



FORM OF DIRECT AWARD

EMPLOYEE SUPPORT SERVICES AND BENEFITS Y21027

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FORM OF DIRECT AWARDAward Reference: **Y21027 Employee Support Services and Benefits**

I/We the undersigned offer to supply **DEFRA** with **Employee Benefits Services** as detailed in Appendix A, under the Individual Contract Terms and Conditions as detailed in Appendix B, as stated in **Framework Agreement Y21027** let by Procurement Services.

Ref **Y21027** entitled **Employee Support Services and Benefits** for the timeframe of **03/05/2027 to 02/05/2029**

Authorised to sign for and on behalf of the Supplier

Date:	3/10/2025
Signature:	Signed by:  115FECF9B73845F...
Name:	Colin Hodgson
Position:	Commercial Director

Name of Supplier and Registration Number if applicable:

Reward Gateway (UK) Ltd

05696250

Third Floor, 1 Dean Street, London, W1D 3RB

Registered**Address:**

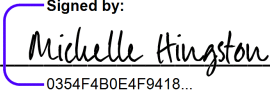
+44 207 229 0349

Telephone:

Fax:

email Address:

Authorised to sign for and on behalf of the Customer

Date:	7/10/2025
Signature:	Signed by:  0354F4B0E4F9418...
Name:	Michelle Hingston
Position:	Commercial Lead - Workforce

APPENDIX A

Definitions

Contract Date: the date that the Client Agreement is executed by the last Party to sign.

Minimum Term: the period described in the Client Agreement, commencing on the Service Start Date.

Launch Date: the date on which You make the Portal available to Your Employees.

Renewal Term: as defined in Clause 7.

Services: means the products and services that are ordered by You, as described in the Client Agreement.

Service Start Date: the earlier of (i) the Launch Date and (ii) the date falling three months after the Contract Date.

1. Scope

Number of employees: up to 40,000

Coverage:UK

2.Pricing

Annual Fee £162,000

Minimum Term 2 year with option to extend for further 12 months

3. Additional Terms

Client Success Management and Support

The Supplier shall appoint the following:

- An Implementation Specialist to oversee all the project details, from kick-off to launch, and serve as a liaison to other internal Reward Gateway technical resources.
- A Client Success Manager to manage the contract.

Client and Employee Support shall be provided through the Supplier's helpdesk in accordance with the service levels detailed in Clause 5 below.

Future Included Product Developments

New features and product enhancements will ensure the Supplier's product is continually advancing and innovating.

Branding and Design

The Supplier shall use the Platform brand (either created by the Supplier, the Customer or a third party procured by the Customer) to configure the Platform, including tile design and placements, menu creation, page creation, page linking and segmentation, subject to a maximum of three segmentation groups being configured. Future segmentation revisions (as required) can be created by the Customer after the initial launch but any additional segment

configurations requested of the Supplier shall be subject to the Supplier's approval and additional fees to be agreed by the Parties.

The Supplier shall design electronic communication materials to support the Platform.

Training

The Supplier shall provide manager and administrator training to ensure a smooth and confident Platform launch and to help educate, support and act as a resource for managers when rolling out the Platform.

5. Service Levels

The Supplier shall comply with the following service levels:

- 90% of help desk calls will be answered within 90 seconds.
- 99.5% Platform availability measured across any rolling 12-month period excluding scheduled maintenance and emergency preventative maintenance.
- 99% of Retail Partner Instant Vouchers will be available in the Employee's account within 60 seconds of payment card approval.
- 99% of orders for Retail Partner new Reloadable Cards ordered by 5pm on a Working Day will be sent by first-class mail on the same day.
- Where a request is made for cashback to be withdrawn into a bank account, 95% of withdrawals of confirmed cashback will be transferred within three Working Days.
- 100% immediate conversion where cashback is used towards purchase of Retail Partner vouchers and reloadable cards.

6. Fees and Payments

We will invoice You the Implementation Fee at any time from the Contract Date and the first Annual Fee at any time from the Service Start Date.

We will invoice You one month prior to the end of each Contract Year for the Annual Fee.

Unless stated otherwise in this Agreement, all invoices shall be paid by You within 30 days of receipt by bank transfer into a single bank account as nominated in writing from time to time by Us.

All taxes will be borne by the Party on whom legally levied. VAT payable in relation to the provision of the Services under this agreement shall be considered levied on You.

7. Renewal

We will supply the Services to You for the Minimum Term, after which this Agreement will automatically renew for subsequent periods of 12 months (the "Renewal Term(s)"), unless terminated by either Party by giving a minimum of 90 days' written notice prior to the expiry of the Minimum Term or Renewal Term, as applicable.

Appendix B - 'Employee Support Services and Benefits Individual Contract Terms and Conditions' details the conditions of Individual Contract that, in conjunction with the Customer/Participating Authority's Order comprise the contractual provisions which apply to all Contracts/Purchase Orders that are entered into between the Customer/Participating Authority and the Supplier.

4. Products and Services

The Supplier shall provide a Platform enabled with the following products and services (the 'Services'):

- Employee Discounts (SmartSpending)
- Employee Benefits (SmartTech)
- Employee Benefits (Holiday Trading)
- Employee Benefits (Cycle to Work)
- Employee Benefits (Childcare Vouchers)
- Employee discounts (MyGymdiscounts)
- Employee Communications
- Employee Wellbeing (Wellbeing Centre)
- Employee Reward & Recognition (SmartAwards)

1. Employee Discounts (SmartSpending): additional definitions

Instant Voucher: Digital code that holds discounted store credit.

Cashback: An online offer facility that allows You to receive a percentage of the cost or a fixed amount back after a purchase.

Reloadable Card: Physical card that can be reloaded with discounted store credit.

Employee Discounts: Supplier's obligations

A list of available Instant Vouchers and Cashbacks can be produced by the Supplier on request. This list may change due to reasons beyond the Supplier's control, such as a

retailer ceasing to trade.

SmartSpending Mobile App: additional definitions

eGift Card: method of payment in order to redeem Products.

Retailer listing: A browsable and searchable list of all retailers that provide

Cashback, Instant Voucher or eGift Card discount offers.

Retailer screen: A participating retailer screen showcasing all available discount offers by that retailer.

Account: An account where an Employee can see their Total savings, Approved

Cashback balance, Pending Cashback balance, and their personal account details.

Digital Wallet: Saved list of Instant Vouchers/eGift Cards purchased by the Employee for easy access. The Employee can mark Instant Vouchers as 'used'.

SmartSpending Mobile App: Supplier's obligations

The SmartSpending app puts the Employee Discounts offering into a single app for Employees and is available on Android and iOS. It can be used in addition to the Customer's desktop site, with each way of saving replicated on both the desktop and the app.

The app can be used to purchase Instant Vouchers/eGift Cards which can be used right away as well as being automatically saved to a Digital Wallet for future use. Employees can also earn Cashback when shopping online through the app and use Cashback towards Instant Voucher purchases.

The app can also be used to purchase Instant Cards and to top them up at a discounted price.

2. Wellbeing Centre: Additional Definitions

Wellbeing Centre: provides employees access to Mental, Physical and financial wellbeing content, tools and services on the Portal.

Health Calendar: Monthly plan of wellbeing topics displayed within the Wellbeing Centre and communicated to Employees via a monthly communication.

Wellbeing Centre: Supplier Obligations

Supplier will configure and host the Wellbeing Centre and provide a help desk for Employee enquiries. Content on the Wellbeing

Centre will be updated regularly. Unless You restrict this functionality, provide monthly Employee communications aligned to the Health Calendar which Employees can opt-in or opt-out to receive.

3. SmartTech: Additional Definitions

During the hire period, risk and title to the Product shall pass to You and You are responsible for all loss or deterioration.

Accepted Orders: requests from Participating Employees for Products pre-approved by You.

Application Period: period over which any of Your employees may elect to participate in the SmartTech Programme.

SmartTech Programme: Programme enabling Your employees to purchase an eGift card to be redeemed online or in store with the participating partner/partnering retailer.

eGift card: method of payment in order to redeem Products.

Participating Employee: Your Employees who have requested Products.

Products: Technology products offered by Reward Gateway or any participating partner.

SmartTech: Supplier Obligations

We will configure and host the SmartTech Programme and provide a help desk for Participating Employee enquiries.

SmartTech: Client Obligations

The Client will:

Correctly process all Participating Employee salary deductions, including but not limited to income tax and national insurance

Ensure that each Participating Employee salary deduction is valid and accurate;

Acknowledge that any documents provided by the Supplier, including but not limited to template contractual terms for suggested use with Your Participating Employees or FAQs, are examples only and You shall satisfy Yourself as regards compliance with all laws and regulations including employment law, Data Protection Laws and tax legislation.

Pre- approve or reject requests from Participating Employees;

Upload/refresh correct Participating Employee data at least once a month;

Offer Participating Employees the ability to choose a value of Product in £1 increments from £10 up to an amount chosen by You which can be no more than £5,000.

Put in place appropriate contractual documentation binding Participating Employees purchasing eGift cards under the SmartTech Programme on such terms as We may suggest but accepting that the Supplier accepts no liability howsoever arising in respect of the use by You of such terms.

Ordering and collection

This agreement shall be incorporated into each Accepted Order to the exclusion of all other terms and conditions.

The Participating Employee is responsible for ordering and collecting the Product from a retail store identified by the Supplier by presenting the eGift Card and confirming the Product required.

You hereby authorise Us to release the eGift Card to Participating Employees.

Quality and Liability

The Participating Employee is responsible for inspecting the Products for defects before acceptance, ensuring they are of satisfactory quality and fit for purpose and using them safely and in accordance with manufacturer's instructions.

The supplier does not give any warranties or accept any liability for any Products purchased.

The Client agrees that if during the period of the manufacturer's warranty or at any other time any defect occurs with the Product, the Supplier have no responsibility for repair, replacement, refund or otherwise making good any loss. Nor does the Supplier accept liability for non-delivery, loss of, damage to and/or theft of the Products.

The total aggregate liability of the Supplier to You in relation to the SmartTech Programme shall not exceed the value of the eGift Card issued after the most recent Application Period.

The eGift Card expires 24 months after issue. Expired eGift Cards will not be replaced or refunded.

Refunds are only valid for up to 14 days after purchase, unless the participating Employee has viewed the eGift Card. If this happens then no refund can be provided to the Employee.

Smart Tech Fees and Payment

On a weekly or monthly date decided by You, We will invoice You for all Accepted Orders received including details of Participating Employees and the values of their respective eGift cards and You agree to pay all sums invoiced

Once payment has been cleared the Supplier shall manually issue the respective eGift cards.

Alternatively payment can be set up by Direct Debit and eGift cards will be issued instantly after each application has been submitted and auto approved.

The value of a Product shall be its retail value at the date that a Participating Employee collects or orders the Product.

4. Employee Reward & Recognition

Employee Reward & Recognition Fees and Payments

We will send a pro-forma invoice to You for the Award Value in advance, on a mutually agreed frequency period. Credit will be topped up, upon Client request, provided that the invoice had been paid. At the end of the period, we will collate the Awards claimed. Any remaining Award Value will be carried forward to the next period.

Notwithstanding Clause 6.3, You will pay all valid invoices for the Award Value in full within 14 days of the invoice being submitted to You for payment.

We will invoice You for any other agreed disbursements at the time You confirm the order and such invoices shall be paid in accordance with Clause 6.3.

Vouchers Award Value

Awards are provided at full face value and are not subject to administration, processing, delivery or handling fees. In order to support the costs of the Reward and Recognition Service, the Awards are not eligible for any retail discounts.

E-cards

Additional Definitions

E-Card: an electronic organisational greeting containing pictorial graphics and message lines which emphasise the values and behaviours that You wish to see recognised.

E-Card Platform: the content management system integrated within the Platform that facilitates the real-time transmission of peer-to-peer and manager-to-subordinate

recognition messages and provides access to authorised Employees to interrogate traffic flow data and additional message content where the sender allows.

Our Obligations

We will:

- provide access for Recipients to a webpage with Your branding hosted on an integrated E-Card platform explaining E-Cards and how they operate;
- enable functionality for Employees to choose from a selection of E-Cards online and transmit the same to another employee on a real-time basis;
- report on E-Cards chosen by Employees to authorised Employees; and
- provide draft initial designs, for up to 12 eCards, with up to three rounds of revisions.

Client Obligations

You will:

advise Us of any changes or circumstances which could affect the operation of the E-Card Service.

Award File Plus

Additional Definitions

Award File: is the engine that supports point-in-time recognition, such as large group achievements or long-service awards. It allows managers to acknowledge multiple employees for their contributions in bulk.

Award Types: the awards You have created to be used on the Platform.

Award Value: amount You wish to be awarded to the Employee.

Award File Plus Platform: the reward programme integrated within the Platform that facilitates the real-time transmission of awards and provides access to authorised individuals to interrogate traffic flow data and additional message content.

Award Nominator

Additional Definitions

Nomination: a peer-to-peer nomination consisting of the responses to the fields defined in the Award Nominator Form.

Award Nominator Form: the question and answers You have created to collect the information needed to assess the Nomination.

Nomination Method: the approval process You have requested and the method You want it to operate.

Award Types: the awards You have created to be used on the Platform.

Award Value: amount You wish to be awarded to the Employee.

Award Nominator Platform: the reward programme integrated within the Platform that facilitates the real-time submission of nominations, ready to be approved by authorised individuals. Once approved the awards are dispatched to the award recipient.

Recipient: Employee who is the beneficiary of an Award following a Nomination.

Our Obligations

We will:

assist You in creating up to five Award Types; and

subject to Your compliance with Clause 29.3, once a Nomination has been approved by an authorised individual and the Award Value and Award Type has been confirmed by the authorised individual, dispatch the Award to the Recipient.

Client Obligations

You will:

provide Us with details of the Award Types You have created at least three weeks prior to the Launch Date.

Instant Award

Additional Definitions

Instant Awards: are awards sent by Pot Owners to instantly recognise and reward Employees.

InstantAward Types: the awards You have created to be used by Pot Owners.

Award Value: the amount You wish to be awarded to the Employee.

Pot Owner: an Employee You have assigned a reward budget to.

Instant Awards Platform: the reward programme integrated within the Platform that facilitates the real-time transmission of InstantAwards from Pot Owners.

Our Obligations

We will:

draft the initial design for up to 12 InstantAward cards with up to two rounds of revisions; and

subject to confirmation of the InstantAward Type and Award Value, allow Pot Owners to send Instant Awards to Employees through the InstantAwards Platform.

On the Spot Recognition

Additional Definitions

On the Spot Recognition: unique digital award codes available for clients to print, distribute and track provision of Awards to employees.

APPENDIX B – Individual Contract Terms and Conditions Y21027

These Individual Contract Terms and Conditions will apply to all Purchase Orders/Individual Contracts that are entered into between the Customer and the Supplier.

Section One – Definitions and Interpretations

Section Two – Individual Contract Terms and Conditions

- Clauses 1 to 27 are the core terms and conditions and cannot be amended.
- Clauses 28 to 51 are additional terms that can be amended and added to the terms and conditions.

