Department for Transport

General Conditions of Contract for Services

16th JULY 2021

(1) DRIVER & VEHICLE STANDARDS AGENCY

And

(2) MAHA UK LIMITED

The following document has been redacted in line with FOIA sections 40 and 43.

AGREEMENT

relating to

K280021396

Calibration & Maintenance of MAHA Equipment at DVSA sites

**THIS AGREEMENT** is made on 16th July 2021

**BETWEEN:**

**(1) DRIVER AND VEHICLE STANDARDS ANGENCY** of XXXXXX Bristol, BS5 0DA (the **“Authority”**); and

**(2) MAHA UK LIMITED** a company registered in England and Wales under company number 03345036 whose registered office is at XXXXXX Cambridgeshire, PE13 2TZ Y (the **“Contractor”**)

(each a “**Party**” and together the “**Parties**”).

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A. GENERAL PROVISIONS

**A1 Definitions and Interpretation**

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

“Approval” means the written consent of the Authority.

“Authority” means the Secretary of State for Transport including the Central Department and its Agencies.

“Authority data” means any data supplied by the Authority, or others, in whatever format, related to the delivery of this Contract.

"Authority System" means the Authority's computing equipment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority or the Contractor in connection with this Contract which is owned by or licensed to the Authority by a third party and which interfaces with the Contractor System or which is necessary for the Authority to receive the Services.

 “Commencement Date” means the date of the start of the Service, or as otherwise specified.

“Commercially Sensitive Information” means the information (i) listed in the Commercially Sensitive InformationSchedule**;** or (ii) notified to the Client in writing (prior to the commencement of this Contract) which has been clearly marked as Commercially Sensitive Information comprised of information:

(a) which is provided by the Contractor to the Authority in confidence for the period set out in that Scheduleor notification; and/or

 (b) that constitutes a trade secret.

“Confidential Information” means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and know-how of either Party and all personal data and sensitive personal data within the meaning of the DPA. Confidential Information shall not include information which:

 (i) was public knowledge at the time of disclosure (otherwise than by breach of clause E3 (Confidential Information));

 (ii) was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;

 (iii) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or

(iv) is independently developed without access to the Confidential Information.

“Contract” means this written agreement between the Authority and the Contractor consisting of these terms and conditions of contract and any attached Schedules, Appendices and any document referred to in the Schedules or Appendices, including the Specification, the Invitation to Tender, the Tender and the Contractor Guidance.

 “Contract Award” means the formal document awarding the Contract to the Contractor.

 “Contract Period” means the period from the Commencement Date to the date of expiry set out in clause A2 (Initial Contract Period), or

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

 “Contract Price” means the price (exclusive of any applicable VAT), payable to the Contractor by the Authority under the Contract, as set out in the Pricing Schedule, for the full and proper performance by the Contractor of its obligations under the Contract but before taking into account the effect of any adjustment of price in accordance with clause C4 (Price Adjustment).

 “Contracting Authority” means any contracting authority as defined in Regulation 3 of the Public Contracts Regulations 2015.

 “Contractor” means the person, firm or company with whom the Authority enters into the Contract.

“Contractor Guidance” means the instructions and recommended practices, including any instructions of an operational nature, and/or relating to Sustainable Development and promotion of race equality and non-discrimination, copies of which have been provided by the Authority to the Contractor prior to the Commencement Date, and any other instructions and recommended practices notified by the Authority to the Contractor from time to time.

 "Contractor System" means the information and communications technology system used by the Contractor in performing the Services including the software, the Contractor equipment and related cabling (but excluding the Authority System)

“Controller”, “Data Protection Officer”, “Data Subject”, “Personal Data”, “Personal Data Breach” and “Processor” take the meaning given in the GDPR.

 “Crown” means the government of the United Kingdom (including the Northern Ireland Executive Committee and Northern Ireland Departments, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government and particular bodies and government agencies.

 “Data Loss Event” means any event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach.

 “Data Protection Impact Assessment” means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.

 “Data Protection Legislation” means (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iiii) all applicable Law about the processing of personal data and privacy.

 “Data Subject Access Request” means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.

 "Days" shall mean calendar days save where the context otherwise requires

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

 “DPA 2018” means Data Protection Act 2018.

