshop content will be developed and confirmed with Cefas prior to finalisation, but will include as a minimum:

- Overview of ISO 17025:2017 including resource, process, technical and management requirements for a testing laboratory to achieve accreditation.
- Steps required for the laboratories to implement achieving accreditation.
- On-going requirements to maintain accreditation, including consideration of costs and resources.
- Responding to queries and assisting on completing the self-assessment document.

4.3. **Part 3:** Gap analysis of laboratories who want to further evaluate the option of accreditation.

The successful Tenderer will complete a gap analysis for laboratories that wish to further evaluate the option of progressing to accreditation. This will be done through the review of documentation and practices/processes currently in place in the laboratories, along with any other methods the successful Tenderer deems necessary.

A written report, in English, will be provided for each laboratory, identifying where they currently do and don't meet the requirements of the standard, along with recommendations for meeting those requirements and the steps needed to be ready to apply for ISO 17025 accreditation, and, if applicable, 'quick win' suggestions to immediately improve performance.

The successful Tenderer will be required to visit each laboratory in person, spending an estimated half a day to a day per lab, depending on the size of the lab.

It is expected that this will be for up to 20 laboratories, to be confirmed once initial assessment and the workshop has taken place. Arrangements for in-country trip/trips to visit the participating laboratories will then be confirmed as required.

4.4. **Travel and Subsistence**

For all in-country trips required for the delivery of Part 2 and Part 3, the successful Tenderer will be responsible for arranging their own travel and subsistence. Costs for T&S will be paid on

actuals receipted and will be expected to be in line with HMRC Guidance (<https://www.gov.uk/guidance/expenses-rates-for-employees-travelling-outside-the-uk>).

5. Deliverables

- a) Self-assessment document available for participants at least one month prior to the workshop (deliverable b). ***Delivered within 4 weeks.***
- b) One day in-country workshop. ***Delivered within 3 months.***
- c) Gap Analysis report for each laboratory (up to 20). ***Delivered within 12 months.***

The suggested delivery dates above are open for consideration by Cefas. Tenderers should provide a detailed timeline and Gantt chart in their bid outlining key tasks, milestones, and deliverable dates.

6. Location

The successful Tenderer will be expected to conduct the workshop in-country in Belize, and to attend each of the laboratories (up to 20) that wish to further their understanding and progress with accreditation.

This should be considered in your bid submission, including plans / suggestions of the number of trips, durations, indicative dates etc.

Final in-country trip details will be agreed with Cefas and key Belize partners once Contract has commenced.

Annex 3 – Charges

Defined terms within this Annex:

E-Invoicing: Means invoices created on or submitted to the Authority via the electronic marketplace service.

Electronic Invoice: Means an invoice (generally in PDF file format) issued by the Supplier and received by the Authority using electronic means, generally email

1. How Charges are calculated

1.1 The Charges:

1.1.1 shall be calculated in accordance with the terms of this Annex 3;

1.2 Any variation to the Charges payable under the Contract must be agreed between the Supplier and the Authority and implemented using the procedure set out in this Annex.

2. Rates and Prices

Services Required	Qty	Unit of Measure	Cost	Total Cost	VAT
Deliverable a) Development of self-assessment document	1	Total Fixed Cost			
Deliverable b) Preparation and delivery of workshop (excl. T&S)	1	Total Fixed Cost			
Deliverable c) Laboratory gap analysis and assessment (excl. T&S) Cost will be multiplied as required once the number of participating laboratories is confirmed.	TBC	Day Rate per laboratory			
Travel and Subsistence costs will be paid on actuals receipted, in line with HMRC guidance: https://www.gov.uk/guidance/expenses-rates-for-employees-travelling-outside-the-uk	-	-	-	-	-

3. PAYMENT SCHEDULE

Milestone / Deliverable	Deliverable Date	Payment Amount
- Deliverable a) Development of self- assessment document	within 4 weeks End July 23	
- Deliverable b) Preparation and delivery of 2-day workshop (excl. T&S)	within 3 months End Sept 23	
- Deliverable c) Laboratory gap analysis and assessment (excl. T&S) Day Rate of [REDACTED] be multiplied as required for no. of participating labs – TBC NOTE If lab visits are split across multiple trips, then payment will be made on completion of each visit/ lab analysis	within 12 months End June 24	
- Travel and Subsistence costs will be paid on actuals receipted, in line with HMRC guidance	within 12 months End June 24	
TOTAL		

4. Currency

All Supplier invoices shall be expressed in sterling or such other currency as shall be permitted by the Authority in writing.

5. Variations

The Authority may make reasonable changes to its invoicing requirements during the Term after providing 30 calendar days written notice to the Supplier.

6. Electronic Invoicing

- 6.1 The Authority shall accept for processing any electronic invoice that it is valid, undisputed and complies with the requirements of the Authority's e- invoicing system:

- 6.2 The Supplier shall ensure that each invoice is submitted in a PDF format and contains the following information:
- 6.2.1 the date of the invoice;
 - 6.2.2 a unique invoice number;
 - 6.2.3 the period to which the relevant Charge(s) relate;
 - 6.2.4 the correct reference for the Contract
 - 6.2.5 a valid Purchase Order Number;
 - 6.2.6 the dates between which the Deliverables subject of each of the Charges detailed on the invoice were performed;
 - 6.2.7 a description of the Deliverables;
 - 6.2.8 the pricing mechanism used to calculate the Charges (such as fixed price, time and materials);
 - 6.2.9 any payments due in respect of achievement of a milestone, including confirmation that milestone has been achieved by the Authority's Authorised Representative
 - 6.2.10 the total Charges gross and net of any applicable deductions and, separately, the amount of any reimbursable expenses properly chargeable to the Authority under the terms of this Contract, and, separately, any VAT or other sales tax payable in respect of each of the same, charged at the prevailing rate;
 - 6.2.11 a contact name and telephone number of a responsible person in the Supplier's finance department and/or contract manager in the event of administrative queries; and
 - 6.2.12 the banking details for payment to the Supplier via electronic transfer of funds (i.e. name and address of bank, sort code, account name and number);
- 6.3 The Supplier shall submit all invoices and any requested supporting documentation through the Authority's e-invoicing system or if that is not possible to: Finance@cefas.co.uk or Cefas, Pakefield Road, Lowestoft, Suffolk NR33 0HT with a copy (again including any supporting documentation) to such other person and at such place as the Authority may notify to the Supplier from time to time.

Annex 4 – Tender Submission



**Invitation to Tender Response
for
The Provision of ISO 17025 Consultancy**

8th June 2023

Foreword

The full contents of this document, together the associated documents referenced and supplied, form SYTECH's official response to the Invitation to Tender as issued by Cefas for the Provision of 17025 consultancy.

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1. Company Details

Systems Technology Consultants Limited T/A SYTECH Forensics

Company No: 03301898

Registered Office: Ebenezer House, Rycroft, Newcastle, Staffordshire, ST5 3BE

Directors:

[REDACTED]
[REDACTED]
[REDACTED]

Branch Offices: Cauldon Locks, Shelton New Road, Stoke-on-Trent, ST4 7AB (Head Office)
Scarlet Court. Hoel Dafen, Llanelli, Carmarthenshire, SA14 8QN

Certification: ISO-17025:2017 at 2 Laboratories

ISO- 27001:2013 Certification

ISO-14001:2015 Certification

ISO-9001:2015 Certification

FSR Codes Accreditation

Cyber Essentials Plus

Security Clearance NPPV Level 3 Security Clearance for all Staff & SC for Management Team

Insurance:

Employer's and Public Liability

Product Liability

Professional Indemnity

Cyber Liability Insurance

1.1. Company Introduction

SYTECH is a trading name of Systems Technology Consultants Limited who represent the UK's longest established Forensic Service Provider (FSP) in the digital forensics sector.

First established in 1978, the company originally provided independent specialist assessment of technology-based systems in fitness for purpose arguments and disputes.

The company was acquired, by the existing owners in 2000 and has since transformed in accordance with the technological and sociological advancements of the last two decades. During this time, SYTECH has been at the forefront of attaining best evidential value from the plethora of emerging devices and data sources that been adopted into society and culture.

Over the last twenty years the company has transformed into a mature, independent, quality lead organisation dedicated to serving the needs and interests of all stakeholders within the UK's Criminal Justice System (CJS).

At the outset of current ownership (2000-2005), SYTECH were predominantly instructed by criminal defence representatives to evaluate the merits, or otherwise, of the prosecution's digital forensics evidence.

In due course, Police forces, and other agencies (Home Office, CPS, Trading Standards, Illegal Money Lending, MOD, etc.) commissioned SYTECH services to assist with investigations and prosecutions. SYTECH has since developed into a nationally recognised supplier of digital forensic services and has been engaged by all UK Police forces, either for framework/contracted services or ad-hoc engagements.

SYTECH is also the UK's largest privately owned company in the digital forensic marketplace. Fully owned by members and relatives of the management team, SYTECH represents a fully independent FSP with all profits being reinvested into the growth and development of the business and its services.

1.2. Business Experience

SYTECH maintains an active and expanding ISO 17025 accreditation portfolio, as expected of a leading digital forensics provider working exclusively to the interests of Criminal Justice System (CJS) stakeholders.

Accordingly, SYTECH has successfully managed one of the most extensive/rigorous accreditation assessment portfolios in the digital forensics' community (160.5 ISO 17025 assessment days undertaken). We have developed a mature, integrated Quality Management System (QMS) and Information Security Management System (ISMS) with a systematic standards-based approach to managing sensitive data. This includes a raft of policies covering, but not limited to, Access Control, Data Processing, Software Control, Data & Systems Backup, Business Continuity & Disaster Recovery, Acceptable Usage, Data & Asset Disposal, Password & Encryption Key Management. In addition to being ISO/IEC 17025:2017 accredited, SYTECH hold 27001, 14001, 9001, and are a Cyber Essentials Plus Organisation. SYTECH are also an IASME certification body, able to certify organisations to Cyber Essentials & Cyber Essentials Plus.

During the development of our accreditation portfolio, we received best-practice commendations from UKAS assessors in respect of Method Validation, Training & Competency, and Internal Auditing.

SYTECH now provide the level of consultative and training support that we wish we could have found when we embarked on this journey. We have learnt many lessons throughout the years, which we have subsequently developed into best practice. This incorporates elements that are physical and tangible, and also cultural and theoretical. This is where our synergy in experience provides significant value to our bespoke consultancy and training solutions. Our vast experience in undergoing UKAS assessments, both as part of expanding our accreditation schedule to include the full end-to-end process, and part of ongoing re-certification visits, has provided us with an in-depth level of knowledge around the standard, and how you can seamlessly integrate the standard into your day-to-day operations.