Section One – Definitions and Interpretations	
Section Two – Individual Contract Terms and Conditions	
Clause Number	Description
1	Entire Contract
2	Due Diligence and Accuracy of Information
3	Conflict of Interest
4	Prevention of Fraud
5	Warranties
6	Duration of Individual Contract
7	Severance
8	Waiver
9	Assignment and Novation
10	Force Majeure
11	Bribery, Corruption and Collusion
12	Official Secrets Acts
13	Confidentially
14	Freedom of Information
15	Rights of Third Parties
16	Cumulative Remedies
17	Diversity
18	Liquidated Damages
19	Dispute Resolution Procedure/Arbitration
20	Jurisdiction
21	Non Discrimination and Modern Slavery
22	Title and Risk
23	Invoicing and Payment
24	Notices
25	Disruption
26	Transfer and Sub-Contracting
27	Acceptance of Conditional Tender
28	Escalation Procedure
29	Liability
30	Termination
31	Recovery upon Termination
32	Data Protection and GDPR
33	Warranty
34	Finance/Operational Lease
35	Intellectual Property Rights (IPRs)
36	Price and Variation
37	Delivery
38	Packaging
39	Technical Support
40	Replacement and Substitution of Personnel
41	Service Levels and Service Credits
42	Indemnity
43	Set off and Counterclaim
44	Publicity
45	Security
46	Records and Audit Access
47	Variation
48	Remedies in the Event of Inadequate Performance
49	Monitoring of Contract Performance
50	DBS Checks
51	TUPE

Appendix 1	Change Control Notice
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Section One – Definitions and Interpretations

All capitalised expressions included in the Framework Agreement, Individual Contract and individual annexes/appendices shall have the meanings as set out in this Section Two.

If a capitalised expression does not have a meaning within this Section Two, it shall be interpreted within the relevant market sector where appropriate, or by the dictionary meaning.

1. Interpretations

The interpretation and construction of the Framework Agreement including any schedules and appendices shall be subject to the following provisions:

- the singular includes the plural and vice versa;
- reference to gender includes the other gender and the neuter;
- the words “include”, “including”, “other”, “in particular” “for example” and similar words are to be construed as if they were immediately followed by the words “without limitation”;
- references to any person include an individual, company, partnership, firm, unincorporated association and other incorporated bodies and all other legal entities of whatever kind and however constituted and their successors and permitted assigns or transferees;
- references to any Law shall be construed as a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- headings are included in the Framework Agreement for ease of reference only and shall not affect the interpretation of construction of the Framework Agreement;
- reference to a clause or schedule is a reference to the whole of that clause or schedule unless stated otherwise; and
- references to “writing” include typing, printing, photography, lithography, display on a screen, e-mail, fax, and other modes of representing or reproducing words in a visible form and expressions referring to writing shall be construed accordingly.

At all times during the Framework Agreement period the Supplier shall be an independent Supplier and nothing in this Framework Agreement shall create or imply any form of employment, offer of employment, a relationship of agency, partnership or joint venture between the Contracting Authority and the Supplier, consequently neither the party to the Framework Agreement will act in the name of the other party unless specifically mentioned within the Framework Agreement.

Unless otherwise stated within the Framework Agreement between the parties, the obligation on the Contracting Authority is that stated under the Framework Agreement and nothing in the Framework Agreement shall act as an obligation upon or in any way constrain or hinder the Contracting Authority in any other capacity, nor shall the exercising of the duties or powers of the Contracting Authority in any other capacity lead to a liability under the Framework Agreement (however arising) on the part of the Contracting Authority to the Supplier.

2. Definitions

Academy	Means a school in England which is directly funded by the Department for Education (DfE) and independent of local authority control.
Affiliates	Means any corporation, partnership, joint venture or other business entity in which the Supplier owns, directly or indirectly, stock or a capital or profit interest.
Alternative Supplier	Means an Alternative Supplier on the Framework Agreement utilised due to failure in Contractual obligation by another Supplier on the Framework Agreement.
Assignment/Assigned	Whereby one-party transfers all of their benefits, but not their obligations or rights under a Contract to a third party
Commercial Services	Is a trading style of Commercial Services Kent Ltd a wholly owned business of Kent County Council.
Confidential Information	Means any information which has been designated as confidential by either party in writing or that might be considered as confidential for the reasons of business operations. This might include but not be restricted to business affairs, properties, assets, trading practices, developments, trade secrets, intellectual property, customers, personal and/or sensitive personal data within the Data Protection Act, but always subject to the Freedom of Information Act.
Contract Year	Means twelve (12) months from the official Framework Agreement start date.
Contracting Authority	Means the public sector body, in this instance Kent County Council (via Procurement Services), that has agreed to take responsibility for the Tender process, contract formation and overarching responsibility for the Framework Agreement
Controller	A person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.
Cost Price	Means the buy-in price from an external supply chain or the current market price of the Suppliers own software
Customer(s)	Means a Participating Authority and/or any public sector bodies who, as define in Section One, can access and use the Framework Agreement and who shall take full responsibility for their own Individual Contracting processes.
Customer Access Agreement	Means the document completed and signed by the Customer and Contracting Authority, giving access to utilise the Framework Agreement
Data Loss Event	A breach in security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal or commercial data. This includes breaches that are the result of both accidental and deliberate causes.
Data Protection Impact Assessment	A DPIA is a process that organisations use to identify data protection risks and put procedures in place to

	reduce them. A DPIA will; (note this list is not exhaustive) include information about the nature, scope, context and purposes of the processing; assess how necessary the processing is and what compliance measures are in place to keep data safe; identify and assess risks to individuals; identify measures that can be put in place to reduce those risks.
Data Protection Legislation	All applicable laws and regulations relating to processing of personal data and privacy, including Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) as it applies in the UK.
Data Subject Access Request	Enables individuals to find out what personal data is held about them, why it is held and who it is disclosed to.
Data Subjects	The identified or identifiable living individual to whom personal data relates.
Default	Means any breach of the obligations of either party or any default, act, omission, negligence or statement of either party, its employees, agents or Sub-Contractors in connection with or in relation to the subject matter of the Framework Agreement and/or Individual/Contract and in respect of which such party is liable to the other
Direct Award	Means a way to place an Order directly with a Supplier using the pre-determined criteria detailed in Schedule Three without re-opening competition.
Documentation	Means any document issued by either Party that is pertinent to the Framework Agreement and/or Individual Contract/Order. Such documents might include, but not be limited to, user guides and operating manuals.
End User	Means the employee of the Customer that will be accessing the Service.
Force Majeure	Means any act, event or cause beyond the reasonable control of either Party
Framework Agreement	Means the overarching Framework Agreement between the Contracting Authority and the Supplier from which Orders and Individual Contracts are made and that shall include all terms, conditions and requirements as stated, within and under which Individual Contracts may be entered into by Participating Authorities/Customers and the Supplier(s).
Framework Management Fee	Means the fee payable to the Contracting or Member Authority calculated as a percentage of the net invoice value of all Orders placed through the Framework Agreement.
Further Competition	Means the process by which Customers/Participating Authorities may obtain the Goods/Services through inviting competition among all capable Suppliers.
Implementation Plan	Means the plan to be developed by the Customer and Supplier and which will contain a schedule of tasks to be done, timescales for completion of said tasks, identifying the party responsible for those tasks,

	together with milestones to be achieved and against which payments may be enacted.
Individual Contract	Means the Contract created between a Participating Authority/Customer and Supplier for Goods and/or Services following a Further Competition or Direct Award process that shall abide by the Order requirements and Individual Contract Terms and Conditions.
Individual Contract Period	Means the total length of the Individual Contract as agreed between the Customer/ Participating Authority and Supplier.
Information Commissioner's Office	The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.
Insolvency Event	(in the case of an individual) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or (in the case of a company) having a winding up order made or (except for the purposes of reconstruction or amalgamation) a resolution for voluntary winding up is passed or a receiver or manager administrator or administrative receiver is appointed or possession taken of the Supplier's assets by or on behalf of the holders of any debentures secured by a floating charge and the Contracting Authority shall be entitled to repayment of any monies paid in advance.
Law	Means any Law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of Law, or directives or requirements with which the relevant Party is bound to comply;
Liquidated Damages	Means a sum of money specified as the total amount of compensation an aggrieved Party should get, if the other Party breaches certain part(s) of the Framework Agreement/Individual Contract.
Liquidated Damages Period	Means a period of ten (10) working days.
Material Breach	Means a breach that has serious consequences on the outcome of the Framework Agreement or Individual Contract.
Novate/Novation	Whereby one-party transfers all of their obligations, rights and benefits under a Contract to a third party on agreement of all parties. The original party is extinguished, and a new Contract is created.
Operating and Finance Lease	The lease is an agreement wherein the supplier grant rights to the Participating Authority/Customer to use the supplier's property in exchange for certain periodic payments.

Participating Authority	Means an authority that has been granted access by the Contracting Authority to use the framework agreement.
Party/Parties	In the context of the Framework Agreement means, the Contracting Authority and/or the Supplier. In the context of an Individual Contract/Order, means the Customer/Participating Authority and the Supplier. “Parties” shall mean both of the where the context permits.
Personal Data	Any information relating to a person (a ‘data subject’) who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.
Price	Means the Price paid from a Customer/Participating Authority to a Supplier for the Goods/Services, on submission of an accurate invoice.
Processor	A person, public authority, agency or other body which processes personal data on behalf of the controller
Procurement Services	A business unit of Kent County Council who takes responsibility for managing the Tender process and the Framework Agreement.
Protective Measures	Means a Appropriate technical and organisational measures to ensure the security of any data processing, which may include: encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it
Purchase Order / Order	Means any Order for Goods/Services that is placed by the Participating Authority/Customer with the Supplier under an Individual Contract.
Service Credit	Means amount to be paid to the Contracting Authority or Customer/Participating Authority if Supplier performances fails to meet the specified standards in the Service Level Agreement (SLA)
Services	Means the Services to be provided by the Supplier in accordance with the Framework Agreement terms, conditions and requirements and Individual Contract/Order.
Sub-Contractor	Means an arrangement where more than one supplying Party agree to cooperate to advance their mutual interests, or where a contractor is to provide an agreed portion of the Goods/Services which form part of the Individual Contract.
Sub-Processor	When a processor sub-contracts all or some of the processing to another processor, that processor is referred to as a sub-processor.

Supplier(s)	Means the Supplier appointed as part of the Tender process to the Framework Agreement whom has agreed to supply the Goods/Services under the terms, conditions and requirement of the Framework Agreement and any Individual Contracts/Order.
Supplier Improvement Plan	Means the Supplier's plan to improve its performance following a Default in obligations, to include: a) full details of the Default that has occurred, including a root cause analysis. b) the actual or anticipated effect of the Default; and c) the steps which the Supplier proposes to take to rectify the Default and (if applicable) to prevent such Default from recurring, including timescales.
Tender	Means a response from a Tenderer to a solicitation request that, if recommended for award, would bind the Tenderer to perform in accordance with the Framework.
Tenderer(s)	Means a potential Supplier that has submitted a Tender.
Vendor	Means an organisation that acquires or develops a product or service (such as software) to sell via a selected Supplier.

Section Two – Individual Contract Terms and Conditions

1. Entire Contract

- 1.1 Subject to the provisions of the Framework Agreement relating to Individual Contracts, these Individual Contract Terms and Conditions, together with the Purchase Order/Form of Direct Award, shall apply to the purchase of the Goods and/or Services by the Contracting Authority, Participating Authorities, and/or Customers from the Supplier, to the exclusion of all other terms and conditions including any which the Supplier may purport to apply under any sales offer or similar document.
- 1.2 The Individual Contract (as amended from time to time), together with any document expressly referred to in any of its terms and conditions, contains the entire Individual Contract between the Parties relating to the subject matter covered and supersedes any previous agreements, arrangements, undertakings or proposals, written or oral, between the Parties in relation to such matters. No oral explanation or oral information given by any Party shall alter the interpretation of this Individual Contract.
- 1.3 The Contracting Authority/Customer/Participating Authority will not be liable for errors, omissions or misrepresentations of any information.
- 1.4 In the event of any conflict between the Purchase Order, the Clauses in the Individual Contract and any documentation referred to in those Clauses of the Individual Contract the conflict shall be resolved in accordance with the following order of precedence: -
 - a) Purchase Order/Form of Direct Award
 - b) Individual Contracts Terms and Conditions
 - c) Supplier Terms and Conditions
- 1.5 The Individual Contract may be executed in counterparts, each of which, when actioned, will constitute an agreement. All counterparts shall constitute the whole agreement.

2. Due Diligence and Accuracy of Information

- 2.1 Both Parties must carry out their own due diligence process prior to Individual Contract commencement date.
- 2.2 Both Parties must satisfy itself of all relevant details relating to the suitability of the existing and future operating environment; operating processes and procedures and the working methods of the Customer/Participating Authority; ownership, functionality, capacity, condition and suitability of Customer/Participating Authority equipment for use in the provision of the Goods and/or Services and any existing Individual Contracts and liabilities which are to be Novated to the Supplier.
- 2.3 The Supplier must advise the Customer/Participating Authority, in writing, of each aspect of the operating environment that is not suitable for the provision of Goods and/or Services, the action needed to remedy each aspect and a timetable for the costs of those actions. For the purpose of this Clause 'in writing' includes e-mail. Each Party shall be liable to pay for costs, in event of a Default, incurred due to inaccuracies, discrepancies, omissions, and damage therein.
- 2.4 Both Parties shall be entitled to recover any additional costs resulting from any unsuitable aspects of the operating environment, misinterpretation of the requirements or failure by the Parties to satisfy itself as to the accuracy of the due diligence information.

- 2.5 Both Parties will be responsible for ensuring they are in possession of the correct information from the other and for the accuracy of all information supplied to each Party in connection to the supply of Employee Support Services and Benefits.

3. Conflict of Interest

- 3.1 The Supplier shall take all steps necessary to ensure that a conflict of interest does not occur, that will have an impact on the Customer/Participating Authority. The Customer/Participating Authority is to be satisfied that the Supplier is compliant with this request. The Supplier must promptly notify the Customer/Participating Authority giving full details if any conflict arises or may arise.
- 3.2 The Customer/Participating Authority reserves the right to terminate the Individual Contract immediately in writing to the Supplier and/or, where the Customer/Participating Authority deems it necessary, to take steps to address the conflict between the pecuniary or personnel interests of the Supplier and the duties owed to the Customer/Participating Authority under the provisions of the Individual Contract. Any actions taken in relation to this Clause shall not prejudice or affect any right of action or remedy, which shall be accrued or hereafter be accrued to the Customer/Participating Authority. For the purpose of this Clause 'in writing' includes e-mail.

4. Prevention of Fraud

- 4.1 The Supplier shall take all reasonable steps necessary to ensure prevention of any fraud by employees of the Supplier (including all shareholders, directors and members) in connection with monies received from the Customer/Participating Authority.
- 4.2 The Supplier shall notify the Customer/Participating Authority as soon as practically possible, if it has reason to believe that fraud has occurred, or is likely to occur.
- 4.3 If the Supplier commits any fraud to this or any other Individual Contract in place with the Customer/Participating Authority then the Customer/Participating Authority may;
- 4.3.1 Terminate the Individual Contract with immediate effect, by giving the Supplier written notice.
- 4.3.2 Recover from the Supplier any direct costs incurred resulting from the termination including sourcing from an Alternative Supplier, for the remainder of the Individual Contract period, any loss as a consequence of the breach of this Clause.
- 4.4 This Clause shall apply during the Individual Contract period and for a period of two (2) years after the Individual Contract expiry date.