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

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

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

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

 “Force Majeure” means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; or any other disaster, natural or man-made, but excluding:

(a) any industrial action occurring within the Contractor’s or any sub-contractor’s organisation; or

(b) the failure by any sub-contractor to perform its obligations under any sub-contract.

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

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

 "ICT Environment" means the Authority's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority or the Contractor in connection with this Contract which is owned by or licensed to the Authority by a third party and which interfaces with the Contractor System or which is necessary for the Authority to receive the Services **and** the information and communications technology system used by the Contractor in performing the Services including the Software, the Contractor Equipment and related cabling (but excluding the Authority System);

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

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

 “Intellectual Property Rights” means patents, inventions, trademarks, service marks, logos, design rights (whether registerable or otherwise), know how, confidential information, trademarks discoveries, inventions, applications for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off. In each case it includes these rights and interests in every part of the world for their full terms, including any renewals and extensions, and the right to receive any income from them and any compensation in respect of their infringement.

 “Joint Controllers” means where two or more Controllers jointly determine the purposes and means of processing.

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

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

“LED” means the Law Enforcement Directive (Directive (EU) 2016/680).

 *“*Management Information” means the information specified in the Monitoring and Management Information Schedule

 “Monitoring and Management Information Schedule” means the requirements as set out in Section 6 of the Specification K280021396 containing details of the monitoring arrangements.

 “Month” means calendar month.

 “Party” means a party to the Contract.

 “Premises” means the location where the Services are to be performed and/or supplied, as set out in the Specification or Contract.

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

“Processor Personnel” means all directors, officers, employees, agents, consultants and contractors of the Processor and/or of any Sub-processor engaged in the performance of its obligations under this Contract.

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

“Protective Markings” means the markings given to Her Majesty’s Government (HMG) documents and information that indicates the level of protective security that should be applied to that document or information.  The Government Security Classifications (GSC) scheme is published on GOV.UK website at the following address:  <https://www.gov.uk/government/publications/government-security-classifications>

“Protective Measures” means appropriate technical and organisational measures which may include: pseudonymising and 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 , including those outlined in Schedule 1.

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

 “Receipt” means the physical or electronic arrival of the invoice at the address of the Authority detailed in the Contract Award Letter or at any other address given by the Authority to the Contractor for the submission of invoices.

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

"Relevant Convictions" means a conviction that is relevant to the nature of the Services.

 “Removable Media” means all physical items and devices than can carry and transfer electronic information. Examples include but are not limited to DVDs, CDs, floppy disks, portable hard disk drives, USB memory sticks, flash drives, portable music and video players including mobile phones, hand held devices such as Blackberries and Personal Digital Assistants and laptop computers.

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

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

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

 “Security Plan” means the Contractor’s description of the plans in place that describe the personnel, physical and information assets. It should include, but not be implemented, instructions on responding to threats, suspicious items or events, evacuation and business continuity plans and communications and enquiry handling plans.

 “Security Policy” means the Authority’s Security Policy set out in these Conditions of Contract and as maybe elsewhere in the Contract, including:

 Maintaining confidentiality - the protection of information from unauthorised access, disclosure or intelligible interception thus ensuring that the information is only revealed to those with the authority to see or hear it, both inside and outside the Authority.

 Maintaining integrity – the safeguarding of the accuracy and completeness of information to ensure that the information cannot be modified, inserted, deleted, replayed or otherwise abused, whether accidentally or deliberately,

 Maintaining availability – ensuring that information is available when required by those authorised to have access,

and using Protective Markings for documents and information as necessary

“Services” means the services to be supplied as specified in the Specification.

“Specification” means the description of the Services to be supplied under the Contract as set out in the Specification Schedule including, where appropriate, the Key Personnel, the Premises and the Quality Standards.

“Specification Schedule” means the Schedule containing details of the Specification.

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

“Staff Vetting Procedure” means the Authority’s procedures for the vetting of personnel and as advised to the Contractor by the Authority.

“Sub-contract” means a contract between two or more suppliers, at any stage of remoteness from the Authority in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.

“Sub-processor” means any third Party appointed to process Personal Data on behalf of the Processor related to this Contract.