As industry leaders in digital forensics, SYTECH have worked with several Government agencies, including the National Crime Agency, Home Office, Medicines and Healthcare Products Regulatory Agency, Independent Office of Police Conduct, Food Standards Agency, HM Revenue & Customs and the Serious Fraud Office. As such, all employees at SYTECH are vetted to a minimum level of NPPVL3 Clearance, with members of the management team being SC cleared. We also have classification and labelling in-house procedures to treat documentation as marked (OFFICIAL, OFFICIAL – SENSITIVE etc). Through working with Government agencies, we understand that value for money, and social value are key elements of service delivery.

Developed from our in-depth hands-on experience in working to the standard, and from consultancy projects, SYTECH developed a CPD certified training portfolio covering:

- ISO/IEC 17025 Awareness
- Quality Manager & Team Leader Roles in a 17025 Environment
- Preparation for UKAS Visitation
- 17025 Internal Auditing

SYTECH have delivered this training to a wide range of organisations working towards achieving 17025 accreditations, including Police Scotland, and South-West Forensics. We have also completed readiness assessments for calibration and testing laboratories, including wet forensics, fridge testing, and packaging companies.

We have a strong track record of delivering successful projects across various industries, and our portfolio includes projects ranging from infrastructure development, to central validation and ground truth data seeding on a national scale for 43 UK Police Forces.

1.3. Project Planning & Implementation

SYTECH's implementation & communication plan is summarised below:

1.3.1 Project Initiation (First week following contract award):

- Identify Key Project Stakeholders within the UK, Belize, and wider reach, including government agencies, local communities, project partners, and any other relevant groups & determine the level of involvement, interest, and potential impact of each stakeholder.
- Establish the Internal Project Team, ensuring clear lines of communication and accountability, schedule regular internal team meetings to enable project update sharing.
- Conduct a kick-off meeting to communicate the project details and expectations.
- Define the project objectives, scope, deliverables and success criteria during initial introduction meetings

1.3.2 Planning Phase (First two weeks following contract award):

- Develop a detailed project plan, including activities, milestones, and timelines.
- Establish a stakeholder engagement plan that outlines the objectives, approaches, and activities to engage with stakeholders throughout the project lifecycle.
- Establish regular communication channels to gather input, address concerns, and foster dialogue with stakeholders.
- Identify key messages that need to be conveyed to stakeholders, such as project objectives, benefits, timelines and potential impacts.
- Carry out meetings, workshops, or focus groups to involve stakeholders in decision-making processes and obtain feedback/suggestions.
- Allocate resources; personnel, budget, equipment
- Identify and assess potential risks and develop a risk management plan to share with Cefas, including risk categorisation scoring and identified potential mitigation.
- Establish communication channels and protocols for project updates and co-ordination

1.3.3 Execution Phase (Delivered within 4 weeks):

- Execute the project activities according to the defined project plan (agreed with Cefas) to include the production of self-assessment documentation for the laboratories to undertake an initial assessment of their readiness for 17025 accreditation.
- Regularly monitor and track progress against milestones and deliverables
- Ensure effective communication and collaboration among project team members.
- Address any issues or obstacles promptly and implement appropriate corrective actions.
- Conduct regular project status meetings to review progress and address concerns.

1.3.4 Training & Change Management Phase (delivered within 3 months of contract award):

- Development of training plan in accordance with Cefas/OCPP requirements to provide necessary skills and knowledge to end-users across 20 laboratories.
- Carry out training sessions for relevant stakeholders and laboratories.
- Communicate and manage any organisational changes resulting from the project.
- Address concerns and provide support via Teams/Zoom/Email/Phone Call

1.3.5 Gap Analysis Phase (Delivered within 12 months following contract award):

- Conducting environmental assessments of laboratories participating in 17025.
- Carrying out remote desktop assessments of procedures to assess readiness, and provision of templates and improvement actions to key personnel.
- Gap analysis report(s) to be shared with stakeholders, alongside readiness score.
- Communication of “showstopper” issues which may hinder project progress.

- Address concerns and provide support via Teams/Zoom/Email/Phone Call.

1.3.6 Evaluation and Review Phase (Delivered within 13 months following contract award):

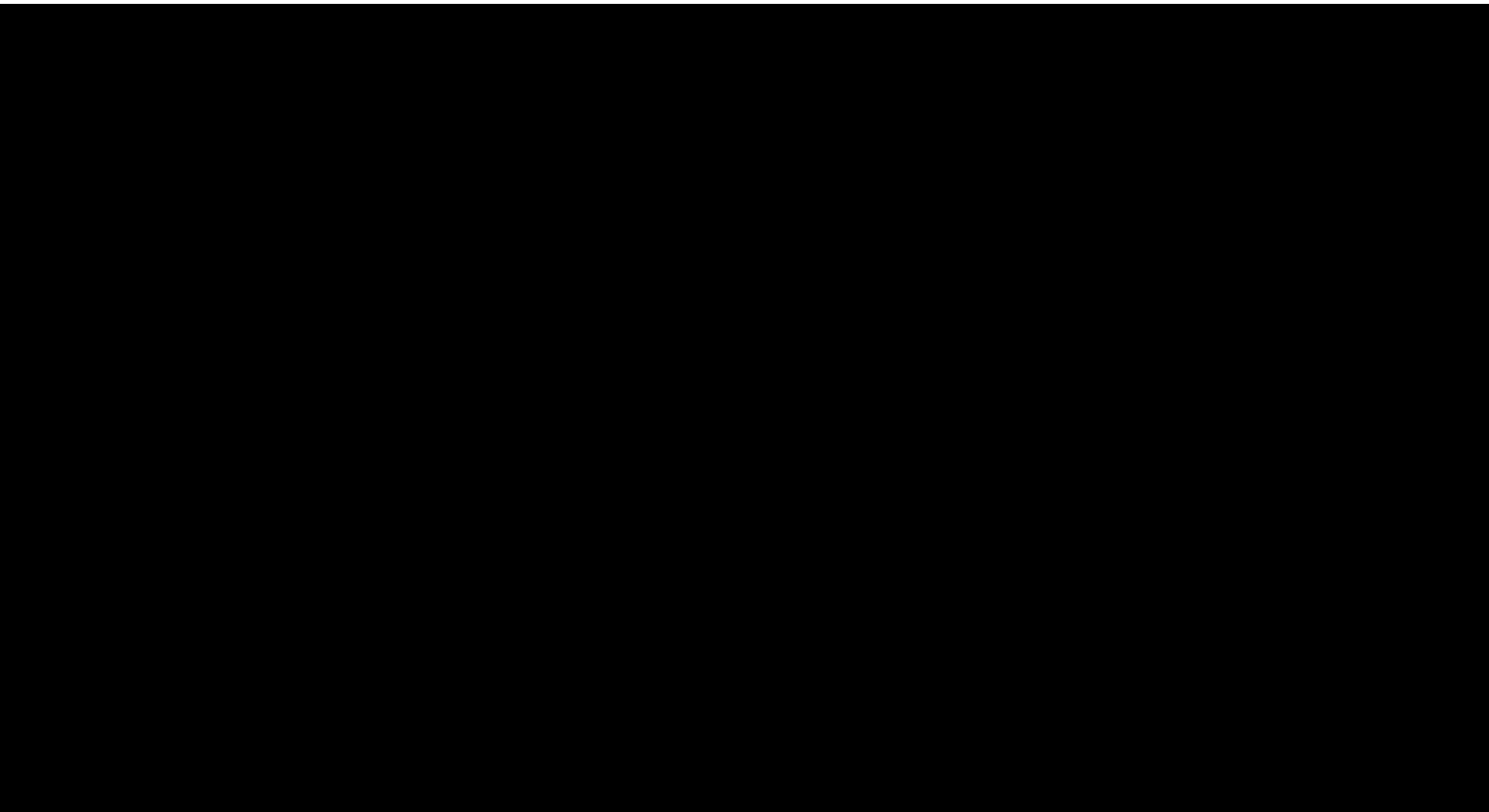
- Evaluate the project's performance against the defined success criteria.
- Collect feedback from workshop attendees and stakeholders to assess project effectiveness.
- Conduct post-implementation review to identify lessons learned and areas for improvement.
- Document project outcomes, including achievements, challenges and recommendations.

1.3.7 Project Closure (Delivered following evaluation and review):

- Obtain sign-off from stakeholders and formally close the project.
- Conduct final project review meeting to gather feedback and identify opportunities for future projects.

1.4. Project Team & Delivery

SYTECH's investments, within its accreditation journey, has formulated a team of practitioners with extensive experience covering the breadth and depth of ISO17025 implementation requirements. This includes technical requirements across multi-disciplines, and non-technical quality management elements as dictated by the standard. Importantly, the formulated team of consultants, advisors, auditors, and assistants have a proven track record of attaining positive recommendations for accreditation ratification on multiple occasions. Additional to the below, our full organisation chart is attached as an Appendix, and highlighted CV's from key team members have been included in our response.



1.4.1 Consultant CV's

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1.4.2 Value for Money & Expertise

At SYTECH, we pride ourselves on delivering exceptional services that meet and exceed our clients' expectations. Our commitment to providing value for money is deeply ingrained in our business philosophy, and we believe it sets us apart from our competitors. We understand that cost-effectiveness is a crucial factor for any project, and we have developed strategies to ensure that our clients receive the maximum return on their investment.

Here are the key reasons why our services offer exceptional value for money:

- 1) *Comprehensive Solution:* We offer a comprehensive range of services that cover all aspects of 17025 consultancy (including training, gap analysis, auditing, management guidance, procedure templates and document review, technical assistance etc). By providing an all-inclusive solution, we eliminate the need for multiple contractors and potential coordination issues, resulting in cost savings for your organisation.
- 2) *Experience Based Consultancy:* Our proven track-record adhering to ISO 17025 has provided a wealth of experience and lessons learnt which means we can steer our clients to avoid similar pitfalls and unnecessary errors when attaining 17025 accreditation. This provides cost-saving in the authority having to commit additional resource, and spend additional time for repeat audits and multiple improvement actions.
- 3) *Proven Track Record:* Over the years, we have successfully completed numerous projects similar to the tender specification, including assisting Police Scotland with accrediting 5 laboratories, and getting three organisations through 17025. Our extensive experience in the field has allowed us to refine our processes, identify cost-saving opportunities, and develop efficient methodologies. We leverage this expertise to provide practical solutions that minimize unnecessary expenses without compromising on quality.
- 4) *Collaborative Approach:* We strongly believe in fostering open and transparent communication with our clients. We actively engage with your team throughout the project lifecycle to ensure a clear understanding of your objectives and requirements. By maintaining a collaborative relationship, we can quickly adapt to any changes, address challenges effectively, and deliver solutions that are tailored to your specific needs.
- 5) *Long-term Value:* Our services are designed to provide long-term value for your organization. We emphasize sustainable practices, incorporating innovative technologies and methodologies that enhance efficiency and reduce operational costs. By investing in our services, you are not only receiving immediate benefits but also setting a solid foundation for future growth and success.

14.1.3 Escalation Procedure

A customer complaint is determined to be any sign of a lack of satisfaction with the service provided by SYTECH, shown either directly via formal complaint, or indirectly via communication received from our clients.