5. Warranties

The Supplier hereby represents and warrants to the Customer/Participating Authority that:

- 5.1 The Supplier sells the Goods and/or Services with full title guarantee and free from all encumbrances;
- 5.2 On delivery to the Customer/Participating Authority, the Goods and/or Services will be in strict accordance with the specification set out or referred to in the Purchase Order/Individual Contract;

- 5.3 Each of the Parties warrants its power to enter into this Individual Contract and has obtained all necessary approvals to do so.
- 5.4 The Supplier has the skills and the appropriately qualified employees necessary to carry out the Services in conformity with the normal standards and legislation associated with the supply of the Goods and/or Services.
- 5.5 The Supplier represents, warrants and undertakes to the Customer/Participating Authority that they have disclosed to the Customer/Participating Authority all information which might reasonably be expected to have a bearing or influence on the decision of the Customer/Participating Authority to enter into this Individual Contract and that there are no facts or circumstances actually or constructively known to the Supplier at the commencement date which have not been disclosed might reasonably have been expected to influence such decision.
- 5.6 The Goods and/or Services when delivered to the Customer/Participating Authority will:
 - 5.6.1 be of a satisfactory quality and as is practicably possible be free from any defects in material or workmanship;
 - 5.6.2 comply with the appropriate United Kingdom, EU or International standards and with all applicable statutory requirements and regulations;
 - 5.6.3 the Goods and/or Services will be fit and sufficient for the purpose intended by the Customer/Participating Authority as specified in the Purchase Order/Individual Contract and will comply with all applicable Laws and regulations in force in England and Wales;
 - 5.6.4 the Goods and/or Services do not and will not infringe any intellectual property right of any third party.
- 5.7 Each of the representations and warranties contained in Clause 5 (hereinafter referred to as "Warranties") shall be construed as a separate representation or warranty and shall not be limited by the terms of any of the other warranties or by any other term of this Individual Contract.
- 5.8 The Supplier acknowledges that the Customer/Participating Authority has entered into this Individual Contract in reliance on the Warranties.
- 5.9 The Warranties shall continue in full force and effect notwithstanding delivery or payment for the Goods and/or Services and notwithstanding termination of this Individual Contract for any reason.

6. Duration of Individual Contract

In accordance with the 'Public Contract Regulations 2015' Individual Contracts based on a Framework Agreement are to be awarded before the end of the term of the Framework Agreement itself. The duration of the Individual Contract does not need to coincide with the duration of the Framework Agreement (48 months), but might, as appropriate, be shorter or longer. In particular, the Customer/Participating Authority is allowed to set the length of Individual Contracts based on a Framework Agreement taking account of factors such as the time needed for their performance, where maintenance of equipment with an expected useful life of more than four (4) years is included or where extensive training of staff to perform the Individual Contract is needed.

7. Severance

Any provision of this Individual Contract that is, or may be, void or unenforceable shall, to the extent of such invalidity or unenforceability be deemed severable and shall not affect any other provision of this Individual Contract that shall remain in force to the fullest extent possible.

8. Waiver

No waiver or forbearance by either Party on any occasion (whether express or implied) in enforcing any of its rights under this Individual Contract shall prejudice its rights to do so in the future.

9. Assignment and Novation

Neither Parties shall Assign, Novate or otherwise dispose of any part of its rights and/or obligations under this Individual Contract without the explicit written authority of the other Party, which will not be unreasonably withheld.

10. Force Majeure

Neither Party to the Individual Contract shall be liable for any Default due to any act of God, war, fire, flood, drought, tempest or other event beyond the reasonable control of either Party. If a state of Force Majeure exists to the extent that the Individual Contract/Purchase Order cannot be executed for a continuous period of six (6) months the Individual Contract shall be automatically terminated with no liability on either Party.

11. Bribery, Corruption and Collusion

11.1 The Customer/Participating Authority shall be entitled immediately to terminate this Individual Contract with the Supplier and to recover from the Supplier the amount of any loss resulting from such termination if:

11.1.1 the Supplier, or any person employed by the Supplier or acting on his behalf (whether with or without the knowledge of the Supplier) shall have offered to give or agreed to give to any person any gift or consideration at any time as inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this Individual Contract or any other Individual Contract with the Customer/Participating Authority or for showing or forbearing to show favour or disfavour to any person in relation to this Individual Contract or any other Individual Contract with the Customer/Participating Authority.

11.1.2 in relation to any Individual Contract with the Customer/Participating Authority the Supplier or persons employed by him or acting on his behalf shall have committed any offence under the Bribery Act 2010 or have given any fee or reward the receipt of which is an offence under the Local Government Act 1972 Section 117.

11.1.3 the Supplier, when tendering, fixed or adjusted the amount of the Tender under or in accordance with any agreement or arrangement with any other person or, before the time specified for the return of Tenders;

11.1.3.1 communicated to a person other than the Customer/Participating Authority the amount or the approximate amount of his Tender (except where the disclosure in confidence of the appropriate amount of his Tender was essential to obtain insurance premium quotations required for the preparation of his Tender).

11.1.3.2 entered into an agreement with any other person whereby that other person would refrain from Tendering or as to the amount of any Tender to be submitted:

11.1.3.3 offered or paid to give or agreed to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender any act or thing of the sort described above.

11.2 For the purpose of this Clause the expression "loss" shall include the reasonable cost to the Customer/Participating Authority of the time spent by its officers in terminating this Individual Contract/Purchase Order and in making alternative arrangements for the supply of the Goods and/or Services.

12. Official Secrets Acts 1911 to 1989, Section 18/2 of the Finance Act 1989

12.1 The Supplier shall comply with and shall ensure that its staff comply with, the provisions of: -

12.1.1 The Official Secrets Act 1911 to 1989; and

12.1.2 Section 182 of the Finance Act 1989

12.2 In the event that the Suppliers staff fail to comply with this Clause, the Customer/Participating Authority reserves the right to terminate the Individual Contract immediately, by giving written notice to the Supplier.

13. Confidentiality

13.1 Each Party shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and shall not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Individual Contract or except where disclosure is otherwise expressly permitted by the provisions of this Individual Contract.

13.2 The Supplier shall take all necessary precautions to ensure that all Confidential Information obtained from the Customer/Participating Authority under or in connection with the Individual Contract:

13.2.1 is given only to such of the staff and professional advisors or consultants engaged to advise it in connection with the Individual Contract as is strictly necessary for the performance of the Individual Contract and only to the extent necessary for the performance of the Individual Contract;

13.2.2 is treated as confidential and not disclosed (without prior approval) or used by any staff or such professional advisors or consultants' otherwise than for the purposes of the Individual Contract.

- 13.3 Where it is considered necessary in the opinion of the Customer/Participating Authority, the Supplier shall ensure that staff or such professional advisors or consultants sign a confidentiality undertaking before commencing work in connection with the Individual Contract.
- 13.4 The Supplier shall not use any Confidential Information received otherwise than for the purposes of the Individual Contract.
- 13.5 The provisions of Clauses 13.1 to 13.4 shall not apply to any Confidential Information received by one Party from the other:
 - 13.5.1 which is or becomes public knowledge (otherwise than by breach of this Clause);
 - 13.5.2 which was in the possession of the other Party previous to entering into the Individual Contract;
 - 13.5.3 that is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;
 - 13.5.4 is independently developed without access to the Confidential Information;
 - 13.5.5 which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the Party making the disclosure, including any requirements for disclosure under the Freedom of Information Act (FOIA), the Code of Practice on Access to Government Information or the Environmental Information Regulations.
- 13.6 Nothing in this Clause shall prevent the Customer/Participating Authority:
 - 13.6.1 disclosing any Confidential Information for the purpose of:
 - 13.6.1.1 the examination and certification of the Customer/Participating Authority's accounts; or
 - 13.6.1.2 any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer/Participating Authority has used its resources.
 - 13.6.2 disclosing any Confidential Information obtained from the Supplier:
 - 13.6.2.1 to any other department, office or agency of the Crown; or
 - 13.6.2.2 to any person engaged in providing any Services to the Customer/Participating Authority for any purpose relating to or ancillary to the Individual Contract;
 - 13.6.2.3 provided that in disclosing information under sub-paragraph 13.6.2.1 or 13.6.2.2 the Customer/Participating Authority discloses only the information, which is necessary for the purpose concerned and requires that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.
- 13.7 Nothing in this Clause shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Individual Contract/Purchase Order in the course of its normal business, to the extent that this does not result in a disclosure of Confidential Information or an infringement of Intellectual Property Rights.
- 13.8 In the event that the Supplier fails to comply with this Clause 13, the Customer/Participating Authority reserves the right to terminate the Individual Contract/Purchase Order by notice in writing with immediate effect.

13.9 The Supplier and the Customer/Participating Authority hereby undertakes to the other that during the currency of this Individual Contract/Purchase Order and for the period of twelve (12) months following upon its termination or expiry it will not directly or by its agent or otherwise and whether for itself or for the benefit of any other person induce or endeavour to induce any officer or employee of the other to leave his employment.

13.10 For the purposes of the Customer/Participating Authority's undertaking under this Clause 13 the information shall be deemed to include all information (written or oral) concerning the Purchase Order requirement. The provisions under this Clause 14 are without prejudice to the application of the Official Secrets Acts 1911 to 1989 to any Confidential Information.

14. Freedom of Information

14.1 The Supplier acknowledges that the Customer/Participating Authority is subject to the requirements of the Freedom of Information Act and the Environmental Information Regulations and shall assist and cooperate with the Customer/Participating Authority (at the Supplier's expense) to enable the Customer/Participating Authority to comply with these information disclosure requirements.

14.2 The Supplier shall and shall ensure that its Sub-Contractors shall

14.2.1 transfer the request for information to the Customer/Participating Authority as soon as practicable after receipt and in any event within two (2) working days of receiving a request for information;

14.2.2 provide the Customer/Participating Authority with a copy of all information in its possession or power in the form that the Customer/Participating Authority requires within five (5) working days (or such other period as the Customer/Participating Authority may specify) of the Customer/Participating Authority requesting that information; and

14.2.3 provide all necessary assistance as reasonably requested by the Customer/Participating Authority to enable the Customer/Participating Authority to respond to a request for information within the time for compliance set out in Section 10 of the FOIA.

14.3 The Customer/Participating Authority shall be responsible for determining at its absolute discretion whether:

14.3.1 the information is exempt from disclosure under the Freedom of Information Act and the Environmental Information Regulations;

14.3.2 the information is to be disclosed in response to a request for information, and in no event shall the Supplier respond directly to a request for information unless expressly authorised to do so by the Customer/Participating Authority.

14.4 The Supplier acknowledges that the Customer/Participating Authority may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of Functions of Public Authorities under Part I of the Freedom of Information Act 2000, be obliged under the Code of Practice on Access to Government Information, the FOIA, or the Environmental Information Regulations to disclose Information:

14.4.1 without consulting with the Supplier; or

14.4.2 following consultation with the Supplier and having taken its views into account.

14.5 The Supplier shall ensure that all information produced in the course of the Individual Contract or relating to the Individual Contract is retained for disclosure and shall permit the Customer/Participating Authority to inspect such records as requested from time to time. The Supplier acknowledges that any lists or schedules provided by it outlining Confidential Information are of indicative value only and that the Customer/Participating Authority may nevertheless be obliged to disclose Confidential Information in accordance with Clause 14.4.

15. Rights of Third Parties

A person who is not a Party to this Individual Contract has no rights under the Individual Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Individual Contract but this does not affect any right or remedy of a third party that exists or is available apart from such Act.

16. Cumulative Remedies

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

17. Diversity

Throughout the duration of this Individual Contract the Supplier shall and in addition shall ensure that its Sub-Contractors shall discharge their obligations under this Individual Contract and supply the Goods and/or Services in accordance with their responsibilities under the Equalities Act 2010 encompassing the provisions of the Sex Discrimination Act 1975, Race Relations Act 1976 (Amended 2000) and the Disability Discrimination Act 1995 and Codes of Practice issued by the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission and shall in addition discharge its obligations under this Individual Contract and provide the Goods and/or Services in a manner consistent with the Customer/Participating Authority's policies and guidelines.

18. Liquidated Damages

Individual Contracts/Orders will be subject to Liquidated Damages, where agreed in writing by the parties. The value of any such damages will be agreed between the Customer/Participating Authority and the Supplier and will be made up of demonstrable losses resulting from Supplier failing, payable to the impacted Parties. Losses will be restricted - i.e. to costs incurred or any required replacement or repair by the impacted Party, but shall exclude such this as expected profit.

19. Dispute Resolution Procedure/Arbitration

19.1 The Parties shall attempt to resolve any disputes (other than those relating to the termination of this Individual Contract in whole or in part) arising under or in relation to this Individual Contract by initially following the Escalation Procedure (Clause 28), in the event the Escalation Procedure fails to achieve agreement or in exceptional circumstances the Customer/Participating Authority reserves the right to refer the matter to the Dispute Resolution Procedure identified below.

- 19.2 If the Parties have failed to resolve a dispute by following the Escalation Procedure, then the Customer/Participating Authority's authorised representative and the Suppliers Managing Director shall hold formal discussions during a period of twenty (20) working days to attempt to resolve the dispute in good faith. If the Customer/Participating Authority's authorised representative and the Suppliers Managing Director determine in good faith that resolution through continued discussions does not appear likely within such twenty (20) working day period, then the Parties will attempt to settle the dispute by mediation in accordance with the Centre for Effective Dispute Resolution's (CEDR's) Model Mediation Procedure.
- 19.3 The specific format for the discussions shall be determined at the discretion of the Parties, but may include the preparation of agreed statements of fact or written statements of position.
- 19.4 Proposals and information exchanged during the informal proceedings described in this Clause between the Parties shall be privileged, confidential and without prejudice to a Party's legal position in any formal proceedings. All such proposals and information, as well as any conduct during such proceedings, shall be considered settlement discussions and proposals, and shall be inadmissible in any subsequent proceedings.
- 19.5 In the event that the Parties fail to agree the resolution of the dispute at the end of the mediation, and the Dispute Resolution Procedure has been exhausted, either Party may then invoke legal proceedings to seek determination of the dispute.
- 19.6 The Supplier shall continue to provide the Goods and/or Services in accordance with the terms of this Individual Contract until a dispute has been resolved.
- 19.7 Nothing in this Dispute Resolution Procedure shall prevent the Parties from seeking from any court of the competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- 19.8 Any dispute difference or question between the Parties to this Individual Contract with respect to any matter or thing arising out of or relating to this Individual Contract which cannot be resolved by negotiation and except in so far as may be otherwise provided in this Individual Contract shall be referred to arbitration under the provisions of the Arbitration Act 1996 or any statutory modification or re-enactment thereof by a single arbitrator to be appointed by agreement between the Parties or in Default of Agreement by the President for the time being of the Chartered Institute of Arbitrators.

20. Jurisdiction

This Individual Contract shall be governed and construed in accordance with the Law of England and Wales. This Clause 20 may be adapted so that the Individual Contract is under Scottish or Northern Irish Law.

21. Non-Discrimination and Modern Slavery

- 21.1 The Supplier shall not unlawfully discriminate within the meaning and scope of any Law, enactment, order or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation or otherwise).
- 21.2 The Supplier shall take all reasonable steps to secure the observance of Clause 21.1 by all servants, employees or agents of the Supplier and all suppliers and Sub-Contractors employed in the execution of the Framework Agreement.
- 21.3 The Supplier shall comply with the Modern Slavery Act 2015

21.4 The Supplier undertakes, warrants and represents that neither the Supplier nor any of its officers, employees, agents or Sub-Contractors has:

21.4.1 committed an offence under the Modern Slavery Act 2015 (a "MSA Offence");

21.4.2 been notified that it is subject to an investigation relating to an alleged MSA Offence or prosecution under the Modern Slavery Act 2015;

21.4.3 is aware if any circumstances within its supply chain that could give rise to an investigation relating to an alleged MSA Offence or prosecution under the Modern Slavery Act 2015;

21.5 The Supplier shall notify the Contracting Authority immediately in writing if it becomes aware or has reason to believe that it, or any of its officers, employees, agents or Sub-Contractors have, breached the Modern Slavery Act 2015.

22. Title and Risk

22.1 Risk in the Goods shall not pass to the Customer/Participating Authority unless and until a delivery note has been signed by an authorised officer of the Customer/Participating Authority. If the Goods are rejected by the Customer/Participating Authority for any reason at any time after delivery has been affected then risk in the Goods shall revert to the Supplier immediately upon the Customer/Participating Authority notifying the Supplier of such rejection of the Goods.