“Sustainable Development” means development which meets the needs of the present without compromising the ability of future generations to meet their own needs.

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

UK GDPR” means the UK General Data Protection Regulation (Regulation (EU) 2016/679).

“Variation” has the meaning given to it in clause F3.1 (Variation).

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

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

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

(a) words importing the singular meaning include where the context so admits the plural meaning and vice versa;

(b) words importing the masculine include the feminine and the neuter;

(c) reference to a clause is a reference to the whole of that clause unless stated otherwise;

(d) reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;

(e) reference to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;

(f) the words “include”, “includes” and “including” are to be construed as if they were immediately followed by the words “without limitation”; and

(g) headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract.

**A2 Initial Contract Period**

 The Contract shall be in force from the Commencement Date (18th July 2021) until expiry date (24:00 17th July 2023) or, where there is no expiry date, until the Contractor has completed the Services in accordance with the Contract, unless it is otherwise terminated in accordance with the provisions of the Contract, or otherwise lawfully terminated, or extended.

**A3 Contractor’s Status**

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

## A4 Authority’s Obligations

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

**A5 Notices**

A5.1Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party concerned.

A5.2 Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, first class post, recorded delivery, special delivery or electronic mail), Such letters shall be addressed to the other Party in the manner referred to in clause A5.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given 2 Working Days after the day on which the letter was posted, or 4 hours, in the case of electronic mail or sooner where the other Party acknowledges receipt of such letters or item of electronic mail.

A5.3 For the purposes of clause A5.2, the address of each Party shall be the address stated in the Contract Award Letter.

A5.4 Either Party may change its address for service by serving a notice in accordance with this clause.

**A6 Mistakes in Information**

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

#### A7 Conflicts of Interest

A7.1 The Contractor shall take appropriate steps to ensure that neither the Contractor nor any Staff is placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract. The Contractor will disclose to the Authority full particulars of any such conflict of interest which may arise.

A7.2 The Authority reserves the right to terminate the Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract. The actions of the Authority pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

B. SUPPLY OF SERVICES

B1 The Services

B1.1 The Contractor shall supply the Services during the Contract Period in accordance with the Authority’s requirements as set out in the Specification and the provisions of the Contract in consideration of the payment of the Contract Price. The Authority may inspect and examine the manner in which the Contractor supplies the Services at the Premises during normal business hours on reasonable notice.

B1.2 If the Authority informs the Contractor in writing that the Authority reasonably believes that any part of the Services does not meet the requirements of the Contract or differ in any way from those requirements, and this is other than as a result of a Default by the Authority, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Authority.

**B2 Provision and Removal of Equipment**

B2.1 The Contractor shall provide all the Equipment necessary for the supply of the Services.

B2.2 The Contractor shall not deliver any Equipment nor begin any work on the Premises without obtaining prior Approval.

B2.3 All Equipment brought onto the Premises shall be at the Contractor’s own risk and the Authority shall have no liability for any loss of or damage to any Equipment unless the Contractor is able to demonstrate that such loss or damage was caused or contributed to by the Authority’s Default. The Contractor shall provide for the haulage or carriage thereof to the Premises and the removal of Equipment when no longer required at its sole cost. Unless otherwise agreed, Equipment brought onto the Premises will remain the property of the Contractor.

B2.4 The Contractor shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.

B2.5 The Contractor shall, at the Authority’s written request, at its own expense and as soon as reasonably practicable:

 (a) remove from the Premises any Equipment which in the reasonable opinion of the Authority is either hazardous, noxious or not in accordance with the Contract; and

 (b) replace such item with a suitable substitute item of Equipment.

B2.6 On completion of the Services the Contractor shall remove the Equipment together with any other materials used by the Contractor to supply the Services and shall leave the Premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Contractor or any Staff.

# B3 Manner of Carrying Out the Services

B3.1 The Contractor shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of Services has not been specified in the Contract, the Contractor shall agree the relevant standard of the Services with the Authority prior to the supply of the Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

B3.2 The Contractor shall ensure that all Staff supplying the Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services.

###### B4 Key Personnel and Tax Arrangements

B4.1 The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Authority. All Key Personnel and other Personnel deployed on work relating to this Contract shall be appropriately qualified. The Contractor shall supervise and manage all such Personnel properly.