All complaints are handled through SYTECH's Recommended Action Reporting (RAR) procedure (Non-Conformance System), which has tiered levels (1-5, with 5 being the lowest priority) owing to the severity of the action report. All customer complaints are assigned as a Level 1 RAR and raised to SYTECH's strategic management team via an internal alerts process.

The RAR process and reporting log is controlled by SYTECH's Quality Manager and administrators. The RAR method follows an investigation, root cause analysis, extent and impact assessment and action approach, in accordance with the requirements of ISO/IEC 17025:2017 and the Regulators Codes of Conduct and Practise.

Once the RAR report has been ratified by an independent review and agreed by management, then the complainant/customer will be informed of the decision, the corrective actions to be taken, and any associated deadlines for implementation. These will be relayed by a senior member of staff. Customer complaints are reviewed and a resolution is discussed with the client within a maximum 7 day period.

If the customer remains unsatisfied with the service or response to the complaint, the customer must communicate this in writing to SYTECH, allowing a response from SYTECH's strategic management team. Should a resolution still not be reached at this stage, both parties will be expected to meet within 7-14 days to discuss the complaint and actions moving forward. If a resolution still cannot be reached, it may be the decision of the customer or SYTECH to involve an independent third party – at the agreement of both parties.

Trends in RAR reports, especially Level 1 complaints, are proactively monitored and reported on during management review meetings, to ensure any repeat areas where further improvement is needed are highlighted in a timely manner.

SYTECH actively encourage regular feedback, to give the customer opportunity to comment on any aspect of the service. We will also adhere to the contractual complaints procedure, where applicable.

1.5. Proposed Solution & Compliance to Technical Requirements

Upon receipt of the instruction, SYTECH will invite stakeholders from the Centre for Environment Fisheries & Aquaculture Science (Cefas) and the Ocean Country Partnership Programme (OCP) to an introductory meeting either at SYTECH's headquarters, at a location designated by the Customer, or via an online platform (Teams/Zoom).

During this first meeting, SYTECH will discuss the project objectives, requirements of service deliverables, and the most cost-effective yet efficient approach to take the project forward in hopes of exceeding detailed Key Performance Indicators (KPIs). Furthermore, we would also cement the key terms and conditions for the duration of the consultancy period, to include data processing requirements, non-disclosure agreements and contact details for key stakeholders. Finally, we would establish the governance and working structure of all interested parties, commencing first with the allocated project team. A dedicated project manager at SYTECH will be assigned and responsible for the adherence to timescales set out within the SLA and KPIs as agreed with Cefas and OCPP. A Gantt chart and breakdown of proposed costings has been included as part of this response.

1.5.1 Production of a self-assessment document for the laboratories to undertake an initial assessment of their readiness for ISO 17025 accreditation

Following initial kick off meetings and planning stages, SYTECH will formulate a self-assessment templated document to be shared with all Cefas laboratories wishing to further understand their readiness for ISO 17025. This template will break down the 17025 standard into key areas including; laboratory activities, management, responsibility, risk (identification/mitigation), customer/client processes, confidentiality, scope of activities and conduct, structure, personnel and documentation, resources, competency and training, impartiality, procedures and records, facilities and environmental conditions, monitoring and controlling of records, equipment, selection, validation/verification of methods, accuracy of measurement, calibration, non-conformance reporting, supplier evaluations, reviews of tenders and contracts, and further requirements. Each laboratory will be required complete the self-assessment template, following a Slidedeck training toolbox provided by SYTECH for how to complete the document, which can be provided in a stakeholder online presentation, how much detail is required, and what needs to be covered. The template and training material will be shared with stakeholders prior to issue to the laboratory for sign-off and acceptance.

1.5.2 In-country workshop(s) for key stakeholders on ISO 17025:2017 accreditation for testing laboratories

SYTECH will deliver our CPD accredited 17025 one-day training course at facilities in Belize which can be attended by up to 50 stakeholders (minimum of 2 per anticipated laboratory). The training venue costs will be covered by Cefas, however SYTECH will plan, co-ordinate, and liaise with the venue to arrange a suitable date, room to accommodate number of attendees, and any equipment required to deliver the training. The training will encompass all requirements specified within the scope of requirements document to include:

- Overview of 17025:2017, including resource, process, technical and management requirements for a testing laboratory to achieve accreditation.
- Steps for the laboratories to implement achieving accreditation.

- On-going requirements to maintain accreditation, including consideration of costs and resources.
- Responding to queries and assisting on completing the self-assessment document.

The training will also be recorded, and provided to Cefas upon completion, to enable the training to be further shared with required stakeholders.

SYTECH's CPD accredited course guide has been included as an attachment to this tender bid, and during initial scoping meetings, we will decide on the best modules in agreement with Cefas to deliver during a one-day session.

1.5.3 Gap analysis of laboratories who want to further evaluate the option of accreditation

SYTECH will arrange for a Quality analyst to attend the laboratories (20) in Belize for a gap analysis. Ideally, this will be carried out in a block session to ensure cost-effectiveness and sustainable travel, however we can accommodate split sessions where required subject to travel and accommodation subsistence.

The majority of the gap analysis will be carried out remotely, with participated laboratories submitting in their standard operating procedures, policies, and support documents (training/comp records, calibration records, asset management etc). Our team will assess the readiness of each laboratory and provide a written report on the state of readiness, including a readiness score. Recommendations will be included within the report, and we will hold remote video call sessions with laboratory stakeholders to inform on progress of the state of accreditation. The gap analysis will be similar to a pre-assessment audit, carried out by an accreditation body.

Progress will be communicated weekly to a named officer within the authority via phone/face-to-face/email or as required. Additionally, monthly face-to-face review meetings will be scheduled to feedback on any issues and report on the progress of the project to allow for continuous improvement. Once the action plan has been agreed, SYTECH would commence engagement sessions/days with stakeholders. These will be carried out following a review of any existing documentation, workflows, or validation strategies, and reporting on findings whilst providing recommendations for improvement.

Throughout the term of the project, our mission will be to educate and advise on 17025 subject matter, where required, to enable the authority to achieve it's goals. Our approach will be flexible and designed to fully support the needs of Cefas/OCPP as the project matures and develops, with change being inevitable.

For any recommendations put forward by SYTECH as part of the changing project, a change assessment will be made. As part of this change assessment, consideration will be taken to measure the impact on the schedule and/or KPIs of the authority, budget, quality measures, documentation, and scope. The results of this assessment will be shared in a transparent manner to enable the authority to make an informed decision. For

larger project changes, a technical risk assessment may be necessary. Risk assessments will be conducted and reported in writing, in accordance with ISO/IEC 17025:2017 and FSR CoP requirements. The level of risk determined will be a collaborative measurement between SYTECH and the authority/stakeholders.

1.6. Sustainability & Environmental Management

Sustainable processes/approach utilised in the delivery of the services

Sustainability is always kept at the heart of all our business principles and operations. SYTECH's Carbon Management Plan has a baseline for CO₂e reduction established for the financial year 2022/2023 and is subject to annual review. SYTECH has attained an ISO14001 accreditation and is currently working towards becoming a certified B-Corp organisation balancing purpose and profit (<https://bcorporation.uk/>) by 2024 to further our sustainability mission. Our environmental considerations utilise the ISO 14001 framework embedding best practises in our quality management system to minimise waste and help to protect the environment. Furthermore, as part of our response to offsetting carbon emissions, we offer staff flexible working hours, condensed working hours and working from home to allow staff to avoid traveling to and from work during times of traffic congestion and minimise the carbonisation. We are committed to minimising waste generation and maximising recycling and reuse. Our waste management plans include proper segregation, responsible disposal of hazardous materials, and the promotion of recycling practises on-site. We also prioritise the use of recycled materials whenever feasible, reducing the demand for virgin resources. SYTECH recognise that the use of plastic evidence bags is an area that needs to be tackled and we are in the initial development stages of designing re-usable bags for the Criminal Justice System. Additionally, we are looking to re-engineer digital devices subject to destruction orders following convictions into hearing aids for the community.

We have processes in place to ensure committed sustainable practises are fulfilled, and that all staff within the organisation have received the relevant training to ensure their awareness of its importance. SYTECH's in-house training embeds ISO14001 and ISO 9001 guidance. All employees are educated from point of induction and maintained throughout employment. The committed sustainability processes are embedded within the policies and procedures which staff are obligated to follow. The guidance business documents are always available on the intranet. Our dedicated quality manager conducts monthly reviews and ensures that everyone is educated to follow the sustainable processes. Nonetheless, responsibility and accountability is shared and embedded into our business culture.

Community Benefits

Social value, social mobility and community benefits are firmly rooted in all our business principles and operations. With ambition to be a BCorp organisation by 2025, we identify that People, the Planet and Profit are not mutually exclusive. (<https://www.bcorporation.net/en-us/>). In furtherance of our ethical responsibilities,

SYTECH has adopted five of the seventeen United Nations Sustainable Development Goals (SDGs), as shown in the table below:

SYTECH adoption of United Nations Sustainable Development Goals			
https://sdgs.un.org/goals			
	#	Goal	Action
	3	Good Health and Well-Being	Ensure healthy lives and promote well-being
	4	Quality Education	Ensure inclusive & equitable quality education. Promote lifelong learning
	5	Gender Equality	Achieve gender equality & empower all women & girls
	8	Decent Work & Economic Growth	Productive employment & decent work for all
	16	Peace Justice & Strong Institutions	Provide access to justice for all

Figure 1

SYTECH is committed to delivering on these goals and actions across community groups throughout the UK, either directly through the work we do, or indirectly through charitable provision of resources to social value activities. We actively promote life-long learning and seek to improve social mobility across disadvantaged groups by supporting educational initiatives.

We assist through voluntary provision in nationwide programmes such as ‘Business in the Community’, ‘Graduate Mentor’ and through provision of STEM talks to regional schools.

SYTECH is an active partner on the national ‘Speakers for Schools’ programme, which strives to promote and unlock career opportunities to students (14-19yo) within the state education system. <https://www.speakersforschools.org/>. SYTECH annually supports this programme through the provision of resources. On a minimal bi-annual basis, we conduct separate virtual work experience events entitled “Be a Digital Detective Day.” On these events, a range of our staff deliver activity-based learning to promote the many varied career pathways that exists within the digital forensics’ world. Furthermore, through the same programme we deliver several shorter insight sessions, which target specific audience groups or issues, such as gender equality in the workplace. Working with the administrators of the Speakers for Schools programme, SYTECH can direct the promotion of events and activities to specified areas. This provides SYTECH with the flexibility of delivering on community benefits into the local area of the awarding contract authority. Our voluntary mentoring activity, via the Graduate Mentor initiative, is accessible across the UK and provides support and guidance to enhance employability and/or new business initiatives/start-ups. <https://graduatementor.uk/> Furthermore, SYTECH’s service delivery, as a Digital Forensics Service Provider within the Criminal Justice System (CJS), strives to have a genuine impact and has valuable contributions in line with the Public Services (Social Value)

Act 2012. In other charitable activities SYTECH has supported, and will continue to support, the Innocence Project, through the pro-bono provision of specialist advice and resources. <https://innocenceproject.org>

1.7. Environmental Statement/Policy

Copies of SYTECH's Environmental Policies are included within this bid pack, including:

- BD-06a Carbon Management Plan 22-23
- EMS-PM-01 Environmental Policy Manual v3
- ENV-09 Environmental Objectives v1
- ENV-10 Waste Management v1

1.8. Quality Management

SYTECH is ISO-17025:2017 accredited at two key sites (England & South Wales). In addition to the Forensic Science Regulators Codes of Practice, we hold certification for ISO-27001, ISO-9001, ISO-14001 & Cyber Essentials Plus.