22.2 Title to the Goods being purchased by the Customer/Participating Authority shall pass to the Customer/Participating Authority upon payment of the relevant invoice(s) in accordance with Clause 23. This excludes any Supplier equipment used to provide the Service where title will remain with the Supplier.

22.3 In the instance that a Customer/Participating Authority changes its operating status, i.e. Funded School to Academy, all rights and support as previously granted in relating to the Goods and/or Services will be transferred at no cost to the new body.

23. Invoicing and Payment

23.1 Invoices should be submitted in accordance with the reasonable instructions received from the Participating Authority/Customer or their delegated representative, quoting relevant reference numbers and should contain a summary of transactions/work completed.

23.2 Where appropriate the Supplier shall accept payment through a government procurement card/purchasing card and should be able to operate within a cashless payment system.

23.3 It is important that invoices are accurate and must include the correct official Purchase Order number. Incorrect invoices will be returned unpaid for correction and resubmission. In such cases the payment terms will take effect not from the invoice date but from the date of receipt at the correct address of a correctly presented invoice.

23.4 All disputed invoices (whether paid or outstanding) are to be resolved by the Supplier within thirty (30) days of written notification of any problem, any unresolved disputes will result in a Service Credit of 10% of the invoice value for each week thereafter. 6

months from invoice date, if the invoice is still not resolved, the disputed invoice will be written off or credited by the Supplier.

- 23.5 Should the customer fail to pay undisputed invoices on three consecutive occasions, the Supplier may give the Customer thirty (30) days' notice that it will cease/withhold Services, until such time as the outstanding values are paid.
- 23.6 The Customer/Participating Authority shall only make payment after delivery of all the Goods and/or Services specified in the relevant Individual Contract/Purchase Order and where delivery is by instalments payment shall be made after delivery of each instalment and after receipt by a duly authorised officer of the Customer/Participating Authority of a detailed invoice showing correct invoice value (and where VAT is payable, a VAT invoice) clearly stating the Individual Contract/Purchase Order number as appropriate.
- 23.7 Where the provisions of Clause 23.6 have been complied with payments will normally be made by the Customer/Participating Authority within thirty (30) days of the tax point of the invoice(s). The Customer/Participating Authority reserves the right to withhold payment where the provisions of Clause 23.1 have not been complied with.
- 23.8 The Contracting Authority shall not be held responsible for payments due from individual Customers, Member Authorities and/or Participating Authorities.

24. Notices

Any notice to be served on either of the Parties by the other shall be in writing and sent by first class post to the address of the relevant Party shown at the head of the Purchase Order/Individual Contract, e-mail or fax and shall be deemed to have been received by the addressee within seventy two (72) hours of posting or twenty four (24) hours if sent by e-mail or fax to the correct e-mail address or fax number of the addressee (within the case of a fax, a correct answerback).

25. Disruption

- 25.1 The Supplier shall take reasonable care to ensure that the performance of the Individual Contract by the Supplier does not disrupt the operations of the Customer/Participating Authority, its employees and any of its Suppliers working under control of the Customer/Participating Authority.
- 25.2 The Supplier shall inform the Customer/Participating Authority as soon as practically possible of any potential or actual industrial action that will cause effect to the Customer/Participating Authority and delivery to the Individual Contract.
- 25.3 In the event of any Industrial action or anticipated delay the Supplier will seek acceptance of alternative plans to ensure supply to the Individual Contract. If the proposals are deemed as insufficient to ensure Individual Contract delivery, this will be deemed as a Material Breach and the Individual Contract may be terminated in accordance with Clause 30.7.
- 25.4 If the disruption is caused by direction of the Customer/Participating Authority then the Customer/Participating Authority will make an allowance to the Supplier of any proven expense, for direct cost, that has been agreed by the Customer/Participating Authority, as a direct result of the disruption.

26. Transfer and Sub-Contracting

- 26.1 The Customer/Participating Authority reserves the right to reject the use of any particular Sub-Contractor. In the case of rejection the Customer/Participating Authority will notify the Supplier of its reasoning in writing. Reasons for rejection include, but are not limited to, a Sub-Contractor banned from entering premises, financial risk, criminal prosecutions pending etc.

If a Sub-Contractor is appointed this does not release the Supplier from any liability to the Customer/Participating Authority, in respect of the sub-contracted Services and the Supplier shall be responsible for the acts, defaults, or neglect of any Sub-Contractor or their agents or employees in all respects as if they were the acts, defaults or neglects of the Supplier or their agents or employees.

- 26.2 The Supplier shall not Assign, Novate, sub-contract or in any way dispose of the Individual Contract or any part of it without written prior approval from the Customer/Participating Authority, which will not be unnecessarily withheld.
- 26.3 The Supplier shall be responsible for all acts, and omissions of its sub-contractors.
- 26.4 Where approval has been given to the Supplier to engage Sub-Contractors, a copy of the sub-contract shall be made available to the Customer/Participating Authority.
- 26.5 subject to Clause 26.7 the Supplier may Novate or otherwise dispose of its rights and obligations under the Individual Contract or any part thereof to:-

- 26.5.1 any Customer/Participating Authority
- 26.5.2 any body established by the Crown or under statute in order to substantially perform any functions that had previously been performed by the Customer/Participating Authority.
- 26.5.3 any private/third sector body which substantially performs the functions of the Customer/Participating Authority.

Provided that any such Novation or other disposal shall not increase the burden of the Suppliers obligations under the Individual Contract.

- 26.6 Any change to the legal status of the Customer/Participating Authority shall not, subject to Clause 26.7, affect the validity of the Individual Contract. In such circumstances the Individual Contract shall bind and inure to the benefit of any successor body to the Customer/Participating Authority.
- 26.7 If the rights and obligations are Novated or otherwise disposed of under the Individual Contract relating to Clause 26.5 to a body which is not a contracting body or if there is a change in the legal status of the Customer/Participating Authority, such as it ceases to be a Contracting Authority, in the remainder of the Clause both bodies will be referred to as '**the Transferee**': -
- 26.7.1 the rights of termination of the Customer/Participating Authority in Clause 31 shall be available to the Sub-Contractor in the event of, respectively, the bankruptcy or insolvency or Default of the transferee; and
- 26.7.2 the transferee shall only be able to Novate, or otherwise dispose of its rights and obligations under the Individual Contract or any part thereof with the previous consent in writing of the Supplier.

- 26.8 The Customer/Participating Authority may disclose to any transferee any Confidential Information of the Supplier, which relates to the performance of the Suppliers obligations under the Individual Contract. In such circumstances the Customer/Participating Authority shall authorise the transferee to use such Confidential Information only for the purpose relating to the performance of the Suppliers obligations under the Individual Contract and for no other purposes and shall take all steps to ensure that the transferee gives a Confidential Information undertaking in relation to the Confidential Information.
- 26.9 Each of the Parties shall, at its own cost, carry out, or use reasonable endeavours to carry out, whatever further actions, including the issue of further documentation that the other Party requires, from time to time, for the purpose of giving the other Party the full benefit of the provisions of the Individual Contract.

27. Acceptance of Conditional Tender

- 27.1 If an Individual Contract is entered into following the submission and acceptance of a conditional Tender by the Customer/Participating Authority, the Customer/Participating Authority reserves the right to remove such condition at any time during the term of the Individual Contract without penalty or incurring additional cost by the giving of thirty (30) days' notice in writing.
- 27.2 The Supplier in accepting the Customer/Participating Authority's request for removal of said condition shall continue to provide the remaining element of the Individual Contract in accordance with the terms and conditions as stated in the Individual Contract.
- 27.3 If the Supplier rejects the Customer/Participating Authority request for removal of said condition or wishes to increase the cost of delivery of the remaining Goods/Service then the Customer/Participating Authority reserves the right to terminate the Individual Contract by the giving of notice in accordance with the Termination Clause 31 contained herein.

THE FOLLOWING CLAUSES ARE NOT CORE TERMS BUT CAN BE AMENDED AND ADDED TO SUIT THE REQUIREMENT AND FORM THE PART OF THE ORDER. IF ANY OF THESE CLAUSES ARE TO BE INCLUDED, PLEASE ADD THEM TO THE SECTION ABOVE.

IF ANY OF THESE CLAUSES ARE NOT REQUIRED, PLEASE REMOVE THE WORDING AND WRITE 'NOT USED'.

28. Escalation Procedure

The following outlines the formal Escalation Procedure that shall be followed in the event that a Supplier, Participating Authority or Customer may experience a problem(s) that it is unable to resolve.

Level One

The Customer/Participating Authority and Supplier will agree to use all reasonable endeavours to resolve any such problems at level one before initiating level two of this Escalation Procedure. In any event the Escalation Procedure should only be initiated whereby performance shows no improvement or the Parties are unable to agree.

Level Two

Should the Parties at Level One be unable to resolve the issues the Contracting Authority shall act as an intermediary and mediator to assist in resolving the issue. Either Party may approach the Contracting Authority for assistance. In any such event the Contracting Authority shall act as impartial body acting in the best interests of the Framework Agreement with a view to working toward a satisfactory resolution.

Level Three

In the event that both Levels One and Two are exhausted without resolution then the Parties shall agree to follow the Dispute Resolution Procedure (Clause 19).

Escalation Path relating to Product or Service Delivery Failure

Level	Customer	Supplier	Timescales for Completion
1	Authorised Representative of Ordering Body / Customer	Local Account Manager	Ten (10) working days from notification
2	Authorised Representative of Customer responsible for Ordering Body/Authority	Regional Account Manager or Sales Director	Ten (10) working days from notification to enact
3	Authorised Representative of Contracting Authority	Company Director	Fifteen (15) working days from notification

29. Liability

These Clauses 29.1 and 29.2 cannot be changed

29.1 The liability of both Parties for:

- 29.1.1 death or injury resulting from its own or that of its employees' agents or Sub-Contractors' negligence; and
- 29.1.2 all damage suffered by either Party as a result of the implied statutory undertakings as to title quiet possession and freedom from encumbrances

Shall **not** be limited.

- 29.2 In order to cover its liabilities the Supplier shall maintain, and require that any permitted Sub-Contractors maintain, as a minimum throughout the Individual Contract Period;
 - 29.2.1 Product Liability Insurance – limit £10 million (Ten million pounds sterling) per claim or series of related claims
 - 29.2.2 Public Liability Insurance – limit £10 million (Ten million pounds sterling) per claim or series of related claims
 - 29.2.3 Employer's Liability Insurance – limit £10 million (Ten million pounds sterling) per claim or series of related claims
 - 29.2.4 Professional Indemnity Insurance – Limit £1 million (One million pounds sterling) per claim or series of related claims, if supplying an associated Service
 - 29.2.5 If the Customer/Participating Authority requires a variant level of insurance then this will be requested at the Further Competition/Purchase Order stage of the Individual Contract. Failure to revise the insurance level may cause exclusion from the process. The Supplier is not to offer any level of insurance below that stated in Clauses 29.2.1 to 29.2.4.
 - 29.2.6 The Supplier is responsible for comprehensively insuring all fleet items including vehicles maintained by the Supplier against third party claims and for accidental damage, fire, theft or loss whilst in the custody or control of the Supplier.
 - 29.2.7 any other insurances required under any applicable legislation or at time of Individual Contract.
- 29.3 The following provisions, and the provisions of Clauses 42.2.1.1 to 42.2.1.5 set out both Parties liability (including any liability for the acts and omissions of its employees, agents and Sub-Contractors) in respect of.
 - 29.3.1 any breach of its contractual obligations arising under this Individual Contract; and
 - 29.3.2 any representation statement or tortuous act or omission including negligence arising under or in connection with this Individual Contract
- 29.4 Any act or omission on the part of either Party, its employees, agents or Sub-Contractors falling within Clause 29.3 shall for the purposes of this Clause 29 be known as an 'event of Default'.
- 29.5 The Supplier shall not be liable to the Customer/Participating Authority in respect of any event of Default for loss of profits, goodwill or any type of special indirect or consequential loss (including loss or damage suffered by the Customer/Participating Authority as a result of an action brought by a third party) even if such loss was reasonably foreseeable or the Supplier had been advised of the possibility of the Customer/Participating Authority incurring the same.
- 29.6 If a number of events of Default give rise substantially to the same loss then they shall be regarded as giving rise to only one claim under this Individual Contract.

- 29.7 The Customer/Participating Authority will afford the Supplier an agreed number of days (up to 30 days) in which to remedy any event of Default exclusive of the Service Level Agreement (SLA) associated Key Performance Indicators (KPI's) and the Escalation Procedure (Clause 28).
- 29.8 Except in the case of an event of Default arising under Clause 29.4 the Supplier shall have no liability to the Customer/Participating Authority in respect of any direct losses in the event of Default unless the Customer/Participating Authority shall have served notice of the same upon the Supplier within two (2) years of the date it became aware of the circumstances giving rise to the event of Default or the date when it ought reasonably to have become so aware.
- 29.9 Nothing in this Clause 29 shall confer any right or remedy upon the Customer/Participating Authority to which it would not otherwise be legally entitled.
- 29.10 Should the Supplier fail to provide upon reasonable notice satisfactory evidence of insurance referred to in Clause 29.2, the Customer/Participating Authority may:
- 29.10.1 at its discretion arrange suitable cover. Any premiums paid by the Customer/Participating Authority to affect such insurance on behalf of the Supplier shall be recoverable from the Supplier or, at the Customer/Participating Authority option, deducted from any money owed to the Supplier.
 - 29.10.2 require the Supplier to effect and provide evidence of suitable cover within seven (7) days of notification.
 - 29.10.3 cancel this Individual Contract with immediate effect.

30. Termination

- 30.1 The Customer/Participating Authority may terminate the Individual Contract with justifiable cause, which will be determined by the Parties, on giving the Supplier sixty (60) days' written notice.
- 30.2 The Customer/Participating Authority shall be entitled immediately to terminate the Individual Contract and to recover from the Supplier the amount of any loss resulting from such termination if the Supplier is in Material Breach of any of the terms of this Individual Contract.
- 30.3 The Customer/Participating Authority may terminate the Purchase Order/Individual Contract at any time before all of the Goods and/or Services are delivered by giving written notice and thereafter:
- 30.3.1 the Supplier shall cease to be bound to deliver and the Customer/Participating Authority shall cease to be bound to receive delivery of any further Goods and/or Services;
 - 30.3.2 the Customer/Participating Authority shall cease to be bound to pay that part of the Price that relates to the Goods and/or Services that have not been delivered, unless a termination fee (which cannot exceed the value of the remaining period of the Individual Contract/Order) has been agreed as part of the Individual Contract/Order;

- 30.3.3 the Customer/Participating Authority shall not be liable for any loss or damage whatsoever arising from such termination.
 - 30.4 The Customer/Participating Authority may terminate this Individual Contract at any time, where;
 - 30.4.1 There is an Insolvency Event;
 - 30.4.2 The Supplier or its Affiliates embarrass or bring the Customer/Participating Authority into disrepute or diminish the public trust in them.
 - 30.6 The Supplier shall notify the Customer/Participating Authority as soon as practically possible if the Supplier undergoes a change of control. The Customer/Participating Authority may terminate the Individual Contract by notice within six (6) months of: -
 - 30.6.1 being notified that a change control has occurred; or
 - 30.6.2 where no notification has been made, the date that the Customer/Participating Authority becomes aware of the Change of Control;
- But shall not be allowed to terminate where an approval was granted prior to the Change of Control.