B4.2 The Key Personnel shall not be released from supplying the Services without the agreement of the Authority, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment and other extenuating circumstances.

B4.3 Any replacements to the Key Personnel shall be subject to the agreement of the Authority. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

B4.4 The Authority shall not unreasonably withhold its agreement under clauses B4.2 or B4.3. Such agreement shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

B4.5 The Contractor is responsible for making appropriate deductions for tax and National Insurance contributions from the remuneration paid to it or its personnel delivering the services and ensuring that:

B4.5.1 Where either it or its personnel are liable to be taxed in the UK in respect of consideration received under this contract, it shall, and shall procure that its personnel, at all times comply with the Income Tax (Earnings and Pensions) Act 2003 (ITEPA) and all other statutes and regulations relating to income tax in respect of that consideration; and

B4.5.2 Where either the Contractor or any of its personnel is liable to National Insurance Contributions (NICs) in respect of consideration received under this contract, it or they shall at all times comply with the Social Security Contributions and Benefits Act 1992 (SSCBA) and all other statutes and regulations relating to NICs in respect of that consideration.

B4.6 The Authority may, at any time during the term of this contract, request that the Contractor provide information which demonstrates how it has complied with Clauses B4.5.1 and B4.5.2 above or why those Clauses do not apply to its personnel.

B4.7 A request from the Authority under Clause B4.6 above may specify the information which the Contractor must provide and the period within which that information must be provided.

B4.8 The Contractor may supply any information which it receives under Clause B4.6 to the Commissioners of Her Majesty’s Revenue & Customs for the purpose of the collection and management of revenue for which they are responsible.

B4.9 The Authority reserves the right to terminate the contract if:

B4.9.1 in the case of a request mentioned in Clause B4.6 above,

i. the Contractor fails to either provide information in response to the request within a reasonable time, or

ii. the Contractor provides information which is inadequate to demonstrate either how the personnel complies with Clauses B4.5.1 and B4.5.2 above or

iii. why those Clauses do not apply to it

iv. it receives information which demonstrates that, at any time when Clauses B4.5.1 and B4.5.2 apply to the Contractor, such Contractor is not complying with those Clauses.

B4.10 Where a Contractor is delivering the services in person, are in scope of the intermediaries legislation and are directly engaged by the Authority the appropriate taxes will be deducted by the Authority through payroll and paid to HMRC.

**B5 Contractor’s Staff**

B5.1 The Authority may, by written notice to the Contractor, refuse to admit onto, or withdraw permission to remain on, the Premises:

(a) any member of the Staff; or

(b) any person employed or engaged by any member of the Staff,

 whose admission or continued presence would, in the reasonable opinion of the Authority, be undesirable.

B5.2 At the Authority’s written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission in connection with the Contract to the Premises, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Authority may reasonably request.

B5.3 The Contractor’s Staff, engaged within the boundaries of the Premises, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when at or outside the Premises.

B5.4 The Contractor shall comply with Staff Vetting Procedures in respect of all persons employed or engaged in the provision of the Services. The Contractor confirms that all persons employed or engaged by the Contractor were vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures.

B5.5 The Authority may require the Contractor to ensure that any person employed in the provision of the Services has undertaken a Criminal Records Bureau check as per the Staff Vetting Procedures. The Contractor shall ensure that no person who discloses that he/she has a Relevant Conviction, or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check or through the Criminal Records Bureau check or otherwise) is employed or engaged in the provision of any part of the Services.

B5.6 If the Contractor fails to comply with clause B5.2 within 2 Months of the date of the request and in the reasonable opinion of the Authority, such failure may be prejudicial to the interests of the Crown, then the Authority may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

B5.7 The decision of the Authority as to whether any person is to be refused access to the Premises and as to whether the Contractor has failed to comply with clause B5.2 shall be final and conclusive.

B5.8 The Contractor shall provide training for all Persons employed or engaged in the provision of the Services to ensure that these Persons understand and adhere to the Authority’s Security Policy.