Since first accreditation in 2016, we have been subject to UKAS assessments on twenty-one occasions in accordance with annual surveillance and extension to scope audits. This highlights that SYTECH have a mature and well-developed quality management system in place and therefore provide TVP with additional assurance that the implementation of improvement actions has refined an in-depth and engrained appreciation of Quality Standards amongst all staff.

SYTECH has fully matured Quality Management and Quality Assurance processes and procedures to ensure business continuity and adherence to quality standards throughout the business operations.

This includes, but not limited to, accredited processes and procedures for the following;

- Management and Contract Review
- Data and Information Security – including external network penetration testing
- Business Continuity and Disaster Recovery – including annual testing and refinement of Risk Registers
- Data Breach Policies & Non-Conformance Monitoring
- Data Processing Agreements
- Change Control and Action Management
- A full complement of Standard Operating Procedures (SOPs)

- Training and Competency Records and Proficiency Testing
- Method Validation
- Internal and External Auditing
- Uncertainty of Measurement, and Calibration Policies
- Infrequently Used Methods procedure

2.0 Security Safeguards

All SYTECH locations exceed the high standards of security requirements as expected of a fully accredited supplier to the CJS and all locations have passed previous and continuous inspection. Security measures for both physical and data assets include, but are not limited to the following:

- Building security includes, Alarms, CCTV, Access control and access recording, shuttering. All locations are considered covert, without signage or livery and restrict external visual intrusion. All locations contain internal secure storage for exhibits/artefacts.
- End-to-End encrypted data back-up, in real-time, of operational and critical data to secure remote data centre. Utilises Storage Craft Shadow Protect System.
- Forensic workstations (data acquisition and data processing) at all locations are air-gapped to prevent external intrusion and /or contain risk of contamination from devices/data under inspection.
- Real-time monitoring for intrusion detection across SYTECH's network infrastructure.
- Business Continuity Planning and annually tested Disaster Recovery Strategy

Business Continuity Summary

SYTECH's operations are supported by a robust Business Continuity Plan (BCP), which contains focus on proactive strategies to support the business for preparing and recovering from catastrophic events (pandemics, natural disaster, fire, cyberattacks etc). As part of continuity planning, disruptions of varying levels have been identified and risk assessed by the Strategic Management Team and Quality Department. The level of risk identified determines the path for recovery, to ensure the prevention of further loss to operations is handled in the most efficient and effective manner.

Our existing BCP has matured and been continuously strengthened following real-life scenarios, including Covid-19, flooding in South Wales, Brexit, National Fuel Shortages, temporary loss of accreditation (2019). Throughout each scenario, we have worked with our customers, and central industry stakeholders (FCN, UKAS, NPCC) to assist in the co-ordination of a national approach and feed in critical information to the marketplace to ensure transparency and continuation of service within this vital sector.

Disaster Recovery actions dependent upon the nature of the disruption. Recovery plans exist for each risk documented in the Risk Register. On becoming aware of an event giving rise to a disruption to services likely

to last more than 4 hours, an emergency meeting of the Directors and departmental managers is convened to agree on a sequence of actions, identifying individuals and their responsibilities. Appendix AW4.12 - BD-01a (attached) provides an agenda framework for assigning personnel and responsibilities.

SYTECH's BCP has the following components which are addressed throughout the life cycle of a business continuity event: -

- **Plan – an overview, including scope of the event**
- **Implementation & Operation (including decision making)**
- **Performance Assessment.**
- **Management Review.**
- **Improvement BCP Roles & Authorities**

A copy of the BCP and the Recovery Plans (RP) for each scenario are held off-line by each member of the BCP Team (Figure 2 below) who may co-opt others as required.

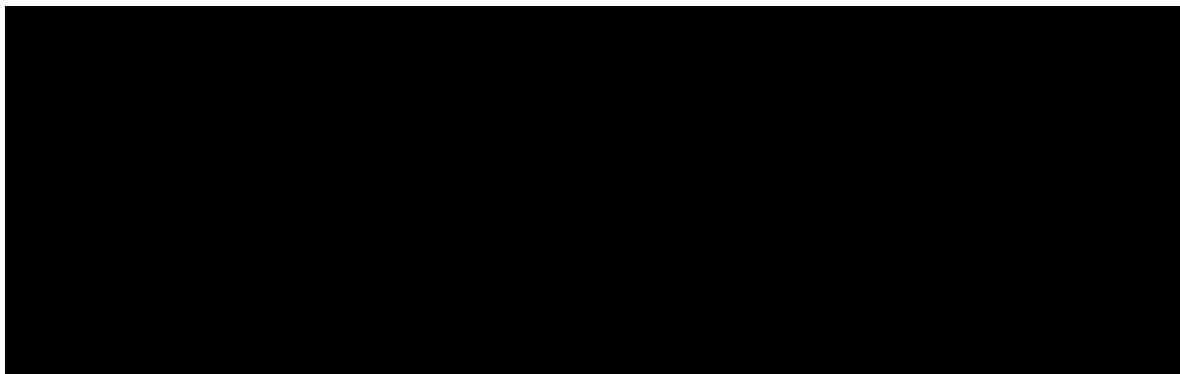


Figure 2

Critical IT Systems

SYTECH's operational and case management data (LIMA) is backed-up in real-time and transferred in an encrypted format to a remote secure data centre, utilising the award winning StorageCraft® ShadowProtect® System. In the event of the SYTECH server being inoperable, this cloud backup server can be utilised to enable timely continuation of service. Together with our multi-site facilities we have a high degree of resilience against the risk of loss of utilities.

SYTECH's aim is to maintain 99% uptime across all ICT systems. Our uptime for 2022 so far is 99.2%. This is a globally recognised target for abiding by data availability. Where there is reliance on externally managed systems, such as CJSM, SYTECH always have secondary systems or methods to ensure availability is maintained throughout. SYTECH also employ 3-2-1 principle for backup of critical data. We produce three copies of our backups, two on-site on separate storage media and a single backup off-site. The off-site backup is backed-up in real time and transferred in an encrypted format to a remote secure data centre. This ensures that business critical systems are available regardless of the circumstances.

The above areas are underpinned with regular patching of hardware and software used throughout the ICT system. All updates are thoroughly tested and implemented in a timely manner, ensuring all components of the ICT system are maintained and have the latest security elements.

A robust Anti-Virus/Malware solution is in place throughout all ICT systems. In any information security system, the individuals operating within the system are often considered the weakest area. Staff at SYTECH undertake regular cyber security awareness training. SYTECH conduct a variety of methods to ensure data integrity and identify attempts to compromise our network and data held. This includes hashing of data to identify any changes, and the use of a centralised logging system, accruing logs from all ICT systems within the business to monitor activity throughout the systems.

3.0 Invitation to Tender, Pricing (Requested)

The following prices are submitted in accordance with those requested in the corresponding tender document (Appendix 6).

Services Required	Qty	Unit of Measure	Cost	Total Cost	VAT
Deliverable a) Development of self-assessment document	1	Total Fixed Cost			
Deliverable b) Preparation and delivery of workshop (excl. T&S)	1	Total Fixed Cost			
Deliverable c) Laboratory gap analysis and assessment (excl. T&S) Cost will be multiplied as required once the number of participating laboratories is confirmed.	TBC	Day Rate per laboratory			
Travel and Subsistence costs will be paid on actuals receipted, in line with HMRC guidance: (https://www.gov.uk/guidance/expenses-rates-for-employees-travelling-outside-the-uk)	-	-	-		
			Total Cost:		

4.0 Appendices

The following documents, in support of this tender response have been supplied as separate items:

- BD-06a Carbon Management Plan 22-23
- EMS-PM-01 Environmental Policy Manual v3
- ENV-09 Environmental Objectives v1
- ENV-10 Waste Management v1
- ISO 17025 Consultancy Project Gantt Chart
- SYTECH Organogram
- SYTECH ISO17025 Awareness Facilitators Guide – CPD v1_2

Annex 5 – Sustainability

1 Sustainability

- 1.1 The Supplier must comply with the Authority's Sustainability Requirements set out in this Contract. The Supplier must ensure that all Supplier Staff and subcontractors who are involved in the performance of the Contract are aware of these requirements in accordance with clauses 8.1(c) and 13.2.
- 1.2 The Authority requires its suppliers and subcontractors to meet the standards set out in the Supplier Code of Conduct in accordance with clause 13.1(c).
- 1.3 The Supplier must comply with all legislation as per clause 13.1.

2 Human Rights

- 2.1 The Authority is committed to ensuring that workers employed within its supply chains are treated fairly, humanely, and equitably. The Authority requires the Supplier to share this commitment and to take reasonable and use reasonable and proportionate endeavours to identify any areas of risk associated with this Contract to ensure that it is meeting the International Labour Organisation International Labour Standards which can be found online - [Conventions and Recommendations \(ilo.org\)](https://www.ilo.org/) and at a minimum comply with the Core Labour Standards, encompassing the right to freedom of association and collective bargaining, prohibition of forced labour, prohibition of discrimination and prohibition of child labour.
- 2.2 The Supplier must ensure that it and its sub-contractors and its [or their] supply chain:
 - 2.2.1 pay staff fair wages and
 - 2.2.2 implement fair shift arrangements, providing sufficient gaps between shifts, adequate rest breaks and reasonable shift length, and other best practices for staff welfare and performance.

3 Equality, Diversity and Inclusion (EDI)

- 3.1 The Supplier will support the Authority to achieve its [Public Sector Equality Duty](#) by complying with the Authority's policies (as amended from time to time) on EDI. This includes ensuring that the Supplier, Supplier Staff, and its subcontractors in the delivery of its obligations under this Contract:

- 3.1.1 do not unlawfully discriminate either directly or indirectly because of race, colour, ethnic or national origin, disability, sex, sexual orientation, gender reassignment, religion or belief, pregnancy and maternity, marriage and civil partnership or age and without prejudice to the generality of the foregoing the Supplier shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010;
- 3.1.2 will not discriminate because of socio-economic background, working pattern or having parental or other caring responsibilities;
- 3.1.3 eliminates discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Equality Act 2010;
- 3.1.4 advances equality of opportunity between people who share a protected characteristic and those who do not;
- 3.1.5 foster good relations between people who share a protected characteristic and people who do not share it;
- 3.1.6 identifies and removes EDI barriers which are relevant and proportionate to the requirement; and
- 3.1.6 shall endeavour to use gender-neutral language when providing the Deliverables and in all communications in relation to the Contract.