Termination on Default

- 30.7 The Customer/Participating Authority may terminate the Individual Contract by giving written notice to the Supplier with immediate effect if the Supplier commits a Default and if: -
 - 30.7.1 The Supplier has not remedied the Default to the requirements of the Customer/Participating Authority within twenty (20) working days, or such period as may be specified by the Customer/Participating Authority, after issue of a written notice stating the Default and requesting the Default to be remedied; or
 - 30.7.2 the Default is not capable, in the reasonable opinion of the Customer/Participating Authority, of remedy; or
 - 30.7.3 the Default is a Material Breach of the Individual Contract. In the event of a Material Breach the Customer is entitled to claim reasonable costs from the Supplier
- 30.8 If the Customer/Participating Authority fails to pay the Supplier undisputed sums of money when agreed by Individual Contract, the Supplier shall notify the Customer/Participating Authority in writing of such failure to pay. If the Customer/Participating Authority fails to pay such undisputed sums then: -
 - 30.8.1 Interest on payment shall not be subject to the Late Payment of Commercial Debts Interest Act, 1998 and as amended and supplemented by the Late Payment of Commercial Debts Regulations, 2002 until the completion of the Dispute Resolution Process or receipt of the decision from the adjudicator, in accordance with the agreed Dispute Resolution process.
 - 30.8.2 All undisputed sums due from either of the Parties to the other which are not paid on the due date agreed in the Individual Contract shall bear interest from

day to day at the annual rate of 2% over the base lending rate of the Bank of England.

30.9 If the Customer/Participating Authority refuses to pay the outstanding undisputed payments to the Supplier, then the Supplier will be able to terminate the Individual Contract after a period of ninety (90) days of the date of such written notice, save that the such right of termination shall not apply where the Customer/Participating Authority is exercising its rights under Clause 23 (Invoicing and Payment).

30.10 Where a Contract Period is specified in the Individual Contract then the Individual Contract shall come to an end at the end of such Period (if it has not already come to an end or been terminated before that date).

30.11 All termination or coming to an end of this Individual Contract shall be without prejudice to any claims for prior breach of this Individual Contract and all of the conditions which expressly or impliedly have effect after termination of this Individual Contract for any reason will continue to be enforceable notwithstanding such termination or coming to an end.

Framework Agreement

30.12 Individual Contracts will continue to run even if the Framework Agreement is terminated unless terminated by the Customer/Participating Authority under this Clause 30 Termination.

Termination by the Supplier

30.13 The Supplier shall have the right to terminate the Individual Contract /Purchase Order, by giving ninety (90) days' notice:

Consequences of Termination

30.14 Where the Customer/Participating Authority terminates the Individual Contract under Clause Termination on Default (30.7 – 30.11) and then makes other arrangements for the supply of the products the Customer/Participating Authority may recover the reasonable costs, from the original Supplier, incurred to make those arrangements and any additional costs incurred during the remainder of the original Individual Contract Period. Where the Individual Contract is terminated under the Clause Termination on Default (30.7 – 30.11) no further payments shall be payable to the Supplier by the Customer/Participating Authority, until the Customer/Participating Authority has established the final cost for making these arrangements.

31. Recovery upon termination

On termination of the Individual Contract for any reason, the Supplier shall;

31.1 Return to the Customer/Participating Authority all Confidential Information and any IPRs belonging to the Customer/Participating Authority that are in the Suppliers or its Sub-Contractors possession.

31.2 Deliver to the Customer/Participating Authority all property, including materials, documents, information etc. that has been provided by the Customer/Participating Authority.

31.3 Where the end of the Individual Contract arises due to the Suppliers Default, the Supplier shall provide all assistance to complete the Clause 31.1 and 31.2 free of charge

and within timescales stated. If this is not complied with the Supplier shall pay the Customer/Participating Authority additional costs to achieve the stated recovery dates.

- 31.4 Compliance with Clause 31.1 and 31.2 shall be within five (5) working days from termination of the Individual Contract.

32. Data Protection and GDPR

- 32.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer/Participating Authority is the Controller and the Supplier is the Processor. The only processing that the Supplier is authorised to do must be determined by the Contracting Authority and/or Customer/Participating Authority and may not be determined by the Supplier.

- 32.2 The Supplier shall notify the Contracting Authority and/or Customer/Participating Authority without undue delay if it considers that any of the Contracting Authority and/or Customer/Participating Authority's instructions infringe the Data Protection Legislation.

- 32.3 The Supplier shall provide all reasonable assistance to the Contracting Authority and/or Customer/Participating Authority in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Contracting Authority and/or Customer/Participating Authority, include:

32.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;

32.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;

32.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and

32.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

- 32.4 The Supplier shall, in relation to any Personal Data processed in connection with its obligations under this Individual Contract:

32.4.1 process that Personal Data only in accordance with such agreement as stated in Clause 32.1, unless the Supplier is required to do otherwise by Law. If it is so required the Supplier shall promptly notify the Contracting Authority and/or Customer/Participating Authority before processing the Personal Data unless prohibited by Law;

32.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Contracting Authority and/or Customer/Participating Authority as appropriate to protect against a Data Loss Event having taken account of the:

- (i) nature of the data to be protected;
- (ii) harm that might result from a Data Loss Event;
- (iii) state of technological development; and
- (iv) cost of implementing any measures;

32.4.3 ensure that:

- (i) the Supplier personnel do not process Personal Data except in accordance with this Individual Contract;
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Supplier personnel 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;
 - (B) are subject to appropriate confidentiality undertakings with the Supplier or any Sub-Processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Contracting Authority and/or Customer/Participating Authority or as otherwise permitted by this Individual Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;

32.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Contracting Authority and/or Customer/Participating Authority has been obtained and the following conditions are fulfilled:

- (i) the Contracting Authority and/or Customer/Participating Authority or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Contracting Authority and/or Customer/Participating Authority;
- (ii) the Data Subject has enforceable rights and effective legal remedies;
- (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Contracting Authority and/or Customer/Participating Authority in meeting its obligations); and
- (iii) the Supplier complies with any reasonable instructions notified to it in advance by the Contracting Authority and/or Customer/Participating Authority with respect to the processing of the Personal Data;

32.4.5 at the written direction of the Contracting Authority and/or Customer/Participating Authority, delete or return Personal Data (and any copies of it) to the Contracting Authority and/or Customer/Participating Authority on termination of the Individual Contract unless the Supplier is required by Law to retain the Personal Data.

32.5 Subject to Clause 32.6, the Supplier shall notify the Contracting Authority and/or Customer/Participating Authority without undue delay if it:

- 32.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
- 32.5.2 receives a request to rectify, block or erase any Personal Data;
- 32.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- 32.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Individual Contract;

- 32.5.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 32.5.6 becomes aware of a Data Loss Event.
- 32.6 The Supplier's obligation to notify under Clause 32.5 shall include the provision of further information to the Contracting Authority and/or Customer/Participating Authority in phases, as details become available.
- 32.7 Taking into account the nature of the processing, the Supplier shall provide the Contracting Authority and/or Customer/Participating Authority with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 32.5 (and insofar as possible within the timescales reasonably required by the Customer/Participating Authority) including by promptly providing:
- 32.7.1 the Contracting Authority and/or Customer/Participating Authority with full details and copies of the complaint, communication or request;
 - 32.7.2 such assistance as is reasonably requested by the Customer/Participating Authority to enable the Contracting Authority and/or Customer/Participating Authority to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 32.7.3 the Contracting Authority and/or Customer/Participating Authority, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 32.7.4 assistance as requested by the Contracting Authority and/or Customer/Participating Authority following any Data Loss Event;
 - 32.7.5 assistance as requested by the Contracting Authority and/or Customer/Participating Authority with respect to any request from the Information Commissioner's Office, or any consultation by the Contracting Authority and/or Customer/Participating Authority with the Information Commissioner's Office.
- 32.8 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
- 32.8.1 the Contracting Authority and/or Customer/Participating Authority determines that the processing is not occasional;
 - 32.8.2 the Contracting Authority and/or Customer/Participating Authority determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - 32.8.3 the Contracting Authority and/or Customer/Participating Authority determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 32.9 The Supplier shall allow for audits of its data processing activity by the Contracting Authority and/or Customer/Participating Authority or the Contracting Authority and/or Customer/Participating Authority's designated auditor.
- 32.10 The Supplier shall designate a data protection officer if required by the Data Protection Legislation.

32.11 Before allowing any Sub-Processor to process any Personal Data related to this Individual Contract, the Supplier must:

- 32.11.1 notify the Contracting Authority and/or Customer/Participating Authority in writing of the intended Sub-Processor and processing;
- 32.11.2 obtain the written consent of the Contracting Authority and/or Customer/Participating Authority;
- 32.11.3 enter into a written agreement with the Sub-Processor which give effect to the terms set out in this Clause 32 such that they apply to the Sub-Processor; and
- 32.11.4 provide the Contracting Authority and/or Customer/Participating Authority with such information regarding the Sub-Processor as the Contracting Authority and/or Customer/Participating Authority may reasonably require.

32.12 The Supplier shall remain fully liable for all acts or omissions of any Sub-Processor.

32.13 The Contracting Authority and/or Customer/Participating Authority may at any time, on no less than thirty (30) working days' notice, revise this Clause by replacing it with any applicable Controller to Processor standard Clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Individual Contract).

32.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Contracting Authority and/or Customer/Participating Authority may on not less than thirty (30) Working Days' notice to the Supplier amend this Framework Agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

33. Warranty

- 33.1 All Goods must be supplied as a minimum with standard manufacturer's warranty period
- 33.2 Extended warranty may be offered to the Customer/Participating Authority with their agreement. Defective products will be returned in accordance with the agreed returns procedure.
- 33.3 Repairs not included in the manufacturer's warranty may be chargeable. Any charges will be reasonable and with the agreement of the Customer/Participating Authority and the Supplier.
- 33.4 Management of warranty repairs, including parts and labour and issues for all projectors that are in manufacturer's warranty.

34. Finance/Operating Lease

- 34.1 The Supplier should be aware that Schools are not permitted to sign Finance Leases* but Operating Leases* only. It shall be the Suppliers responsibility to ensure that when dealing direct with Customer/ Participating Authority that they ensure that the Customer/Participating Authority, especially in the case of Schools, has the ability to enter into the agreement.

NB* In a Finance Lease agreement, ownership of the property is transferred to the Customer/Participating Authority at the end of the lease term. But, in an Operating

Lease agreement, the ownership of the property is retained during and after the lease term by the Supplier.

- 34.2 If at any point during the contract it is determined that the Supplier has entered into an Agreement with any Customer/ Participating Authority that does not meet the correct and permitted arrangements the contract will be terminated without penalty to the Customer/Participating Authority or the relevant Participating Authority and/or Contracting Authority.
- 34.3 Third party financing will not be acceptable.
- 34.4 Any third party finance required by the Supplier must be under a separate agreement and form no part of this Agreement. Individual Orders will be placed with a Supplier for an agreed fixed quarterly rental for an agreed period of time. No Customer, Participating Authority or Member Authority will sign or be responsible for a separate lease agreement.

35. Intellectual Property Rights (IPRs)

- 35.1 Each Party keeps ownership of its own existing IPRs. The Supplier gives the Customer a non-exclusive, royalty-free, irrevocable, non-transferable non-sub licensable licence to use the Supplier's existing IPR to enable it to both to receive and use the Goods.
- 35.2 Any new IPR created under an Individual Contract, specifically for the purpose of the contract, is owned by the Customer. The Customer gives the Supplier a licence to use any existing IPRs and new IPRs for the purpose of fulfilling its obligations during the Individual Contract Period.
- 35.3 Where a Party acquires ownership of IPRs incorrectly under this Individual 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.
- 35.4 Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos nor trademarks, except as provided in Clause 7 or otherwise agreed in writing.
- 35.5 If there is an IPR Claim, the Supplier indemnifies the Contracting Authority and each Customer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result. The Supplier will have sole control over defending any IPR claim.
- 35.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Customer's sole option, either:
- obtain for the Contracting Authority and the Customer the rights in Clause 35.1 and 35.2 without infringing any third party IPR
 - replace or modify the relevant item with substitutes that don't infringe IPR without adversely affecting the functionality or performance of the Goods

36. Price and Variation

- 36.1 The Price shall be the Price agreed on award of the Individual Contract. The Price shall include:
- 36.1.1 the delivery of the Goods and/or Services and any supporting documentation;
- 36.1.2 the provision of any required supporting Services; and

- 36.1.3 all levies and taxes payable in respect of any costs incurred to facilitate the delivery of Employee Support Services and Benefits and documentation.
- 36.2 The Price shall not include Value Added Tax (VAT) which shall be payable by the Customer/Participating Authority in the manner and at the rate from time to time prescribed by Law.
- 36.3 The Individual Contract Price shall only be varied:
 - 36.3.1 due to a specific change in Law in relation to which the Parties agree that a change is required to all or part of the Individual Contract Price.
 - 36.3.2 where all or part of the Individual Contract Prices are reduced as a result of a reduction in the Framework Agreement Prices

37. Delivery

- 37.1 The Supplier shall provide the Goods and/or Services, on the date(s) specified in the Individual Contract/Purchase Order.
- 37.2 The Goods and/or Services shall be delivered in the manner and quantity specified by the Customer/Participating Authority in the Individual Contract/Purchase Order.
- 37.3 Delivery requirements and associated costs must be agreed in advance with the Customer/Participating Authority.
- 37.4 The Supplier shall, where applicable, be responsible for arranging carriage of the Goods and/or Services at the entire cost and risk of the Supplier.
- 37.5 The Supplier shall use all reasonable endeavours to deliver the Goods and/or Services to the premises stated in the Individual Contract/Purchase Order (and/or, in the case of electronic delivery of Goods and/or Services, to the email address or other electronic location as agreed) and/or to supply the Services by any delivery date specified on the Individual Contract.
- 37.6 The Goods and/or Services shall be deemed not to have been delivered unless and until the Customer/Participating Authority has signed a delivery note acknowledging delivery (and, if specified on the Individual Contract/Purchase Order, installation) of the Goods and/or Services; (and for the avoidance of doubt where the Goods and/or Services are to be delivered by instalments the relevant delivery note for deemed delivery shall be the one signed on delivery of the final instalment) or, in the case of electronic delivery of Goods, the Supplier receives confirmation of receipt.
- 37.7 The Supplier shall notify the Customer/Participating Authority immediately on becoming aware that it may be unable to deliver or install the Goods and/or Services to or at the premises specified in the Individual Contract/Purchase Order on the day and/or time specified in the Individual Contract or Purchase Order in accordance with any instructions specified.
- 37.8 In the event of any failure on the part of the Supplier to deliver the Goods and/or Services in accordance with this Individual Contract/Purchase Order the Customer/Participating Authority may (without prejudice to its other rights under this Individual Contract/Purchase Order):

- 37.8.1 terminate this Individual Contract/Purchase Order as set out in Clause 30 (Termination); or
 - 37.8.2 specify by written notice to the Supplier such revised delivery date(s)/days and/or times as it sees fit, or
 - 37.8.3 Order from an Alternative Supplier. Any additional costs will be passed to the contracted Supplier.
- 37.9 In the case that any of the Goods and/or Services delivered by the Supplier are not in accordance with the terms of this Individual Contract/Purchase Order the Customer/Participating Authority shall have the right to reject such Goods and/or Services within a reasonable time and to purchase Goods and/or Services elsewhere as near as practicable to the same specification and conditions as circumstances shall permit without prejudice to any other right which the Customer/Participating Authority may have against the Supplier; and the making of payment shall not prejudice the Customer/Participating Authority right of rejection.
- 37.10 Any incorrect goods delivered must be collected within one (1) month of notification by the Customer/Participating Authority to the Supplier of incorrect delivery. Failure to do so will result in the Customer/Participating Authority disposing of said items and any disposed Goods will not be paid for.
- 37.11 The Customer/Participating Authority shall have the right to require the Supplier, at the Supplier's own risk and expense, to collect and replace any rejected Goods and if the Supplier does not remove the rejected Goods within the advised timescale the Customer/Participating Authority shall be entitled to arrange for the removal of the Goods and to charge the cost of the removal to the Supplier.
- 37.12 In the event that the Customer/Participating Authority rejects any Goods it may (at its absolute discretion):
- 37.12.1 terminate this Individual Contract/Purchase Order or any part thereof without prejudice to its existing rights and remedies; and/or
 - 37.12.2 recover as a debt due from the Supplier all extra costs and expenses arising from or in connection with the rejection of the Goods including, but not limited to, the cost of purchasing alternative as close to the specification as possible Goods and/or Services from elsewhere.