**B6 Inspection of Premises**

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

###### B7 Licence to occupy Premises

B7.1 Any land or Premises made available from time to time to the Contractor by the Authority in connection with the Contract, shall be made available to the Contractor on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its obligations under the Contract. The Contractor shall have the use of such land or Premises as licensee and shall vacate the same on completion, termination or abandonment of the Contract.

B7.2 The Contractor shall limit access to the land or Premises to such Staff as is necessary to enable it to perform its obligations under the Contract and the Contractor shall co-operate (and ensure that its Staff co-operate) with such other persons working concurrently on such land or Premises as the Authority may reasonably request.

B7.3 Should the Contractor require modifications to the Premises, such modifications shall be subject to prior Approval and shall be carried out by the Authority at the Contractor’s expense. The Authority shall undertake approved modification work without undue delay. Ownership of such modifications shall rest with the Authority.

B7.4 The Contractor shall (and shall ensure that its Staff shall) observe and comply with such rules and regulations as may be in force at any time for the use of such Premises as determined by the Authority, and the Contractor shall pay for the cost of making good any damage caused by the Contractor or its Staff other than fair wear and tear. For the avoidance of doubt, damage includes damage to the fabric of the buildings, plant, fixed equipment or fittings therein.

B7.5 The Parties agree that there is no intention on the part of the Authority to create a tenancy of any nature whatsoever in favour of the Contractor or its Staff and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Authority retains the right at any time to use any premises owned or occupied by it in any manner it sees fit.

**B8 Property**

B8.1 Where the Authority issues Property free of charge to the Contractor such Property shall be and remain the property of the Authority and the Contractor irrevocably licences the Authority and its agents to enter upon any premises of the Contractor during normal business hours on reasonable notice to recover any such Property. The Contractor shall not in any circumstances have a lien or any other interest on the Property and the Contractor shall at all times possess the Property as fiduciary agent and bailee of the Authority. The Contractor shall take all reasonable steps to ensure that the title of the Authority to the Property and the exclusion of any such lien or other interest are brought to the notice of all sub-contractors and other appropriate persons and shall, at the Authority’s request, store the Property separately and ensure that it is clearly identifiable as belonging to the Authority.

B8.2 The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Authority otherwise within 5 Working Days of receipt.

B8.3 The Contractor shall maintain the Property in good order and condition (excluding fair wear and tear), and shall use the Property solely in connection with the Contract and for no other purpose without prior Approval.

B8.4 The Contractor shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Services, in accordance with the Authority’s reasonable security requirements as required from time to time.

B8.5 The Contractor shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear), unless such loss or damage was caused by the Authority’s Default. The Contractor shall inform the Authority within 2 Working Days of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

## B9 Offers of Employment

 For the duration of the Contract and for a period of 12 months thereafter neither the Authority nor the Contractor shall employ or offer employment to any of the other Party’s staff who have been associated with the procurement and/or the contract management of the Services without that other Party’s prior written consent.

# B10Meetings and Reports

## B10.1 The Contractor shall upon receipt of reasonable notice and during normal office hours attend all meetings arranged by the Department for the discussion of matters connected with the performance of the Services.

## B10.2 Without prejudice to any other requirement in this Contract, the Contractor shall provide such reports on the performance of the Services as the Contract Manager may reasonably require.

C PAYMENT AND CONTRACT PRICE

**C1 Contract Price**

C1.1In consideration of the Contractor’s performance of its obligations under the Contract, the Authority shall pay the Contract Price in accordance with clause C2 (Payment and VAT).

C1.2 The Authority shall, in addition to the Contract Price and following Receipt of a valid VAT invoice, pay the Contractor a sum equal to the VAT chargeable on the value of the Services supplied in accordance with the Contract.

**C2 Payment and VAT**

C2.1 The Authority is committed to pay as soon as possible and shall pay all sums due to the Contractor within 30 days of receipt of a valid invoice, submitted monthly in arrears.

C2.2 The Contractor shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Services supplied and that it is supported by any other documentation reasonably required by the Authority to substantiate the invoice.

C2.3 Where the Contractor enters into a sub-contract with a supplier or contractor for the purpose of performing its obligations under the Contract, it shall ensure that a provision is included in such a sub-contract which requires payment to be made of all sums due by the Contractor to the sub-contractor as soon as possible and in any event not exceeding 30 days from the receipt of a valid invoice. The Department reserves the right to ask for information about payment performance and will provide a facility for sub-contractors to report poor performance to the Department.