4 Environment

- 4.1 The Supplier shall ensure that any Goods or Services are designed, sourced, and delivered in a manner which is environmentally responsible and in compliance with paragraph 1.3 of this Annex;
- 4.2 In performing its obligations under the Contract, the Supplier shall to the reasonable satisfaction of the Authority ensure the ^{reduction of} whole life cycle sustainability impacts including;
 - 4.2.1 resilience to climate change;
 - 4.2.2 eliminating and/or reducing embodied carbon;
 - 4.2.3 minimising resource consumption and ensuring resources are used efficiently;
 - 4.2.4 avoidance and reduction of waste following the waste management hierarchy as set out in Law and working towards a circular economy;
 - 4.2.5 reduction of single use consumable items (including packaging), and avoidance of single use plastic in line with Government commitments;

- 4.2.6 environmental protection (including pollution prevention, biosecurity and reducing or eliminating hazardous substances; and
- 4.2.7 compliance with [Government Buying Standards](#) applicable to Deliverables and using reasonable endeavours to support the Authority in meeting applicable [Greening Government Commitments](#).

5 Social Value

- 5.1 The Supplier will support the Authority in highlighting opportunities to provide wider social, economic, or environmental benefits to communities through the delivery of the Contract.
- 5.2 The Supplier will ensure that supply chain opportunities are inclusive and accessible to:
 - 5.2.1 new businesses and entrepreneurs;
 - 5.2.2 small and medium enterprises (SMEs);
 - 5.2.3 voluntary, community and social enterprise (VCSE) organisations;
 - 5.2.4 mutuals; and
 - 5.2.5 other underrepresented business groups.

Short Form Terms

1. Definitions used in the Contract

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

"Authority"	means the authority identified in paragraph 3 of the Order Form;
"Authority Data"	a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority's confidential information, and which: i) are supplied to the Supplier by or on behalf of the Authority; or ii) the Supplier is required to generate, process, store or transmit pursuant to the Contract; or b) any Personal Data for which the Authority is the Data Controller;
"Authority Cause"	any breach of the obligations of the Authority or any other default, act, omission, negligence or statement of the Authority, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Authority is liable to the Supplier;
"Central Government Body"	for the purposes of this Contract this means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: • Government Department; • Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); • Non-Ministerial Department; or • Executive Agency;
"Charges"	means the charges for the Deliverables as specified in the Order Form and Annex 3;
"Confidential Information"	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is agreed by the Parties to be confidential;

"Contract"	means this contract between (i) the Authority and (ii) the Supplier which is created by the Supplier signing the Order Form and returning it to the Authority.
"Controller"	has the meaning given to it in the "UK GDPR";
"Crown Body"	means any department, office or agency of the Crown, including any and all Local Authority bodies;
"Data Loss Event"	any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"Data Protection Impact Assessment"	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Legislation"	(i) the UK GDPR and any applicable national implementing Laws as amended from time to time; (ii) the Data Protection Act 2018 to the extent that it relates to Processing of personal data and privacy; (iii) all applicable Law about the Processing of personal data and privacy;
"Data Protection Officer"	has the meaning given to it in the GDPR;
"Data Subject"	has the meaning given to it in the GDPR;
"Data Subject Access Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Date of Delivery"	means that date by which the Deliverables must be delivered to the Authority, as specified in the Order Form;
"Deliver"	means handing over the Deliverables to the Authority at the address and on the date specified in the Order Form, which shall include unloading and any other specific arrangements agreed in accordance with Clause 4. Delivered and Delivery shall be construed accordingly;
"Deliverables"	Goods and/or Services that may be ordered under the Contract including the Documentation;

"Documentation"	descriptions of the Services, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) that is required to be supplied by the Supplier to the Authority under the Contract as: a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Authority to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables b) is required by the Supplier in order to provide the Deliverables; and/or c) has been or shall be generated for the purpose of providing the Deliverables;
"Existing IPR"	any and all intellectual property rights that are owned by or licensed to either Party and which have been developed independently of the Contract (whether prior to the date of the Contract or otherwise);
"Expiry Date"	means the date for expiry of the Contract as set out in the Order Form;
"FOIA"	means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Force Majeure Event"	any event, occurrence, circumstance, matter or cause affecting the performance by either Party of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control which prevent or materially delay it from performing its obligations under the Contract but excluding: i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the subcontractor's supply chain; ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and iii) any failure of delay caused by a lack of funds;
"Goods"	means the goods to be supplied by the Supplier to the Authority under the Contract;
"Good Industry Practice"	standards, practices, methods and procedures conforming to the law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
"Information"	has the meaning given under section 84 of the FOIA;

"Information Commissioner"	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
"Insolvency Event"	occurs in respect of a legal person (for example an individual, company or organisation): i) if that person is insolvent; ii) if an order is made or a resolution is passed for the winding up of the person (other than voluntarily for the purpose of solvent amalgamation or reconstruction); iii) if an administrator or administrative receiver is appointed in respect of the whole or any part of the person's assets or business; or iv) if the person makes any arrangement with its creditors or takes or suffers any similar or analogous action to any of the actions detailed in this definition as a result of debt in any jurisdiction whether under the Insolvency Act 1986 or otherwise;
"IP Completion Day"	has the meaning given to it in the European Union (Withdrawal) Act 2018;
"Key Personnel"	means any persons specified as such in the Order Form or otherwise notified as such by the Authority to the Supplier in writing;
"Law"	means any law, statute, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of Section 4(1) EU Withdrawal Act 2018 as amended by EU (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Parties are bound to comply;
"New IPR"	all and any intellectual property rights in any materials created or developed by or on behalf of the Supplier pursuant to the Contract but shall not include the Supplier's Existing IPR;
"Order Form"	means the letter from the Authority to the Supplier printed above these terms and conditions;
"Party"	the Supplier or the Authority (as appropriate) and "Parties" shall mean both of them;
"Personal Data"	has the meaning given to it in the UK GDPR;
"Personal Data Breach"	has the meaning given to it in the UK GDPR;
"Processing"	has the meaning given to it in the UK GDPR;
"Processor"	has the meaning given to it in the UK GDPR;
"Purchase Order Number"	means the Authority's unique number relating to the order for Deliverables to be supplied by the Supplier to the Authority in accordance with the terms of the Contract;

"Regulations"	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires) as amended from time to time;
"Request for Information"	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term "request" shall apply);
"Services"	means the services to be supplied by the Supplier to the Authority under the Contract;
"Specification"	means the specification for the Deliverables to be supplied by the Supplier to the Authority (including as to quantity, description and quality) as specified in Annex 2;
"Staff Vetting Procedures"	means vetting procedures that accord with good industry practice or, where applicable, the Authority's procedures for the vetting of personnel as provided to the Supplier from time to time;
"Start Date"	Means the start date of the Contract set out in the Order Form;
"Subprocessor"	any third Party appointed to process Personal Data on behalf of the Supplier related to the Contract;
"Supplier Staff"	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any subcontractor engaged in the performance of the Supplier's obligations under the Contract;
"Supplier"	means the person named as Supplier in the Order Form;
"Sustainability Requirements"	means any relevant social or environmental strategies, policies, commitments, targets, plans or requirements that apply to and are set out in the Annex 5;
Tender Submission	means the Supplier's response to the invitation to the bidder pack (including, for the avoidance of doubt, any clarification provided by the Supplier).
"Term"	means the period from the Start Date to the Expiry Date as such period may be extended in accordance with the Order Form or terminated in accordance with Clause 11;
"UK GDPR"	means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) (United Kingdom General Data Protection Regulation), as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018 (and see section 205(4);

"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"Workers"	any one of the Supplier Staff which the Authority, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables;
"Working Day"	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

2. Understanding the Contract

In the Contract, unless the context otherwise requires:

2.1 references to numbered clauses are references to the relevant clause in these terms and conditions and references to numbered paragraphs are references to the paragraph in the relevant Annex;

2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;

2.3 the headings in this Contract are for information only and do not affect the interpretation of the Contract;

2.4 references to "writing" include printing, display on a screen and electronic transmission and other modes of representing or reproducing words in a visible form;

2.5 the singular includes the plural and vice versa;

2.6 a reference to any law includes a reference to that law as amended, extended, consolidated or re-enacted from time to time and to any legislation or byelaw made under that law;

2.7 any reference in this Contract which immediately before the IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time):

- i. any EU regulation, EU decision, EU tertiary legislation or provision of the European Economic Area ("EEA") agreement ("EU References") which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and

- ii. any EU institution or EU authority or other such EU body shall be read on and after the date of exit from the EU as a reference to the UK institution, authority or body to which its functions were transferred.

2.8 the word 'including', "for example" and similar words shall be understood as if they were immediately followed by the words "without limitation";

2.9 a person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality);

2.10 any Annexes form part of this Contract and shall have effect as if set out in full in the body of this Contract. Any reference to this Contract includes the Annexes; and

2.11 all undefined words and expressions are to be given their normal English meaning within the context of this Contract. Any dispute as to the interpretation of such undefined words and expressions shall be settled by reference to the definition in the Shorter Oxford English Dictionary.

3. How the Contract works

3.1 The Order Form is an offer by the Authority to purchase the Deliverables subject to and in accordance with the terms and conditions of the Contract.

3.2 The Supplier is deemed to accept the offer in the Order Form when the Authority receives a copy of the Order Form signed by the Supplier.

3.3 The Supplier warrants and represents that its Tender Submission and all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

4. What needs to be delivered

4.1 All Deliverables

(a) The Supplier must provide Deliverables: (i) in accordance with the Specification and Tender Submission; (ii) to a professional standard; (iii) using all reasonable skill and care; (iv) using Good Industry Practice; (v) using its own policies, processes and internal quality control measures as long as they don't conflict with the Contract; (vi) in accordance with such policies and procedures of the Authority (as amended from time to time) that may be specified in the Contract (vii) on the dates agreed; and (viii) in compliance with all applicable Law.

(b) Without prejudice to the Specification the Supplier must provide Deliverables with a warranty of at least 90 days (or longer where the Supplier offers a longer warranty period to the Authority) from Delivery against all obvious damage or defects.

4.2 Goods clauses

(a) All Goods Delivered must be capable of meeting the requirements set out in the Specification and be either (i) new and of recent origin, (ii) reused or (iii) recycled.

(b) All manufacturer warranties covering the Goods will be assigned to the Authority on request and for free.

(c) The Supplier transfers ownership of the Goods on completion of Delivery (including off-loading and stacking) or payment for those Goods, whichever is earlier.

(d) Risk in the Goods transfers to the Authority on Delivery but remains with the Supplier if the Authority notices any damage or defect following Delivery and lets the Supplier know within three Working Days of Delivery.