38. Packaging

- 38.1 All packaging will be considered free and non-returnable unless stated the otherwise. All costs associated with the return of packaging materials will be borne by Supplier(s).
- 38.2 There should be adequate protection to prevent dust penetration into the wrapping and any cardboard cartons used should be of strength capable of resisting crushing.
- 38.3 Any packaging that needs to be kept by the Customer/Participating Authority so that they may return any faulty items under the warranty must be advised at the point of delivery.
- 38.4 Where applicable it is expected that the Suppliers will remove, and dispose of, their own packaging/waste at no charge to the Customer/Participating

Authority.

39. Technical Support

With effect from the acceptance date, as agreed between both Parties, the Supplier shall provide, in respect of all of the Goods and/or Services provided, a level of technical support as defined within the Individual Contract/Purchase Order.

40. Replacement and Substitution of Personnel

If requested by the Customer/Participating Authority to maintain nominated or trained staff to deliver Goods and/or Services then the Supplier shall take all reasonable actions to ensure that nominated staff are maintained to ensure compliance with the request. If staff are replaced or substituted by the Supplier then the Supplier should notify the Customer/Participating Authority and ensure that the replaced or substituted staff are aware of the requirements whilst at the Customer/Participating Authority or other nominated premises.

41. Service Levels and Service Credits

Any Service and Service Credit levels stated in the Individual Contract/Purchase Order will be applicable to this Individual Contract/Purchase Order.

42. Indemnity

42.1 The Supplier will indemnify the Customer/Participating Authority against:

42.1.1 breaches in respect of any matter arising from the supply of the Goods and/or Services resulting in any successful claim by any third party to the extent of the Supplier negligence.

42.2 The Customer/Participating Authority and Supplier Indemnity shall be limited as follows:

42.2.1 Subject to Clause 29.1, the Supplier's total aggregate liability shall be one hundred and twenty-five per cent (125%) of the total value of the Order/Individual Contract for the duration of the Individual Contract Period in respect of all direct liability loss damages costs and expenses (including legal and other professional fees and expenses) awarded against or incurred or paid by the Customer/Participating Authority as a result of or in connection with:

42.2.1.1 any breach (in whole or part) of any of the Warranties on the part of the Supplier contained in Clause 5;

42.2.1.2 any damage to property to the extent that such damage is caused by or relates to or arises from the Goods and/or Services;

42.2.1.3 any claim made against the Customer/Participating Authority in respect of any liability, loss, damage, Cost or expense sustained by the Customer/Participating Authority employees, Sub-Contractors or agents or by any third party to the extent that such liability loss damage cost or expense is caused by or relates to or arises from the Goods;

42.2.1.4 any negligent act or omission of the Supplier or its employees agents or Sub-Contractors in supplying and delivering the Goods and/or

Services which causes financial loss to the Customer/Participating Authority; or

42.2.1.5 any liability which the Customer/Participating Authority incurs under the Consumer Protection Act 1987 as a result of the acts or omissions of the Supplier in providing the Goods and/or Services.

42.3 The Contracting Authority/Customer/Participating Authority will:

- 42.3.1 take all reasonable steps to mitigate its losses in relation to any claim under that indemnity;
- 42.3.2 notify the Supplier as soon as reasonably possible after becoming aware of any claim under the indemnity and specifying the nature of that claim in reasonable detail;
- 42.3.3 not make any admission of liability, agreement or compromise in relation to any such claim under the indemnity without the prior written consent of the Supplier; and
- 42.3.4 give to the Supplier the sole authority to avoid, dispute, compromise or defend the indemnity claim.

43. Set-Off and Counterclaim

The Customer/Participating Authority may set off against any sums due to the Supplier, whether under this Purchase Order/Individual Contract or otherwise, any lawful set-off or counterclaim to which the Customer/Participating Authority may at any time be entitled.

44. Publicity

- 44.1 The Supplier shall not, without prior written permission of the Customer/Participating Authority advertise or publicly announce that the Supplier is undertaking work for any Customer/Participating Authority and shall take responsible steps to ensure that its servants, employees, agents, Sub-Contractors, Suppliers, professional advisors and consultants comply with this Clause.
- 44.2 The Customer/Participating Authority shall be entitled to publicise in accordance with legal obligation upon the Customer/Participating Authority, including any examination of the Individual Contract by an auditor.
- 44.3 The Supplier shall not do anything to damage the reputation of the Customer/Participating Authority or bring the Customer/Participating Authority into disrepute.

45. Security

- 45.1 The Supplier shall comply with all reasonable requests from the Customer/Participating Authority whilst delivering to the Customer/Participating Authority's premises or premises under the control or responsibility of the Customer/Participating Authority.
- 45.2 The Customer/Participating Authority shall provide to the Supplier all information available to ensure that the Supplier can comply with Clause 45.1.

46. Records and Audit Access

- 46.1 The Supplier shall keep all full and accurate records and accounts appertaining the Individual Contract for one (1) year after expiry of the Individual Contract termination, or as long as required by the Individual Contract.
- 46.2 The Supplier shall ensure that all accounting records are kept in accordance with good accounting practise.
- 46.3 The Supplier shall, on request, allow the Customer/Participating Authority and its auditors such access to Individual Contract related documentation as may be required from time to time.
- 46.4 Documentation relating to accounts and specifically identified records as requested by the Customer/Participating Authority and its auditor must be made available to the Customer/Participating Authority as identified and for a period of one (1) year after expiry of the Individual Contract.
- 46.5 The Customer/Participating Authority will make all reasonable endeavours to ensure that any audit of the Supplier causes minimal delay or disruption to the Supplier. The Supplier accepts that direct control of the auditor is outside the control of the Customer/Participating Authority.
- 46.6 Subject to the Customer/Participating Authority's rights on Confidential Information the Supplier will provide the auditors with all reasonable assistance to complete the audit.
- 46.7 Both Parties agree that there will be no cost to either Party, unless a Material Breach is identified in which case the Supplier will reimburse the Customer/Participating Authority with all costs incurred in relation to that audit and subsequent action in relation to the identified Material Breach.

47. Variation

- 47.1 Subject to the provisions of this Clause 47, the Customer/Participating Authority may request a variation to Goods and/or Services ordered provided that such variation does not amount to a material change to the Order. Such a change is hereinafter called a "variation".
- 47.2 The Customer/Participating Authority may request a variation by completing and sending the variation form attached at Appendix 1 ("Change Control Notice") to the Supplier giving sufficient information for the Supplier to assess the extent of the variation and any additional cost that may be incurred. The Supplier shall respond to a request for a variation within the time limits specified in the Change Control Notice. Such time limits shall be reasonable having regard to the nature of the Order.
- 47.3 In the event that the Supplier is unable to provide the variation to the Goods and/or Services or where the Parties are unable to agree a change to the Individual Contract Price, the Customer/Participating Authority may: -
 - 47.3.1 agree to continue to perform their obligations under the Individual Contract without the variation; or
 - 47.3.2 terminate the Individual Contract with immediate effect, except where the Supplier has already delivered part or all of the Order in accordance with the Order form or where the Supplier can show evidence of substantial work

being carried out to fulfil the Order, and in such a case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution Procedure detailed at Clause 19.

- 47.4 If the Parties agree the variation and any variation in the Individual Contract Price, the Supplier shall carry out such variation and be bound by the same provisions so far as is applicable, as though such variation was stated in the Individual Contract.

48. Remedies in the Event of Inadequate Performance

- 48.1 Where a complaint is received about the standard of Goods and/or Services or about the manner in which any Goods and/or Services have been supplied or about the materials or procedures used or about any other matter connected with the performance of the Suppliers obligations under the Individual Contract, then the Customer/Participating Authority shall take all reasonable steps to investigate the complaint. The Customer/Participating Authority may, in its sole discretion, uphold the complaint, or take further action in accordance with Clause 30.7 – 30.11 Termination - (Termination on Default) of the Individual Contract.

- 48.2 In the event that the Customer/Participating Authority is of the reasonable opinion that there has been a Material Breach of the Individual Contract by the Supplier, then the Customer/Participating Authority may, without prejudice to its rights under 31.7 – 31.11 Termination - (Termination on Default), do any of the following:-

48.2.1 without terminating the Individual Contract, itself supply or procure the supply of all or part of the Goods and/or Services until such time as the Supplier shall have demonstrated to the reasonable satisfaction of the Customer/Participating Authority that the Supplier will once more be able to supply all or such part of the Goods and/or Services in accordance with the Individual Contract;

48.2.2 without terminating the whole of the Individual Contract, terminate the Individual Contract in respect of part of the Goods and/or Services only (whereupon a corresponding reduction in the Individual Contract Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Goods and/or Services;

48.2.3 terminate, in accordance with Clause 30.7–30.11 – Termination - (Termination on Default), the whole of the Individual Contract; and/or

48.2.4 charge the Supplier for, and the Supplier shall pay, any costs reasonably incurred by the Customer/Participating Authority (including any reasonable administration costs) in respect of the supply of any part of the Goods and/or Services by the Supplier or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Supplier for such part of the Goods and/or Services and provided that the Customer/Participating Authority uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Goods and/or Services.

- 48.3 If the Supplier fails to supply any of the Goods and/or Services in accordance with the provisions of the Individual Contract and such failure is capable of remedy, then the Customer/Participating Authority shall instruct the Supplier to remedy the failure and the Supplier shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within three (3) working days of the Customer/Participating

Authority's instructions or such other period of time as the Customer/Participating Authority may direct.

48.4 In the event that the Supplier: -

48.4.1 fails to comply with Clause 48.3 above and the failure is materially adverse to the interests of the Customer/Participating Authority or prevents the Customer/Participating Authority from discharging a statutory duty; or

48.4.2 persistently fails to comply with Clause 48.3 above;
The Customer/Participating Authority may terminate the Individual Contract with immediate effect by giving the Supplier notice in writing.

48.5 Without prejudice to any other right or remedy which the Customer/Participating Authority may have, if any Goods and/or Services are not supplied in accordance with, or the Supplier fails to comply with any of the terms of the Individual Contract, the Customer/Participating Authority shall be entitled to avail itself of any one or more of the following remedies at its discretion whether or not any part of the Goods and/or Services have been accepted by the Customer/Participating Authority: -

48.5.1 to rescind the Order;

48.5.2 to reject the Goods and/or Services (in whole or in part) and return them to the Supplier at the risk and cost of the Supplier on the basis that a full refund for the Goods and/or Services so returned shall be paid forthwith by the Customer/Participating Authority;

48.5.3 at the Customer/Participating Authority's option to give the Supplier the opportunity at the Suppliers expense to either remedy any defect in the Goods and/or Services or to supply replacement Goods and/or Services and carry out any other necessary work to ensure that the terms of the Individual Contract are fulfilled;

48.5.4 to refuse to accept any further deliveries of the Goods and/or Services but without any liability to the Customer/Participating Authority;

48.5.5 to carry out, at the Suppliers expense, any work necessary to make the Goods and/or Services comply with the Individual Contract; and

48.5.6 to claim such damages as may have been sustained in consequence of the Suppliers breach or breaches of the Individual Contract.

49. Monitoring of Contract Performance

The Supplier shall comply with the monitoring arrangements set out in the Individual Contract/ Order form including, but not limited to, providing such data and information as the Customer/Participating Authority may be required to produce under the Individual Contract.

50. DBS Checks

Throughout the duration of this Framework Agreement there may be occasions when Suppliers staff will be required to visit Customers/Participating Authorities that, due to the nature of their activity, require those working on or visiting the premises to have been Disclosure and Barring Service (DBS) checked. These sites might include schools, homes for vulnerable adults, blue light premises etc. In addition to standard DBS rating

it may also be necessary for Suppliers staff to be DBS checked to an Enhanced Level. Such requirements will be advised to the Supplier prior to or at placement of Order and/or during any Further Competition opportunity.

The Supplier is responsible for ensuring that all staff undertaking such activity have been appropriately DBS checked prior to commencement of any such work.

Failure of the Supplier to ensure that its staff has been appropriately DBS checked may result in the Supplier being suspended or removed from the Framework Agreement.

51. TUPE

In cases where there is a potential for staff movement from either the Customer or current provider the Supplier shall take full responsibility to ensure that the TUPE regulations will be met in full. Any such requirement will be set out 'locally' by the Customer at the Further Competition/Direct Award stage and agreed prior to Individual Contract award.

APPENDIX C

Specification

Introduction

The Department for Environment Food and Rural Affairs - (Defra) is seeking to provide an online Employee Benefits platform that includes:

- **Reward and Recognition Scheme** – the provision of an employee recognition system that enables peer to peer and manager recognition, team recognition (both monetary and social), with links to the discount scheme where required, and tenure recognition.
- **Employee Discounts Scheme** - a service from which employees can access a range of discounts on goods and services, including branded high street names as well as local offers.
- **Sustainability Benefits** - A service that will provide innovative engagement and understanding with staff regarding this new employee market, highlighting their findings within their current offer through their platform.
- **Technology and Smartphone Scheme** - a service that allows employees to get instant access to free financing from their employer on the latest white goods and technology products.
- **Wellbeing Centre** – A service that provides content and resources to help encourage positive financial, physical and mental health.
- **Gym Discounts** – A services that provides employees with access to discounted gym and leisure centre memberships, which also includes fitness classes, studios & bootcamps, both in-person and online.
- **Financial Wellbeing** – A service that provides employees with access to Financial Wellbeing education service and products aimed at improving employees' financial wellbeing, such as affordable borrowing and competitive savings including Help to Save.

The successful supplier will be expected to consistently demonstrate that they can provide best value and service throughout the term of the contract.

Supplier responses should demonstrate how they will support Defra to deliver a solution that enables the Core department, Agencies and ALB's to retain their individual identities whilst maintaining the existing group branding and approach.

Responses should demonstrate how suppliers will support Defra group to remain Employee Benefits leaders across Civil Service.

Responses should demonstrate how suppliers will support Defra's environmental ambition, by helping to create an Employee Benefits solution that means their employees can live and work more sustainably. This should include how they will engage with suppliers and products in the sustainable benefits field.

Defra group does not guarantee volumes, and the indicative volumes provided are subject to fluctuation, future policy changes and budgetary constraints.

The contract term will be 1 year with the option to extend for an additional 1 year.

The service fees, where applicable, shall be reviewed on the contract anniversary and shall be based on the most recently available headcount data, provided by the Defra group Employee Benefits Team.

Background

The Department for Environment, Food and Rural Affairs (Defra) offers voluntary Employee Benefits, supporting the vision for the Defra group which is at the heart of our strategy:

- Creating a great place for living
- Creating a great place to work

Defra group needs to ensure employee benefits are offered as a key part of the Department's Employee Value Proposition (EVP) strategy to attract and retain our workforce and meet the UK Government and Defra groups green ambition by 2033

Defra group is a ministerial department, supported by 35 agencies and public bodies, to be included within this provision are:

- Defra group Core
- Rural Payments Agency
- Natural England
- Animal & Plant Health Agency
- Environment Agency
- Veterinary Medicines Directorate
- Marine Management Organisation
- Centre for Environment, Fisheries & Aquaculture Science
- Joint Nature Conservation Committee
- Forestry England
- Forest Research
- Forest Service
- Office of Environmental Protection
- National Forestry Company
- Consumer Council for Water

Each agency and ALB within the Defra group is an independent employer and may have individual and bespoke access and options under the agreed contract.