C2.4 The Contractor shall add VAT to the Contract Price at the prevailing rate as applicable.

##### C2.5 The Contractor shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred which is levied, demanded or assessed on the Authority at any time in respect of the Contractor’s failure to account for or to pay any VAT relating to payments made to the Contractor under the Contract. Any amounts due under this clause C2.5 shall be paid by the Contractor to the Authority not less than 5 Working Days before the date upon which the tax or other liability is payable by the Authority.

C2.6 The Contractor shall not suspend the supply of the Services unless the Contractor is entitled to terminate the Contract under clause H2.3 (Termination on Default) for failure to pay undisputed sums of money. Interest shall be payable by the Authority on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

**C3 Recovery of Sums Due**

C3.1 Wherever under the Contract any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Authority in respect of any breach of the Contract), the Authority may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Contractor under the Contract or under any other agreement or contract with the Authority or with any other Department, Agency or Office of Her Majesty’s Government.

C3.2 Any overpayment by either Party, whether of the Contract Price or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.

C3.3 The Contractor shall make all payments due to the Authority without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Contractor has a valid court order requiring an amount equal to such deduction to be paid by the Authority to the Contractor.

C3.4 All payments due shall be made within a reasonable time unless otherwise specified in the Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

C4 Price adjustment

C4.1 The Contract Price shall, unless otherwise agreed in writing, be unchanged for a period of at least 4 years from the Commencement Date and shall then be subject to review, at one month’s notice, by either party giving notice of such review to the other.

C4.2 In such review the Contract Price shall change by not more than the percentage change in the current (at the time of writing of the notice of the price review) Office of National Statistics’ Consumer Prices Index (CPI) (or other such index specified in the Contract), from the same index 12 months earlier.

C4.3 Subsequent variations shall also be subject to one month’s notice, as above, provided that each change is at least 12 months from the previous one. No price variation shall be retrospective.

C4.4 The Contractor may propose price reductions at any time.

#### C5 Euro

C5.1 Any requirement of Law to account for the Services in Euro, (or to prepare for such accounting) instead of and/or in addition to sterling, shall be implemented by the Contractor free of charge to the Authority.

C5.2 The Authority shall provide all reasonable assistance to facilitate compliance with clause C5.1 by the Contractor.

D. STATUTORY OBLIGATIONS AND REGULATIONS

**D1 Prevention of Corruption**

D1.1 The Contractor shall not offer or give, or agree to give, to the Authority or any other public body or any person employed by or on behalf of the Authority or any other public body any gift or consideration of any kind as an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other contract with the Authority or any other public body, or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any such contract.

D1.2 The Contractor warrants that it has not paid commission or agreed to pay commission to the Authority or any other public body or any person employed by or on behalf of the Authority or any other public body in connection with the Contract.

D1.3 If the Contractor, its Staff or anyone acting on the Contractor’s behalf, engages in conduct prohibited by clauses D1.1 or D1.2, the Authority may:

(a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Authority resulting from the termination, including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Services and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period; or

(b) recover in full from the Contractor any other loss sustained by the Authority in consequence of any breach of those clauses.

**D2 Prevention of Fraud**

D2.1 The Contractor shall take all reasonable steps, in accordance with Good Industry Practice, to prevent Fraud by Staff and the Contractor (including its shareholders, members, directors) in connection with the receipt of monies from the Authority.

D2.2 The Contractor shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.

D2.3 If the Contractor or its Staff commits Fraud in relation to this or any other contract with the Crown (including the Authority) the Authority may:

(a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Authority resulting from the termination, including the cost reasonably incurred by the Authority of making other arrangements for the supply of the Services and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period; or

(b) recover in full from the Contractor any other loss sustained by the Authority in consequence of any breach of this clause.