(e) The Supplier must have full and unrestricted ownership of the Goods at the time of transfer of ownership.

(f) The Supplier must Deliver the Goods on the date and to the specified location during the Authority's working hours.

(g) The Supplier, its subcontractor(s) and supply chain must minimise packaging used whilst providing sufficient packaging for the Goods to reach the point of Delivery safely and undamaged. The Supplier must take back any primary packaging where it is possible to do so. Packaging must be 100% re-usable, recyclable or compostable, use recycled content where reasonably practicable and support the Government's commitment to eliminate single use plastic.

(h) All Deliveries must have a delivery note attached that specifies the order number, type, quantity of Goods, contact and details of traceability through the supply chain.

(i) The Supplier must provide all tools, information and instructions the Authority needs to make use of the Goods. This will include, where appropriate, any operation manuals which, unless specified otherwise, will be written in English and provided in electronic form.

(j) The Supplier will notify the Authority of any request that Goods are returned to it or the manufacturer after the discovery of safety issues or defects that might endanger health or hinder performance and shall indemnify the Authority against the costs arising as a result of any such request. Goods must be disposed of in line with the waste management hierarchy as set out in Law. The Supplier will provide evidence and transparency of the items and routes used for disposal to the Authority on request.

(k) The Authority can cancel any order or part order of Goods which have not been Delivered. If the Authority gives less than 14 calendar days' notice then it will pay the Supplier's reasonable and proven costs already incurred on the

cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.

(l) The Supplier must at its own cost repair, replace, refund or substitute (at the Authority's option and request) any Goods that the Authority rejects because they don't conform with clause 4.2. If the Supplier doesn't do this it will pay the Authority's costs including repair or re-supply by a third party.

(m) The Authority will not be liable for any actions, claims, costs and expenses incurred by the Supplier or any third party during Delivery of the Goods unless and to the extent that it is caused by negligence or other wrongful act of the Authority or its servant or agent. If the Authority suffers or incurs any damage or injury (whether fatal or otherwise) occurring in the course of Delivery or installation then the Supplier shall indemnify from all losses, damages, costs or expenses (including professional fees and fines) which arise as a result of or in connection with such damage or injury where it is attributable to any act or omission of the Supplier or, where related to the Contract, any of its subcontractors or suppliers.

4.3 Services clauses

(a) Late delivery of the Services will be a breach of the Contract.

(b) The Supplier must co-operate with the Authority and third party suppliers on all aspects connected with the delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions including any security requirements.

(c) The Authority must provide the Supplier Staff with reasonable access to its premises at such reasonable times agreed with the Authority for the purpose of supplying the Services.

(d) The Supplier must at its own risk and expense provide all equipment required to deliver the Services. Any equipment provided by the Authority to the Supplier for supplying the Services remains the property of the Authority and is to be returned to the Authority on expiry or termination of the Contract.

(e) The Supplier must allocate sufficient resources and appropriate expertise to the Contract.

(f) The Supplier must take all reasonable care to ensure performance does not disrupt the Authority's operations, employees or other contractors.

(g) On completion of the Services, the Supplier is responsible for leaving the Authority's premises in a clean, safe and tidy condition and making good any damage that it has caused to the Authority's premises or property, other than fair wear and tear and any pre-existing cleanliness, safety or tidiness issue at the Authority's premises that existed before the commencement of the Term.

(h) The Supplier must ensure all Services, and anything used to deliver the Services, are of the required quality and free from damage or defects.

(i) The Authority is entitled to withhold payment for partially or undelivered Services or for Services which are not delivered in accordance with the Contract but doing so does not stop it from using its other rights under the Contract.

5. Pricing and payments

5.1 In exchange for the Deliverables delivered, the Supplier shall be entitled to invoice the Authority for the charges in Annex 3. The Supplier shall raise invoices promptly and in any event within 90 days from when the charges are due.

5.2 All Charges:

(a) exclude VAT, which is payable on provision of a valid VAT invoice and charged at the prevailing rate;

(b) include all costs connected with the supply of Deliverables.

5.3 The Authority must pay the Supplier the charges within 30 days of receipt by the Authority of a valid, undisputed invoice, in cleared funds to the Supplier's account stated in the Order Form.

5.4 A Supplier invoice is only valid if it:

(a) includes all appropriate references including the Purchase Order Number and other details reasonably requested by the Authority as set out in Annex 3; and

(b) includes a detailed breakdown of Deliverables which have been delivered (if any).

Details of the Authority's requirements for a valid invoice at the Start Date are set out in Annex 3.

5.5 If there is a dispute between the Parties as to the amount invoiced, the Authority shall pay the undisputed amount. The Supplier shall not suspend the provision of the Deliverables unless the Supplier is entitled to terminate the Contract for a failure to pay undisputed sums in accordance with clause 11.6. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 35.

5.6 If any sum of money is recoverable from or payable by the Supplier under the Contract (including any sum which the Supplier is liable to pay to the Authority in respect of any breach of the Contract), that sum may be deducted unilaterally by the Authority from any sum then due, or which may become due, to the Supplier under the Contract or under any other agreement or contract with the Authority. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Authority in order to justify withholding payment of any such amount in whole or in part.

5.7 The Supplier must ensure that its subcontractors and supply chain are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this doesn't happen, the Authority can publish the details of the late payment or non-payment.

6. The Authority's obligations to the Supplier

6.1 If the Supplier fails to comply with the Contract as a result of an Authority Cause:

(a) the Authority cannot terminate the Contract under clause 11 on account of the failure to comply, provided this will not prejudice the Authority's right to terminate for another cause that may exist at the same time;

(b) the Supplier will be relieved from liability for the performance of its obligations under the Contract to the extent that it is prevented from performing them by the Authority Cause and will be entitled to such reasonable and proven additional expenses that arise as a direct result of the Authority Cause;

(c) the Supplier is entitled to any additional time needed to deliver the Deliverables as a direct result of the Authority's Cause;

(d) the Supplier cannot suspend the ongoing supply of Deliverables.

6.2 Clause 6.1 only applies if the Supplier:

(a) gives notice to the Authority within 10 Working Days of becoming aware of an Authority Cause, such notice setting out in detail with supporting evidence the known reasons for the Authority Cause;

(b) demonstrates that the failure only happened because of the Authority Cause;

(c) has used all reasonable endeavours to mitigate the impact of the Authority Cause.

7. Record keeping and reporting

7.1 The Supplier must ensure that suitably qualified (and authorised) representatives attend progress meetings with the Authority and provide progress reports when specified in Annex 2.

7.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract for seven years after the date of expiry or termination of the Contract.

7.3 The Supplier must allow any auditor appointed by the Authority access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for the audit.

7.4 The Supplier must provide information to the auditor and reasonable co-operation at their request.

7.5 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:

- (a) tell the Authority and give reasons;
- (b) propose corrective action;
- (c) agree a deadline with the Authority for completing the corrective action.

7.6 If the Authority, acting reasonably, is concerned either:

- (a) as to the financial stability of the Supplier such that it may impact on the continued performance of the Contract; or
- (b) as to the sustainability or health and safety conduct of the Supplier, subcontractors and supply chain in the performance of the Contract;

then the Authority may:

- (i) require that the Supplier provide to the Authority (for its approval) a plan setting out how the Supplier will ensure continued performance of the Contract (in the case of (a)) or improve its sustainability conduct or performance (in the case of (b)) and the Supplier will make changes to such plan as reasonably required by the Authority and once it is agreed then the Supplier shall act in accordance with such plan and report to the Authority on demand
- (ii) if the Supplier fails to provide a plan or fails to agree any changes which are requested by the Authority or materially fails to implement or provide updates on progress with the plan, terminate the Contract immediately for material breach (or on such date as the Authority notifies).

8. Supplier staff

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

- a) be appropriately trained and qualified;
- b) be vetted using Good Industry Practice and in accordance with the instructions issued by the Authority in the Order Form;
- c) comply with the Authority's conduct requirements when on the Authority's premises including, without limitation, those Sustainability Requirements relating to Equality, Diversity & Inclusion (EDI) contained in Annex 5; and
- d) be informed about those specific requirements referred to in Clause 13.2.

8.2 Where an Authority decides one of the Supplier's Staff isn't suitable to work on the Contract, the Supplier must replace them with a suitably qualified alternative.

8.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach clause 8.

8.4 The Supplier must provide a list of Supplier Staff needing to access the Authority's premises and say why access is required.

8.5 The Supplier indemnifies the Authority against all losses, damages, costs or expenses (including professional fees and fines) arising from claims brought against it by any Supplier Staff caused by an act or omission of the Supplier or any other Supplier Staff.

8.6 The Supplier shall use those persons nominated in the Order Form (if any) to provide the Deliverables and shall not remove or replace any of them unless:

- (a) requested to do so by the Authority;
- (b) the person concerned resigns, retires or dies or is on maternity, adoption, shared parental leave or long-term sick leave; or
- (c) the person's employment or contractual arrangement with the Supplier or any subcontractor is terminated.

9. Rights and protection

9.1 The Supplier warrants and represents that:

- (a) it has full capacity and authority to enter into and to perform the Contract;
- (b) the Contract is executed by its authorised representative;
- (c) it is a legally valid and existing organisation incorporated in the place it was formed;
- (d) there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its affiliates that might affect its ability to perform the Contract;
- (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under the Contract;
- (f) it doesn't have any contractual obligations which are likely to have a material adverse effect on its ability to perform the Contract; and
- (g) it is not impacted by an Insolvency Event.

9.2 The warranties and representations in clause 9.1 are repeated each time the Supplier provides Deliverables under the Contract.

9.3 The Supplier indemnifies the Authority against each of the following:

(a) wilful misconduct of the Supplier, any of its subcontractor and/or Supplier Staff that impacts the Contract;

(b) non-payment by the Supplier of any tax or National Insurance.

9.4 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify the Authority.

9.5 All third party warranties and indemnities covering the Deliverables must be assigned for the Authority's benefit by the Supplier.

10. Intellectual Property Rights (IPRs)

10.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Authority a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it and its sub-licensees to both:

(a) receive and use the Deliverables;

(b) use the New IPR.

10.2 Any New IPR created under the Contract is owned by the Authority. The Authority gives the Supplier a licence to use any Existing IPRs for the purpose of fulfilling its obligations under the Contract and a perpetual, royalty-free, non-exclusive licence to use any New IPRs.

10.3 Where a Party acquires ownership of intellectual property rights incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.

10.4 Neither Party has the right to use the other Party's intellectual property rights, including any use of the other Party's names, logos or trademarks, except as provided in clause 10 or otherwise agreed in writing.

10.5 If any claim is made against the Authority for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Deliverables (an "**IPR Claim**"), then the Supplier indemnifies the Authority against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result of the IPR Claim.