Defra group has a total headcount of 36,000 employees (as of January 2025). The employee base is diverse and geographically dispersed.

Reward and Recognition Scheme – The Supplier shall provide a reward and recognition scheme covering a range of reward and recognition awards, including tenure awards. The awards shall be made through vouchers and gift cards covering a range of goods and services and shall include branded high street names as well as local offers as requested by Defra group.

Employee Discounts Scheme - The Supplier shall provide employee discounts on a range of goods and services. These shall appeal to the diverse employee base of Defra group and shall include branded high street names as well as local offers.

Sustainability Benefits - The Supplier shall provide full details of how they are engaging with suppliers and understanding innovation within this new employee market. They should include what current products they provide such as solar power, electric vehicle charging etc and what actions they are taking to highlight their findings within their current offer through their platform

Technology, Home Appliances and Smartphone Scheme – The Supplier shall provide a service that allows employees to get instant access to free financing from their employer on the latest white goods, telecommunications and technology products from leading manufacturers.

Wellbeing Centre - The Supplier shall provide employees with access to a Wellbeing Centre that covers Financial Wellbeing, Mental and Physical Health and Mindfulness.

Gym Discounts - The Supplier shall provide employees with access to discounted gym and leisure membership, which also includes classes, studios & bootcamps, both in-person and online.

2. The Online Employee Benefits Platform

The Supplier shall provide a centrally branded Online Employee Benefits Platform capable of reflecting each Defra group Organisations (Orgs) individual identities to access the benefits. This platform will allow for single sign on access to any other employee benefits that Defra group may have from other suppliers.

Features and Functionality

The Online Employee Benefits Platform shall be available 24/7, 365/366 days a year and have the following features:

- 2.1.1 Be capable of hosting all Defra group Orgs seeking to use the service, and their employees
- 2.1.2 Be capable of providing Users direct access to a third-party benefit providers website
- 2.1.3 Must be a secure system and include a process to ensure that employees registering as Users on the system are verified employees of the Defra group
- 2.1.4 Shall provide the option for Users to access the benefits portal and to receive communications and marketing using a personal email account. Use of a personal email account shall be permissible only after the User has been verified as an employee of the Defra group.
- 2.1.5 Shall provide the option for Users to opt out of any or all communications from the Supplier.
- 2.1.6 Shall provide an interface with Defra group systems as required, Contracting Authorities and HR/payroll system providers. This shall be specified at Call-Off stage.
- 2.1.7 Be configured to protect against fraud and that there is an option for Defra group to make system adaptations to meet organisational needs.
- 2.1.8 Shall be capable of accepting uploads from the Defra groups systems and of exporting data back to the Defra groups in an agreed format.
- 2.1.9 Be capable of hosting total reward statements which must be updated automatically with the value of any savings or cashback received and the value of any employees' tax or national insurance (NI) savings.
- 2.1.10 Be capable of providing benefits during a monthly/annual 'Election Window' or as an anytime benefit. The dates of any election window shall be agreed by the Defra group.

- 2.1.11 Shall clearly display use of any cookies and an explanation of the meaning and working of cookies.
- 2.1.12 Shall clearly state helpdesk contact details prior to User sign-in.
- 2.1.13 Shall be possible to enter, amend and delete details of Users and their associated orders, voucher values, etc in accordance with the Supplier and Defra group's permissions as agreed at Call-Off Contract stage.
- 2.1.14 Shall be possible to add/ delete and amend details of vouchers, goods and services and equipment from the range of options.
- 2.1.15 Shall be capable of providing email confirmation (including to a personal email address) to the User of the benefits selected and any transactions.
- 2.1.16 Shall be capable of displaying options so that they are easily visible and displayed in a way that makes options clear and easy to compare.
- 2.1.17 Shall be capable of providing an online audit trail to track the activity of Users
- 2.1.18 Shall be capable of setting a limit on the value of the vouchers which can be ordered in accordance with the Defra group's policy.
- 2.1.19 Shall be capable of restricting the choice of benefits a User can take up in accordance with the Defra group's policies and the benefits selected in their Call-Off Contracts
- 2.1.20 The Supplier shall ensure that the Online Employee Benefits Platform has the capability to allow Defra group users at any time- 24/7 - to allocate administrator roles which may include, but not limited to:
 - registering / de-registering Users
 - approving User requests
 - Approving/rejecting awards
 - amending User personal details
 - viewing MI Data / dashboards
- 2.1.21 The Supplier shall work with each Defra group Org to ensure that reports are provided to the Supplier to confirm which employees should have access to order from and authorise each benefit. The Defra group should have admin rights to access reports 24/7
- 2.1.22 The Supplier shall work with each Defra group to define the required fields each administrator or User will need to complete when ordering.

- 2.1.23 The Supplier shall note that Defra group may have policies in place regarding eligibility. Where this is the case, the system shall ensure that ineligible employees cannot select any disallowed benefits.
- 2.1.24 The Supplier shall ensure compatibility testing is undertaken with Defra group's Orgs to ensure the system is compatible with different web browsers organisations use, and that system software updates are maintained
- 2.1.25 The Supplier shall ensure that all relevant terms and conditions are clearly displayed on the Online Employee Benefits Platform and that where any agreement is produced, a record is held for the life of the agreement and for a period thereafter to be agreed with the Defra group.
- 2.1.26 The Supplier shall ensure that documentation is readily available for the employee to view and/or print at nil cost and a copy must be available to the Defra group.
- 2.1.27 The Supplier shall ensure that all segments meet bespoke Defra group design and branding.

2.2 Access

- 2.2.1 The Supplier shall provide a 24/7 Online Employee Benefits Platform with a secure single sign on functionality to enable access to all the benefits. The service shall be closely integrated with internal systems to ensure a simple, seamless journey for Users.
- 2.2.2 The Supplier shall ensure that the Online Employee Benefits Platform shall be accessible by Users via the internet from work or home locations and via apps on both work and home mobile devices.
- 2.2.3 The Supplier shall ensure when entering a password the eye option is available to check it is correct to avoid lock out.
- 2.2.4 The Online Employee Benefits Platform shall be accessible through all internet devices – for example, laptops, mobile phones, and tablets, and shall be adjusted according to the device for easy navigation.
- 2.2.5 Access to the Online Employee Benefits Platform shall be through all internet browsers. The Supplier shall monitor access to ensure that the online employee Benefits Platform is accessible using any new technology that becomes available.
- 2.2.6 The Online Employee Benefits Platform shall adhere to the principles outlined in the Government Service Design Manual, NCSC Cloud Security Principles. The Supplier shall allow access to the on-line benefits platform in accordance with the Defra group's security policies.

2.2.7 If the Supplier's Online Employee Benefits Platform contains web access for employees, appropriate controls must be in place to ensure that individual employees are only able to access and review details of their own benefits arrangements. It must be possible to limit access to the Online Employee Benefits Platform, services and application by function and role. For example: controls shall be required if Defra group employees were to be provided with access in respect of report production or for other functions for example housekeeping, maintenance of drop-down tables etc.

2.2.8 Reporting to have the functionality to be segmented so that individual Defra group organisations can access and produce their own reports without seeing data of other Defra group orgs.

2.3 Maintenance and Upgrades

2.3.1 The Supplier shall ensure full User testing is undertaken with Defra groups to ensure that the platform is fully operational and meets individual Defra group requirements.

2.3.2 The Supplier shall ensure that scheduled Supplier system maintenance and system upgrades are implemented as soon as is practicable. Maintenance and system upgrades:

A) shall be provided by the Supplier at no additional cost.

B) shall occur outside the hours of 07:30 to 20:00 GMT (or BST as appropriate) Monday to Friday; and

C) shall be tested via the Defra group networks prior to the upgrade version release going live. The Supplier shall inform the Defra group of the key benefits of system upgrades as appropriate and in advance of the action being taken

2.3.3 The Supplier shall ensure that notification of scheduled maintenance and/or system upgrades is provided to all Defra group lead contacts which will be provided at Call-Off Stage. A message shall be placed on the online employee Benefits Platform at least 2 weeks in advance of the action taking place, followed by subsequent reminders 48 and 24 hours prior to the upgrade to the Users.

2.3.4 The Supplier shall, if any supporting action is required by the Defra group to assist the Supplier with a system upgrade, provide full details of the required assistance at least 2 weeks in advance.

3. Reward and Recognition Scheme

3.1 Scheme Information:

3.1.2 The Reward and Recognition Scheme provides Defra group and their employees with access to a range of multi-choice,

branded, high quality, reward and recognition vouchers, external supplier sites and gift cards to nominated employees.

- 3.1.3 Reward and recognition vouchers and gift cards can help fulfil Defra groups' objectives in a cost-efficient manner, as a motivator to ensure optimum productivity and staff retention. The awards made for exceptional individual and/or team performance, loyalty and service need not be expensive since their symbolic value is greater than their monetary worth.
- 3.1.4 Loyalty, reward and recognition vouchers and gift cards have been a popular choice for Defra groups employee incentive schemes as they are flexible and not only fit within budget but also allow the recipient to select their own gift.
- 3.1.5 Tenure recognition scheme to be provided with e-cards being sent on or before tenure anniversary which will be specified by the Defra group at Call-Off stage.

3.2 Mandatory Requirements

- 3.2.1 The Supplier shall provide on demand access to nominated Users to vouchers, external supplier sites and gift cards that are redeemable at a wide range of outlets throughout the UK and online. This may include local outlets as specified by the Defra group at Call-Off stage.
- 3.2.2 The supplier shall ensure that a high-quality range of multi-choice rewards are available.
- 3.2.3 The Supplier shall ensure that rewards are valid for a period specified by the Defra group, from the date of the reward notification to the employee, to the date that the order for a voucher or gift card is placed.
- 3.2.4 The Supplier shall make clear to the employee the period of validity of the award and any subsequent voucher or gift card against which it is redeemed.
- 3.2.5 The Supplier shall ensure that the range of vouchers and gift cards on offer appeal to the diverse employee base of the Defra groups and include sustainable retail options.
- 3.2.6 The Supplier shall provide vouchers and gift cards to employees that are available in all formats provided by the retailer (e.g., physical gift cards and e-vouchers).
- 3.2.7 The Supplier shall ensure the system meets the different authorisation and invoicing requirements of Defra group Orgs and shall work closely with each Contracted Authority's payroll teams and finance teams to deliver this. This includes setting up an authoriser based on specific data fields to be agreed with Defra group Orgs.

- 3.2.8 The Supplier shall operate an efficient process for the payment of e-vouchers and gift cards.
- 3.2.9 The Supplier shall provide account information to support invoicing and to enable the Defra group to develop their policy and monitor the success of their Reward and Recognition Scheme. This should be a line-by-line dataset showing each award. The content, format and frequency shall be specified by the Defra group at Call-Off stage.
- 3.2.10 The Supplier shall notify the Defra group immediately and in advance if the organisational account is to be put on hold and provide the reasons for this. The Supplier shall provide sufficient notice to the Defra group to enable the Defra group to resolve the issue and minimise disruption for orders being processed.
- 3.2.11 The Supplier shall provide the option for each administrator to personalise a 'Thank You' email to the employee of an award.
- 3.2.12 The Supplier shall notify the Authority and Defra group immediately if a retailer has ceased participation in offering vouchers and gift cards.
- 3.2.13 The Supplier shall ensure all users have visibility of awards they have received and also submitted for others, historical and current, showing current status and where they are in the system (i.e. name of approver if award is awaiting approval).
- 3.2.14 All users to have full visibility of awards, including reason, value & nominator for historical and current awards they have received.
- 3.2.15 Managers to have visibility of their direct reportees awards including reason, value and nominator for both historic and current awards via a dashboard

3.3 Voucher Redemption

3.3.1 The Supplier shall ensure that the vouchers and gift cards include but are not limited to:

- accepted as full or part payment.
- accepted throughout a wide range of Retail Outlets, Retail Groups, Specific Retailers and High Street Stores, including Sustainable retail options.
- redeemable against entertainment events, outlets, and leisure attractions.
- redeemable against hotel bookings.
- redeemable for online and in-store purchases; and

- refundable to the Contracted Authority, in the event, the retailer goes into receivership or ceases trading.

3.3.2 The Supplier shall send reminders, as requested by Defra group, to employees that they have an award that they can convert to a voucher or gift card.

3.4 Voucher Value

3.4.1 The Supplier shall ensure that each Defra group Org is able to put a maximum and minimum cap on the amount that can be awarded to an employee according to their reward policies.

3.4.2 The Supplier shall supply individual award vouchers and gift cards between the minimum and maximum value if specified by each individual Defra group Org at Call-Off Contract stage.

3.4.3 The Supplier shall provide all vouchers and gift cards in different denominations as offered by the retailer.

3.4.4 The Supplier shall provide the option for the employee of the Defra group to redeem the full value of the award from either one retailer or from a multiple of retailers.

3.5 Lost or stolen orders and cancelling orders

3.5.1 The Supplier shall provide cover for lost or stolen orders up to the point of delivery to the delivery address, including if delivered to an incorrect postal or email address and shall have in place a system to provide replacement vouchers or gift cards at nil cost to the Defra group or employee.

3.5.2 The Supplier shall have in place procedures to provide replacement vouchers and gift cards at no extra cost where these have not been received by the employee if the voucher or gift card has not been redeemed.

3.5.3 The Supplier shall provide the option for the Defra group Orgs to cancel orders for recognition vouchers and gift cards prior to issue at nil cost to the Defra group.

3.5.4 The Supplier shall be able to track and report on the status of orders.

3.5.5 The Supplier shall handle enquiries from Defra groups administrators giving information as to the status (tracking and processing) of their orders.

3.6 Non-financial / Social recognition - E-Cards

- 3.6.1 Social recognition is a form of employee recognition. That shows appreciation to an individual with no monetary value attached. Social recognition, or peer-to-peer recognition, is the act of employees empowering and acknowledging one another for great work. It is a meaningful source of motivation and, when it's a company habit, it becomes the backbone to an inclusive and collaborative working environment. The result is a sense of belonging, purpose, and achievement throughout the workforce.
- 3.6.2 The Supplier shall provide a social recognition program with Defra group bespoke branding that will allow anyone in a Defra group Org to share experiences, award achievements, and extend congratulations to a colleague either in their own or one of the other Defra group Orgs.
- 3.6.3 Social recognition provides Defra group Orgs and their employees with access to a range of e-cards, including Defra group Value based cards, and the option to create new bespoke e-cards as required

3.7 E-Card Mandatory Requirements

- 3.7.1 The Supplier shall provide on demand access for all Defra group Orgs and their employees to a range of bespoke e-cards, including Defra group Value based cards but not limited to.
- 3.7.2 The Supplier shall provide a social recognition program with Defra group bespoke branding that will allow anyone in one Defra group Org to share experiences, award achievements, and extend congratulations to a colleague either in their own or one of the other Defra group Orgs.
- 3.7.3 The supplier shall ensure that a high-quality range of multi-choice e-cards are available.
- 3.7.4 The Supplier shall ensure that the range of e-cards on offer appeal to the diverse employee base of the Defra groups.
- 3.7.5 The Supplier shall provide account information to support full reporting of e-cards including the ability to show results as a whole Defra group and also by individual Org that can be drilled down to an individual to allow evaluation and to monitor the success of the recognition scheme. This should be a line-by-line dataset showing each award. The content, format and frequency shall be specified by the Defra group at Call-Off stage.
- 3.7.6 The Supplier shall notify the Defra group immediately and in advance if the organisational account is to be put on hold and provide the reasons for this. The Supplier shall provide

sufficient notice to the Defra group to enable the Defra group to resolve the issue and minimise disruption

3.7.7 The Supplier should provide access to Defra group administrators to upload new e-cards and manage content

3.7.8 All employees should have the option to make their e-card recognition private within their account settings.

3.7.9 E-cards should have the option to be sent to an individual or a group of people.

3.8 Reward & Recognition Access & Reporting

3.8.1 The Supplier will provide 24/7, 365 day access to the Defra group Administrators to full back-end access for MI which should contain but not be limited to:

- ability to manage content within, including creation and deactivation
- ability to approve and reject nominations
- search using nomination ID or Member Name
- overview of Balance and ability to request credit
- ability to View all programmes and categories for each Defra group org
- ability to manually upload awards

3.8.2 The Supplier will provide access to a single detailed nomination report for each nomination programme and Defra group org, including Approved, Pending and Rejected Awards by chosen date. This should be segmented, so each organisation can access the reports for their organisation only, for GDPR reasons. This should contain the following information:

Nomination ID, Issue Date, Status ie
pending/approved/rejected, Name (Nominee), Nominee ID, Award Type, Approved Award Type, Award Value, Name (Nominator), Nominator ID, Grade (Nominator), Organisation (Nominator), Cost Center (Nominator), Name (Approver), Payroll Number (Approver), Approved Value, Approved Date, Grade (Nominee), Organisation (Nominee), Cost Center (Nominee), Award Reason:

3.8.3 The Supplier will provide access to a single detailed report for all nominations categories detailing cancelled awards by chosen dates, i.e. if awards have been approved incorrectly and require revoking. This should be segmented, so each organisation can access the reports for their organisation only, for GDPR reasons.