**D3 Discrimination**

D3.1 The Contractor shall not unlawfully discriminate either directly or indirectly or by way of victimisation or harassment against a person on such grounds as race, colour, ethnic or national origin, disability, sex or sexual orientation, gender reassignment, marriage and civil partnerships, pregnancy and maternity, religion or belief, or age and without prejudice to the generality of the foregoing the Contractor shall not unlawfully discriminate within the meaning and scope of the Sex Discrimination Act 1975, the Race Relations Act 1976 (as updated by the Race Relations (Amendment) Act 2000, the Equal Pay Acts 1970 and 1983, the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (Amendment) Act 2005), the Employment Equality (Sexual Orientation) Regulations 2003, the Employment Equality (Religion or Belief) Regulations 2003, the Employment Equality (Age) Regulations 2006, the Equality Act 2010, the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof.

D3.2 The Contractor shall take all reasonable steps to secure the observance of clause D3.1 by all Staff, suppliers and sub-contractors.

**D4 The Contracts (Rights of Third Parties) Act 1999**

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

#### D5 Environmental Requirements

D5.1 The Contractor shall, when working on the Premises, perform its obligations under the Contract in accordance with the Authority’s environmental policy, which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

D5.2 All written work, including reports, delivered in connection with this Contract shall (unless otherwise specified) be produced on recycled paper containing 100% post-consumer waste and used on both sides where appropriate.  Paper used for printed publications must contain at least 75% recycled fibre paper in accordance with the UK government’s timber procurement policy.

D5.3 All timber or wood-derived products procured as part of this contract must originate from either legal and sustainable or FLEGT licensed or equivalent sources, as set out in the Specification. The timber condition will also apply.



D5.4 All goods purchased by the Contractor on behalf of the Authority (or which will become the property of the Authority) must comply with the relevant minimum environmental standards specified in the Government Buying Standards (formerly "Quick Wins") unless otherwise specified or agreed in writing.

 Click on <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>.

**D6 Health and Safety**

D6.1 The Contractor shall promptly notify the Authority of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Authority shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Premises and which may affect the Contractor in the performance of its obligations under the Contract.

D6.2 While on the Premises, the Contractor shall comply with any health and safety measures implemented by the Authority in respect of Staff and other persons working there.

D6.3 The Contractor shall notify the Authority immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.

D6.4 The Contractor shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the performance of its obligations under the Contract.

D6.5 The Contractor shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Authority on request.

**D7 Transfer of Undertakings (Protection Of Employment) Regulations 2006 (as amended) (“TUPE”)**

D7.1 The Contractor shall provide the Department, or any other person authorised by the Department who is to be invited to submit a tender in relation to the provision of similar Services, with such information (including any changes to and interpretations thereof) in connection with TUPE as the Department may require. The Contractor shall provide the information within 10 days of the Department’s request.

D7.2 During the 8 month period preceding the Expiry Date or any notice period, the Contractor shall not without the prior consent of the Department (which shall be in writing, but shall not be unreasonably withheld or delayed) move or deploy any Key Personnel away from the performance of the Services under this Contract.:

D7.3 Save where the Services comprise the provision of a consultancy service, during the 8 month period preceding the date of expiry set out in clause A2 or any notice period, the Contractor shall not without the prior consent of the Authority (which shall be in writing, but shall not be unreasonable withheld or delayed):

(a) materially amend the terms and conditions of employment of any employee whose work, wholly or mainly falls within the scope of this Contract; or

(b) materially increase the number of employees whose work (or any part of it) is work undertaken for the purposes of this Contract; or

D7.3 The Contractor shall not knowingly do, or omit to do, anything which may adversely affect the orderly transfer of responsibility for provision of the Services.

E PROTECTION OF INFORMATION

E1 Data Protection

E1.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor, unless otherwise specified in Schedule 1 (the Schedule of Processing, Personal Data & Data Subjects) (which forms part of the Specification Schedule but is replicated below). The only processing that the Contractor is authorised to do is listed in Schedule 1 by the Controller and may not be determined by the Processor.

E1.2 The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.