10.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Authority's sole option, either:

(a) obtain for the Authority the rights in clauses 10.1 and 10.2 without infringing any third party intellectual property rights;

(b) replace or modify the relevant item with substitutes that don't infringe intellectual property rights without adversely affecting the functionality or performance of the Deliverables.

11. Ending the contract

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

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

Ending the Contract without a reason

11.3 The Authority has the right to terminate the Contract at any time without reason or liability by giving the Supplier not less than 30 days' written notice and if the Contract is terminated, clause 11.5(b) to 11.5(g) applies.

When the Authority can end the Contract

11.4 (a) If any of the following events happen, the Authority has the right to immediately terminate its Contract by issuing a termination notice in writing to the Supplier:

(i) there is a Supplier Insolvency Event;

(ii) if the Supplier repeatedly breaches the Contract in a way to reasonably justify in the Authority's opinion that the Supplier's conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Contract;

(iii) if the Supplier is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied. Where a material breach is not capable of remedy, the Authority has the right to immediately terminate the Contract;

(iv) there is a change of control (within the meaning of section 450 of the Corporation Tax Act 2010) of the Supplier which isn't pre-approved by the Authority in writing;

(v) if the Authority discovers that the Supplier was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded;

(vi) the Supplier or its affiliates embarrass or bring the Authority into disrepute or diminish the public trust in them;

(vii) where a right to terminate described in clause 27 occurs;

(viii) the Supplier is in breach of any of its health, safety and well-being obligations under clause 28.1(a); and

(ix) where, in accordance with clause 33.3, there is or may be an actual or potential conflict of interest.

(b) If any of the events in 73(1) (a) to (c) of the Regulations (substantial modification, exclusion of the Supplier, procurement infringement) happen, the Authority has the right to immediately terminate the Contract and clause 11.5(a) to 11.5(g) applies.

11.5 What happens if the Contract ends

Where the Authority terminates the Contract under clause 11.4 all of the following apply:

(a) the Supplier is responsible for the Authority's reasonable costs of procuring replacement deliverables for the rest of the Term ;

(b) the Authority's payment obligations under the terminated Contract stop immediately;

(c) accumulated rights of the Parties are not affected;

(d) the Supplier must promptly delete or return the Authority Data except where required to retain copies by law;

(e) the Supplier must promptly return any of the Authority's property provided under the Contract;

(f) the Supplier must, at no cost to the Authority, give all reasonable assistance to the Authority and any incoming supplier and co-operate fully in the handover and re-procurement;

(g) the following clauses survive the termination of the Contract: 3.3, 7.2, 7.3, 7.4, 9, 10, 12, 13.3, 14, 15, 16, 17, 18, 19, 20, 32, 35, 36 and any clauses or provisions within the Order Form or the Annexes which are expressly or by implication intended to continue.

11.6 When the Supplier can end the Contract

(a) The Supplier can issue a reminder notice if the Authority does not pay an undisputed invoice on time. The Supplier can terminate the Contract if the Authority fails to pay an undisputed invoiced sum due and worth over 10% of the total Contract value or £1,000, whichever is the lower, within 30 days of the date of the reminder notice.

(b) If a Supplier terminates the Contract under clause 11.6(a):

(i) the Authority must promptly pay all outstanding charges incurred to the Supplier;

(ii) the Authority must pay the Supplier reasonable committed and unavoidable losses as long as the Supplier provides a fully itemised and costed schedule with satisfactory evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated;

(iii) clauses 11.5(d) to 11.5(g) apply.

11.7 Partially ending and suspending the Contract

(a) Where the Authority has the right to terminate the Contract it can terminate or suspend (for any period), all or part of it. If the Authority suspends the Contract it can provide the Deliverables itself or buy them from a third party.

(b) The Authority can only partially terminate or suspend the Contract if the remaining parts of it can still be used to effectively deliver the intended purpose.

(c) The Parties must agree (in accordance with clause 25) any necessary variation required by clause 11.7, but the Supplier may neither:

(i) reject the variation; nor

(ii) increase the Charges, except where the right to partial termination is under clause 11.3.

(d) The Authority can still use other rights available, or subsequently available to it if it acts on its rights under clause 11.7.

12. How much you can be held responsible for

12.1 Each Party's total aggregate liability under or in connection with the Contract (whether in tort, contract or otherwise) is no more than 10 (ten) times the value of the Charges unless specified in the Order Form.

12.2 No Party is liable to the other for:

(a) any indirect losses;

(b) loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

12.3 In spite of clause 12.1, neither Party limits or excludes any of the following:

(a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;

(b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;

(c) any liability that cannot be excluded or limited by law.

12.4 In spite of clause 12.1, the Supplier does not limit or exclude its liability for any indemnity given under clauses 4.2(j), 4.2(m), 8.5, 9.3, 10.5, 13.3, 15.28(e) or 31.2(b).

12.5 Each Party must use all reasonable endeavours to mitigate any loss or damage which it suffers under or in connection with the Contract, including where the loss or damage is covered by any indemnity.

12.6 If more than one Supplier is party to the Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

13. Obeying the law

13.1 The Supplier must, in connection with provision of the Deliverables:

- (a) comply with all applicable Law;
- (b) comply with the Sustainability Requirements
- (c) use reasonable endeavours to comply and procure that its subcontractors comply with the Supplier Code of Conduct appearing at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf

13.2 The Sustainability Requirements and the requirements set out in Clause 27, 28 and 30 must be explained to the Supplier's Staff, subcontractors and suppliers who are involved in the performance of the Supplier's obligations under the Contract and where it is relevant to their role and equivalent obligations must be included in any contract with any suppliers or subcontractor that is connected to the Contract.

13.3 The Supplier indemnifies the Authority against all losses, damages, costs or expenses (including professional fees and fines) resulting from any default by the Supplier relating to any applicable Law to do with the Contract.

13.4 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with the Law and its obligations under the Contract.

13.5 "Compliance Officer" the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal and other obligations under the Contract.

13.6 The Supplier will provide such evidence of compliance with its obligations under this Clause 13 as the Authority reasonably requests.

14. Insurance

14.1 The Supplier must, at its own cost, obtain and maintain the required insurances as set out in the Order Form.

14.2 The Supplier will provide evidence of the required insurances on request from the Authority.

15. Data protection

15.1 The Authority is the Controller and the Supplier is the Processor for the purposes of the Data Protection Legislation.

15.2 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with this Contract.

15.3 The Supplier shall take all reasonable measures relating to the security of processing which are required pursuant to Article 32 of the UK GDPR including, without limitation, those security measures specified in this clause 15.

15.4 The Supplier must not remove any ownership or security notices in or relating to the Authority Data.

15.5 The Supplier must make accessible back-ups of all Authority Data, stored in an agreed off-site location and send the Authority copies every six Months.

15.6 The Supplier must ensure that any Supplier system holding any Authority Data, including back-up data, is a secure system that complies with the security requirements specified in writing by the Authority.

15.7 If at any time the Supplier suspects or has reason to believe that the Authority Data provided under the Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Authority and immediately suggest remedial action.

15.8 If the Authority Data is corrupted, lost or sufficiently degraded so as to be unusable the Authority may either or both:

- (a) tell the Supplier to restore or get restored Authority Data as soon as practical but no later than five Working Days from the date that the Authority receives notice, or the Supplier finds out about the issue, whichever is earlier;

- (b) restore the Authority Data itself or using a third party.

15.9 The Supplier must pay each Party's reasonable costs of complying with clause 15.8 unless the Authority is at fault.

15.10 Only the Authority can decide what processing of Personal Data a Supplier can do under the Contract and must specify it for the Contract using the template in Annex 1 of the Order Form (*Authorised Processing*).

15.11 The Supplier must only process Personal Data if authorised to do so in the Annex to the Order Form (*Authorised Processing*) by the Authority. Any further written

instructions relating to the processing of Personal Data are incorporated into Annex 1 of the Order Form.

15.12 The Supplier must give all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment before starting any processing, including:

- (a) a systematic description of the expected processing and its purpose;
- (b) the necessity and proportionality of the processing operations;
- (c) the risks to the rights and freedoms of Data Subjects;
- (d) the intended measures to address the risks, including safeguards, security measures and mechanisms to protect Personal Data.

15.13 The Supplier must notify the Authority immediately if it thinks the Authority's instructions breach the Data Protection Legislation.

15.14 The Supplier must put in place appropriate Protective Measures to protect against a Data Loss Event which must be approved by the Authority.

15.15 If lawful to notify the Authority, the Supplier must notify it if the Supplier is required to process Personal Data by Law promptly and before processing it.

15.16 The Supplier must take all reasonable steps to ensure the reliability and integrity of any Supplier Staff who have access to the Personal Data and ensure that they:

- (a) are aware of and comply with the Supplier's duties under this clause 15;
- (b) are subject to appropriate confidentiality undertakings with the Supplier or any Subprocessor;
- (c) are informed of the confidential nature of the Personal Data and do not provide any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise allowed by the Contract;
- (d) have undergone adequate training in the use, care, protection and handling of Personal Data.

15.17 The Supplier must not transfer Personal Data outside of the EU unless all of the following are true:

- (a) it has obtained prior written consent of the Authority;
- (b) the Authority has decided that there are appropriate safeguards (in accordance with Article 46 of the UK GDPR);
- (c) the Data Subject has enforceable rights and effective legal remedies when transferred;

(d) the Supplier meets its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;

(e) where the Supplier is not bound by Data Protection Legislation it must use its best endeavours to help the Authority meet its own obligations under Data Protection Legislation; and

(f) the Supplier complies with the Authority's reasonable prior instructions about the processing of the Personal Data.

15.18 The Supplier must notify the Authority immediately if it:

(a) receives a Data Subject Access Request (or purported Data Subject Access Request);

(b) receives a request to rectify, block or erase any Personal Data;

(c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

(d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;

(e) receives a request from any third party for disclosure of Personal Data where compliance with the request is required or claims to be required by Law;

(f) becomes aware of a Data Loss Event.

15.19 Any requirement to notify under clause 15.17 includes the provision of further information to the Authority in stages as details become available.

15.20 The Supplier must promptly provide the Authority with full assistance in relation to any Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 15.17. This includes giving the Authority:

(a) full details and copies of the complaint, communication or request;

(b) reasonably requested assistance so that it can comply with a Data Subject Access Request within the relevant timescales in the Data Protection Legislation;

(c) any Personal Data it holds in relation to a Data Subject on request;

(d) assistance that it requests following any Data Loss Event;

(e) assistance that it requests relating to a consultation with, or request from, the Information Commissioner's Office.

15.21 The Supplier must maintain full, accurate records and information to show it complies with this clause 15. This requirement does not apply where the Supplier employs fewer than 250 staff, unless either the Authority determines that the processing:

- (a) is not occasional;
- (b) includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR;
- (c) is likely to result in a risk to the rights and freedoms of Data Subjects.

15.22 The Supplier will make available to the Authority all information necessary to demonstrate compliance with clause 15 and allow for and contribute to audits, including inspections, conducted by the Authority or another auditor appointed by the Authority.