3.8.4 The Supplier will provide access to a single detailed recognition report for all nomination categories detailing Manually Uploaded Awards by chosen dates. This should be segmented,

so each organisation can access the reports for their organisation only, for GDPR reasons.

4. Employee Discount Scheme

4.1 Scheme Information

4.1.1 An Employee Discount Scheme allows Defra group to offer invaluable money-saving opportunities to their employees by allowing them to take advantage of meaningful discounts on an extensive range of goods and services.

4.2 Mandatory Requirements

4.2.1 The Supplier shall provide through a fully automated system, a simple to operate, comprehensive Employee Discount Scheme where Defra group employees can take advantage of discounts on a range of goods and services.

4.2.2 The Supplier shall ensure that the range of products and services on offer via discounts, retail vouchers, online savings, and cashbacks appeal to the diverse employee base of Defra group and its employees to support their green ambitions.

4.2.3 The Supplier shall ensure that the scheme offers a sustainable and wide range of established, branded products and services as well as local discounts at attractive, discounted rates from an extensive range of retailers and service providers.

4.2.4 The Supplier shall ensure that the range of products and services available shall include offers such as, but not limited to, discounts on supermarket, shopping, food and drink, white goods, technology, entertainment, cinema and leisure, health and wellbeing, holiday and travel, retail vouchers, cashback, and discount cards.

4.2.5 The Supplier shall ensure that the cashback savings can be used against purchases on the Supplier's employee Discounts site.

4.2.6 The Supplier shall issue employees (at no cost to the Defra group) with a replacement paper voucher, re-loadable electronic top up card, electronic print off voucher, SMS voucher or a refund if any Company they have purchased vouchers for ceases to accept the voucher and/or ceases to trade.

4.2.7 The Supplier shall provide a Local Discount section where Defra group Administrators can add local offers / manage content

4.3 Discounts

The Supplier shall:

- 4.3.1 ensure the discounts offered are competitive compared with similar Employee Benefits Schemes in the market and provide comparison data to the Defra group as requested or as part of the review meetings.
- 4.3.2 be able to offer a range of special offers, including seasonal offers that are better value than the usual discount offer.
- 4.3.3 record and manage any cashback that an employee has earned online in dedicated accounts for employees that enables employees to use the funds against purchases on the site, to transfer the funds into their own personal bank account at any time or donate to charity.
- 4.3.4 provide a range of re-loadable electronic top up cards, electronic print off instant and reloadable vouchers, and SMS vouchers that can be purchased at less than face value, and dispatched at no cost to the employee, ensuring that as many discounts as possible are offered as an e-solution.
- 4.3.5 ensure that the time taken to top up vouchers and gift cards shall be no longer than the retailers' top up period.
- 4.3.6 ensure that e-vouchers/instant vouchers are produced immediately.
- 4.3.7 allow employees to suggest local or regional companies to be incorporated in the scheme.
- 4.3.8 support local businesses through offering a significant number of local and regional offers in addition to national offers and can negotiate directly with local and regional companies. The Supplier should be able to incorporate existing local discounts or local discounts negotiated by the Defra group onto their site at no additional cost.
- 4.3.9 The Supplier shall notify the Authority and Defra groups of any change to the level of retailer discount as this becomes known and the date of any change in the offer to employees.

4.4 New Offers

The Supplier shall:

- 4.4.1 ensure that all offers available are kept up to date throughout the life of the contract.
- 4.4.2 be able to source new products and services as requested by Defra groups.
- 4.4.3 research the market to source new and more competitive discounts and special offers.
- 4.4.4 continually monitor and review the uptake of offers to identify best sellers, with Defra group agreement, remove, and replace

those with low uptake and publicise new additions to the scheme.

4.4.5 communicate with Defra group before including any new offers on the site to inform them of the proposed offers allowing 7 days for them to veto the offering if they desire. Defra group retain the absolute right to refuse to list or present certain offers or companies to their employees. Defra group may wish to refuse to list certain goods or services depending on the nature of their business.

4.4.6 not make any offer or new product ranges available to Defra group and its employees until they have been approved to be offered.

4.4.7 ensure that any changes are communicated to Defra group and additional communications shall be sent to employees.

4.5 Processing Requests

The Supplier shall:

4.5.1 provide and maintain an employee Discounts web page hosting online ordering.

4.5.2 process all requests for cash back transfers so that it reaches the employee's bank account within 10 working days of the employee making a request or an alternative period specified by Defra group.

4.5.3 allow employees to pay for discounts by either debit or credit cards. Any transaction fees associated with credit card payments shall be clearly shown to the employee against each purchase prior to completion of the transaction.

4.6 Gifting Hub

The Supplier shall:

4.6.1 provide a gifting hub on the platform, where employees can purchase discounted vouchers, and gift them via email

4.6.2 at purchase, employees should have the option to send immediately or on a chosen date (at 09:00 hours)

4.6.3 a selection of celebratory e-cards should be available for colleagues to choose from

5. Sustainable Benefits

5.1 Scheme Information

- 5.1.1 Green employee benefits allow Defra group to offer environmentally friendly perks and incentives and invaluable money-saving opportunities to their employees that encourage and promote sustainable living.

5.2 Mandatory Requirements

- 5.2.1 Suppliers will support Defra's environmental ambition, by helping to create an Employee Benefits solution that means their employees can live and work more sustainably. This should include how they will engage with suppliers and products in the sustainable benefits field.
- 5.2.2 The supplier shall source the market to provide discounts and cashback on new and Sustainable products. Including energy-saving products and eco-friendly services. Examples could include discounts on solar panels and electric vehicle charging.
- 5.2.3 Suppliers should include what current products they provide such as discounts on solar power, heat-pumps, insulation, electric vehicle charging etc and what actions they are taking to highlight their findings within their current offer through their platform.
- 5.2.4 Suppliers to source discounts/offers to help promote sustainable travel, including cycling supplies and public transport discounts.
- 5.2.5 Suppliers to explore available options to encourage employees to live more sustainable lives and improve their carbon footprint.

6. Technology and White goods Scheme

6.1 Scheme Information

- 6.1.1 The Technology scheme provides Defra group employees with consumer Technology and white goods discounts on the most up to date consumer products from leading manufacturers through retail outlets, both in-store and online
- 6.1.2 The scheme will provide the option for employees to use this scheme through, an interest free net pay deduction option.
- 6.1.3 There should be no mark-up – the price that the employee pays through the scheme must not be more than they would pay if going directly to the retailer.

6.2 Mandatory Requirements

- 6.2.1 The Supplier shall provide through a fully automated system, a simple to operate scheme for members to access, view and select technology and white goods.
- 6.2.2 The Supplier shall offer optional early leaver cover to cover against the occurrence of an employee leaving the organisation and exiting the scheme with payment outstanding where this is requested by the Defra group. This shall be specified at call-off stage.
- 6.2.3 The Supplier shall provide a facility for employees to discuss their technology and needs and the options available, including specification details and suitability of the equipment to meet their needs.
- 6.2.4 The Supplier shall provide insurance cover for loss or damage for products purchased through the scheme.
- 6.2.5 The Supplier shall have a refund process in place for unused vouchers.
- 6.2.6 The Supplier to provide monthly reporting to show amount and value of orders.

7. Wellbeing Centre

7.1 Scheme Information

- 7.1.1 The Supplier shall provide employees with access to a Wellbeing Centre that covers Financial Wellbeing, Mental and Physical Health and Mindfulness.

7.2 Mandatory Requirements

- 7.2.1 The supplier shall ensure that employees have access to a range of services and resources, including but not limited to;
- Home workouts
 - Healthy recipes
 - Guided meditation
 - Financial education

7.2.2 The supplier shall ensure that there are a range of resources accessible such as articles and videos.

8. Gym Discounts

8.1 Scheme Information

8.1.1 The Supplier shall provide employees and their family members with access to discounted gym memberships, leisure centres, including classes, studios & bootcamps, both in-person and online. Activities could include but not limited to; golf, CrossFit, gym, yoga & Pilates.

8.1.2 The Supplier shall provide access to discounts for a variety of products and services to help employees and their families stay fit and active. This could include, but not limited to; nutrition, clothing, footwear, experience and spa days.

9. Promotion of the Service

9.1.1 The Supplier shall work proactively with all Defra group Orgs and promote the services at implementation stage and throughout the life of the agreement and any Call-Off Contract.

9.1.2 The Supplier shall be required to market and promote the services and provide comms and promotional material at no additional cost to Defra group when required.

9.1.3 The Supplier shall ensure regular promotion of all the services via paper and electronic means. This shall include, but not limited to webinars, recorded demo's, live events, newsletters, posters, leaflets and emails. Suppliers shall ensure that communication is suitable and accessible to all employees including remote workers

9.1.4 The Supplier will ensure that this promotional support is offered individually to each agency and bespoke for each one with no additional charges

9.1.5 The Supplier shall use management information and customer feedback to identify how the services are being utilised to assist in developing a promotion strategy for each Defra group Org. The Supplier shall review the promotion strategy with Defra group at review meetings using management information to identify areas to target.

9.1.6 The Supplier shall conduct site visits to Defra group office locations to promote the services in accordance with industry practice. The Supplier may also be required to attend specific or bespoke promotional events and roadshows at Defra's request.

9.1.7 The Supplier shall, when required attend customer network meetings to provide service up-dates, share good practice and develop new processes in order to drive consistency and promote collaboration.

9.1.8 The Supplier shall provide a range of marketing tools designed to appeal to all groups of employees. This shall include information for new employees, guidance on how to use the Online Platform, the features and benefits, eligibility criteria, how to access and apply for the benefits and the potential savings.

9.1.9 The Supplier shall promote the services through targeted marketing campaigns.

9.1.10 The Supplier shall seek regular feedback from employees using online surveys, focus groups etc. These approaches shall be agreed with Defra group

10. Contract Management

10.1 Defra Contract Management

10.1.1 While we have appropriate resources allocated in Defra to support the contract management of this arrangement, we envisage a large part of the administration relating to the management of this contract to be carried out on our behalf, by the Main Provider.

10.1.2 This contract will be managed by a Defra Contract Manager (supported by internal colleagues from across the organisation). Specifically, the Defra Contract Manager will:

- Manage the overall relationship with the Main Provider.
- To resolve issues such as delivery quality i.e feedback, which can't be resolved at area level, or is a serious breach.
- Arrange and lead monthly review meetings with the Main Provider
- Provide technical updates and advice on changes within our organisation to the Main Provider.
- Oversee and seek assurances on quality of delivery.
- Consider contractual arrangements, amendments and extensions as appropriate.
- Manage a mechanism for a communication route between providers and operational areas.

10.2 Supplier Contract Management

10.2.1 Our supplier will be expected to:

- Provide a single point of contact who will be responsible for the Main provider contract management team responsible for the performance of the contract and associated processes.
- Manage the relationship with any of their Third-Party Providers.
- Provide a process for issue resolution.
- Inform us of changes in legislation, industry best practice and training standards.
- Attend regular contract management reviews (including the facilitation of the attendance of their internal support teams, as required)
- Track, monitor and report on progress through agreed KPIs.
- Be responsible for Quality Assurance (QA) of the contract.
- Identify opportunities and demonstrate continuous improvement throughout the lifetime of the contract.
- Seek to reduce carbon emissions of delivery of this contract year on year.

10.3 Innovation

10.3.1 We welcome any innovation which helps us provide a great Employee Offer to our Defra group colleagues. We expect the successful provider(s) to identify the most cost effective and efficient delivery methods for our employees and enhance their experience. This should be a discussion point at the monthly review meetings (included as an Agenda item).

10.4 Monitoring performance

10.4.1 The provider must supply management information and bespoke reports, regarding take-up and engagement in a timely manner (at least on a monthly basis) and attend review meetings at regular intervals as above.

10.4.2 Any performance issues raised by either party will be resolved in a timely manner by discussion with the contract manager and colleagues. We will escalate any issues on either side that we can't resolve.

10.5 Management Information (MI) Expectations

10.5.1 The provider must supply access to a live MI system, that includes capability to export data in excel format as and when required. Typically, MI would include the following minimum data expectations:

- Recognition Vouchers – Reports to include Award Value, Issue Date, Nominator, Nominee, Approver, Nomination ID (including nominee name, cost centre, staff no, organisation, grade, directorate) and Reason for nomination. Bespoke reporting capabilities with the ability to run per organisation.
- Retail Discounts – Reports to include MI on uptake of discount usage per organisation, total spend, savings made and retailers used.
- Technology Benefit – Reports to include MI on uptake of technology benefit per organisation.
- Including individual and total spend and most popular items

10.6 Open Book Accountancy

10.6.1 In a contract of this size, Defra require Best Practise Open Book Accountancy methodology to be included as per Procurement policy note 05/16: Open book contract management. Particular areas of interest in this contract include:

- Vouchers commission / discount achieved by the supplier for each voucher vendor, and if /how these are shared between Defra and the Supplier.
- Maintenance and Implementation costs – e.g. understanding details behind any fixed costs.

Appendix 1 – Change Control Notice (CCN)

This notice is to be completed whenever there is a modification, addition or deletion from the original Individual Contract documentation. Failure to embed the change into the Individual Contract may cause contractual issues. This document is to be signed by an authorised representative of the Supplier and the Customer.

Sequential Number:

Title:

Number of pages attached:

WHEREAS the Supplier and the Customer entered into an Individual Contract for the supply of **Employee Support Services and Benefits** dated [dd/mm/yyyy] via the Framework Agreement **Y21027** (the Original Framework Agreement) and now wish to amend the Individual Contract;

IT IS AGREED as follows:

- a. With effect from [dd/mm/yyyy] the Original Framework Agreement/Individual Contract shall be amended as set out in this Change Control Notice.
- b. Save as herein amended all other terms and conditions of the Original Framework Agreement/Individual Contract shall remain in full force and effect.

Changes to the Framework Agreement/Individual Contract referred to in (1) above.

Signed for and on behalf of the Supplier

By

Name

Title

Date

Signed for and on behalf of the Contracting Authority

By

Name

Title

Date.....