15.23 The Supplier must appoint a Data Protection Officer responsible for observing its obligations in this Contract and give the Authority their contact details.

15.24 Before allowing any Subprocessor to process any Personal Data, the Supplier must:

- (a) notify the Authority in writing of the intended Subprocessor and processing;
- (b) obtain the written consent of the Authority;
- (c) enter into a written contract with the Subprocessor so that this clause 15 applies to the Subprocessor;
- (d) provide the Authority with any information about the Subprocessor that the Authority reasonably requires.

15.25 The Supplier remains fully liable for all acts or omissions of any Subprocessor.

15.26 At any time the Authority can, with 30 Working Days' notice to the Supplier, change this clause 15 to:

- (a) replace it with any applicable standard clauses (between the controller and processor) or similar terms forming part of an applicable certification scheme under UK GDPR Article 42;
- (b) ensure it complies with guidance issued by the Information Commissioner's Office.

15.27 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office.

15.28 The Supplier:

- (a) must provide the Authority with all Authority Data in an agreed open format within 10 Working Days of a written request;
- (b) must have documented processes to guarantee prompt availability of Authority Data if the Supplier stops trading;
- (c) must securely destroy all storage media that has held Authority Data at the end of life of that media using Good Industry Practice;
- (d) must securely erase or return all Authority Data and any copies it holds when asked to do so by the Authority unless required by Law to retain it;
- (e) indemnifies the Authority against any and all losses, damages, costs or expenses (including professional fees and fines) incurred if the Supplier breaches clause 15 and any Data Protection Legislation.

16. What you must keep confidential

16.1 Each Party must:

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

16.2 In spite of clause 16.1, a Party may disclose Confidential Information which it receives from the disclosing Party in any of the following instances:

- (a) where disclosure is required by applicable law, permitted in respect of an audit pursuant to clause 7.3, or by a court with the relevant jurisdiction if the recipient Party notifies the disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
- (b) if the recipient Party already had the information without obligation of confidentiality before it was disclosed by the disclosing Party;
- (c) if the information was given to it by a third party without obligation of confidentiality;
- (d) if the information was in the public domain at the time of the disclosure;
- (e) if the information was independently developed without access to the disclosing Party's Confidential Information;
- (f) to its auditors or for the purposes of regulatory requirements;

(g) on a confidential basis, to its professional advisers on a need-to-know basis;

(h) to the Serious Fraud Office where the recipient Party has reasonable grounds to believe that the disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.

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

16.4 The Authority may disclose Confidential Information in any of the following cases:

(a) on a confidential basis to the employees, agents, consultants and contractors of the Authority;

(b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any organisation that the Authority transfers or proposes to transfer all or any part of its business to;

(c) if the Authority (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;

(d) where requested by Parliament; and/or

(e) under clauses 5.7 and 17.

16.5 For the purposes of clauses 16.2 to 16.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in clause 16.

16.6 Information which is exempt from disclosure by clause 17 is not Confidential Information.

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

16.8 Where essential to comply with or carry out their statutory functions the Authority may disclose Confidential Information.

17. When you can share information

17.1 The Supplier must tell the Authority within 48 hours if it receives a Request For Information.

17.2 Within the required timescales the Supplier must give the Authority full co-operation and information needed so the Authority can:

(a) comply with any Freedom of Information Act (FOIA) request;

(b) comply with any Environmental Information Regulations (EIR) request.

17.3 The Authority may talk to the Supplier to help it decide whether to publish information under clause 17. However, the extent, content and format of the disclosure is the Authority's decision, which does not need to be reasonable.

18. Invalid parts of the contract

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

19. No other terms apply

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

20. Other people's rights in a contract

No third parties may use the Contracts (Rights of Third Parties) Act 1999 (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

21. Circumstances beyond your control

21.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under the Contract while the inability to perform continues, if it both:

(a) provides written notice to the other Party;

(b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.

21.2 Either party can partially or fully terminate the Contract if the provision of the Deliverables is materially affected by a Force Majeure Event and the impact of such event lasts for 90 days continuously.

21.3 Where a Party terminates under clause 21.2:

(a) each party must cover its own losses;

(b) clause 11.5(b) to 11.5(g) applies.

22. Relationships created by the contract

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

23. Giving up contract rights

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

24. Transferring responsibilities

24.1 The Supplier cannot assign the Contract, or any rights under it, without the Authority's written consent.

24.2 The Authority can assign, novate or transfer its Contract or any part of it to any Crown Body, any contracting authority within the meaning of the Regulations or any private sector body which performs the functions of the Authority.

24.3 When the Authority uses its rights under clause 24.2 the Supplier must enter into a novation agreement in the form that the Authority specifies.

24.4 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

24.5 If the Authority asks the Supplier for details about its subcontractors and/or supply chain, the Supplier must provide such details as the Authority reasonably requests including, without limitation:

- (a) their name;
- (b) the scope of their appointment; and
- (c) the duration of their appointment.

25. Changing the contract

25.1 Either Party can request a variation to the Contract which is only effective if agreed in writing and signed by both Parties. No oral modifications to the Contract shall be effective. The Authority is not required to accept a variation request made by the Supplier.

26. How to communicate about the contract

26.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they're delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective when sent unless an error message is received.

26.2 Notices to the Authority or Supplier must be sent to their address in the Order Form.

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

27. Preventing fraud, bribery and corruption

27.1 The Supplier shall not:

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

27.2 The Supplier shall take all reasonable steps (including creating, maintaining and enforcing adequate policies, procedures and records), in accordance with good industry practice, to prevent any matters referred to in clause 27.1 and any fraud by the Supplier, Supplier Staff (including its shareholders, members and directors), any subcontractor and the Supplier's supply chain in connection with the Contract. The Supplier shall notify the Authority immediately if it has reason to suspect that any such matters have occurred or is occurring or is likely to occur.

27.3 If the Supplier or the Supplier Staff engages in conduct prohibited by clause 27.1 or commits fraud in relation to the Contract or any other contract with the Crown (including the Authority) the Authority may:

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

28. Health, safety and wellbeing

28.1 The Supplier must perform its obligations meeting the requirements of:

- (a) all applicable Law regarding health and safety;
- (b) the Authority's current health and safety policy and procedures while at the Authority's premises, as provided to the Supplier.
- (c) the Authority's current wellbeing policy or requirements while at the Authority's premises as provided to the Supplier.

28.2 The Supplier and the Authority must as soon as possible notify the other of any health and safety incidents, near misses or material hazards they're aware of at the Authority premises that relate to the performance of the Contract.

28.3 Where the Services are to be performed on the Authority's premises, the Authority and Supplier will undertake a joint risk assessment with any actions being appropriate, recorded and monitored.

28.4 The Supplier must ensure their health and safety policy statement and management arrangements are kept up to date and made available to the Authority on request.

28.5 The Supplier shall not assign any role to the Authority under the Construction (Design and Management) Regulations 2015 (as amended) (the 'CDM Regulations') without the Authority's prior express written consent (which may be granted or withheld at the Authority's absolute discretion). For the avoidance of doubt so far as the Authority may fall within the role of client as defined by the CDM Regulations in accordance with CDM Regulation 4(8) the parties agree that the Supplier will be the client.

29. Business Continuity

29.1 The Supplier will have a current business continuity plan, which has assessed the risks to its business site/s and activities both directly and with regards to reliance on the supply chain and will set out the contingency measures in place to mitigate them and adapt. As part of this assessment, the Supplier will take into account the business continuity plans of the supply chain. The Supplier's business continuity plan must include (where relevant), an assessment of impacts relating to extreme weather, a changing average climate and/or resource scarcity.

29.2 The Supplier's business continuity plan will be reviewed by the Supplier at regular intervals and after any disruption. The Supplier will make the plan available to the Authority on request and comply with reasonable requests by the Authority for information.

30. Whistleblowing

30.1 The Authority's whistleblowing helpline must be made available to the Supplier and Supplier Staff, subcontractors and key suppliers in the supply chain in order to report any concerns.

30.2. The Supplier agrees:

(a) to insert the following wording into their whistleblowing policy and communicate to all staff:

"If you feel unable to raise your concern internally and it relates to work being carried out for which the ultimate beneficiary (through a contractual chain or otherwise) is Defra group, please email CMBOffice@cefas.co.uk."

- (b) to ensure that their Sub-contractors have free access to the Authority's whistleblowing policy.

31. Tax

31.1 The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. The Authority cannot terminate the Contract where the Supplier has not paid a minor tax or social security contribution.

31.2 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under this Contract, the Supplier must both:

- (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions;
- (b) indemnify the Authority against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Term in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.

31.3 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:

- (a) the Authority may, at any time during the term of the Contract, request that the Worker provides information which demonstrates they comply with clause 31.2, or why those requirements do not apply, the Authority can specify the information the Worker must provide and the deadline for responding;
- (b) the Worker's contract may be terminated at the Authority's request if the Worker fails to provide the information requested by the Authority within the time specified by the Authority;
- (c) the Worker's contract may be terminated at the Authority's request if the Worker provides information which the Authority considers isn't good enough to demonstrate how it complies with clause 31.2 or confirms that the Worker is not complying with those requirements;
- (d) the Authority may supply any information they receive from the Worker to HMRC for revenue collection and management.

32. Publicity

32.1 The Supplier and any subcontractor shall not make any press announcements or publicise this Contract or its contents in any way; without the prior written consent of the Authority.

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

33. Conflict of interest

33.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Authority under the Contract, in the reasonable opinion of the Authority.

33.2 The Supplier must promptly notify and provide details to the Authority if a conflict of interest happens or is expected to happen.

33.3 The Authority can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential conflict of interest.

34. Reporting a breach of the contract

34.1 As soon as it is aware of it the Supplier and Supplier Staff must report to the Authority any actual or suspected breach of Law or breach of its obligations under the Contract.

34.2 Where an actual or suspected breach is notified to the Authority under clause 34.1, the Supplier will take such action to remedy any breach as the Authority may reasonably require. Where the breach is material, the Authority has the right to terminate under clause 11.4.

34.3 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in clause 34.1.

35. Resolving disputes

35.1 If there is a dispute between the Parties, their senior representatives who have authority to settle the dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the dispute.

35.2 If the dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the dispute, the dispute must be resolved using clauses 35.3 to 35.5.

35.3 Unless the Authority refers the dispute to arbitration using clause 35.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:

- (a) determine the dispute;
- (b) grant interim remedies;
- (c) grant any other provisional or protective relief.

35.4 The Supplier agrees that the Authority has the exclusive right to refer any dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

35.5 The Authority has the right to refer a dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 35.3, unless the Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under clause 35.4.

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

35.7 The provisions of this clause 35 are without prejudice to the Authority's right to terminate or suspend the Contract under clause 11.

36. Which law applies

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

36.2 The courts of England and Wales shall have jurisdiction to settle any dispute or claim (whether contractual or non-contractual) that arises out of or in connection with the Contract or its subject matter or formation.