E1.3 The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:

1. a systematic description of the envisaged processing operations and the purpose of the processing;
2. an assessment of the necessity and proportionality of the processing operations in relation to the Services;
3. an assessment of the risks to the rights and freedoms of Data Subjects; and
4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

E1.4 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:

1. process that Personal Data only in accordance with the Schedule 1, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller before processing the Personal Data unless prohibited by Law;
2. ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures), having taken account of the:
	1. Nature of the data to be protected;
	2. Harm that might result from a Data Loss Event;
	3. State of technological development; and
	4. Cost of implementing any measures;
3. ensure that:
	1. the Processor Personnel do not process Personal Data except in accordance with this Contract (and in particular the Schedule 1);
	2. it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
		1. are aware of and comply with the Processor’s duties under this clause;
		2. are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
		3. 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 Controller or as otherwise permitted by this Contract; and
		4. have undergone adequate training in the use, care, protection and handling of Personal Data.
4. not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
	1. the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
	2. the Data Subject has enforceable rights and effective legal remedies;
	3. the Processor 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 Controller in meeting its obligations); and
	4. the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data.
5. at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

E1.5 Subject to clause E1.6, the Processor shall notify the Controller immediately if it:

1. receives a Data Subject Access Request (or purported Data Subject Access Request);
2. receives a request to rectify, block or erase any Personal Data;
3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
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
6. becomes aware of a Data Loss Event.

E1.6 The Processor’s obligation to notify under clause E1.5 shall include the provision of further information to the Controller in phases, as details become available.

E1.7 Taking into account the nature of the processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause E1.5 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:

1. the Controller with full details and copies of the complaint, communication or request;
2. such assistance as is reasonably requested by the Controller to enable the Controller to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
3. the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
4. assistance as requested by the Controller following any Data Loss Event; and
5. assistance as requested by the Controller with respect to any request from the Information Commissioner’s Office, or any consultation by the Controller with the Information Commissioner's Office.

E1.8 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:

1. the Controller determines that the processing is not occasional;
2. the Controller 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
3. the Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

E1.9 The Processor shall allow for audits of its Personal Data processing activity by the Controller or the Controller’s designated auditor.

E1.10 Each party shall designate its own data protection officer if required by the Data Protection Legislation.

E1.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Processor must:

1. notify the Controller in writing of the intended Sub-processor and processing;
2. obtain the written consent of the Controller;
3. enter into a written agreement with the Sub-processor which gives effect to the terms set out in this clause E1 such that they apply to the Sub-processor; and
4. provide the Controller with such information regarding the Sub-processor as the Controller may reasonably require.

E1.12 The Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.

E1.13 The Controller may, at any time on not less than 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 Contract).

E1.14 The Parties agree to take account of any guidance issued by the Information Commissioner’s Office. The Controller may on not less than 30 Working Days’ notice to the Processor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner’s Office.

E1.15 Where the Parties include two or more Joint Controllers as identified in Schedule 1 in accordance with GDPR Article 26, those Parties shall enter into a Joint Controller Agreement based on the terms outlined in Schedule 2 (the Schedule for Joint Controller Agreements) in replacement of Clauses E1.1-1.14 for the Personal Data under Joint Control~~.~~

E1.16 The provision of this Clause E1 shall apply during the Contract Period and indefinitely after its expiry.

E2 Official Secrets Acts 1911 to 1989, S182 of the Finance Act 1989

E2.1 The Contractor shall comply with, and shall ensure that its Staff comply with, the provisions of:

(a) the Official Secrets Acts 1911 to 1989; and

 (b) Section 182 of the Finance Act 1989.

E2.2 In the event that the Contractor or its Staff fail to comply with this clause, the Authority reserves the right to terminate the Contract by giving notice in writing to the Contractor.

E3 Confidential Information

E3.1 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:

1. treat the other party's Confidential Information as confidential and safeguard it accordingly; and
2. not disclose the other party's Confidential Information to any other person without the owner's prior written consent.

E3.2 Clause E3.1 shall not apply to the extent that:

(a) such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause E4 (Freedom of Information);

(b) such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

(c) such information was obtained from a third party without obligation of confidentiality;

(d) such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or

1. it is independently developed without access to the other party's Confidential Information.
2. disclosure may be necessary for the performance of this Contract;
3. disclosure is required to comply with E8 of this Contract.

E3.3 The Contractor may only disclose the Authority's Confidential Information to the Staff who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality.

E3.4 The Contractor shall not, and shall procure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of this Contract.

E3.5 At the written request of the Authority, the Contractor shall procure that those members of the Staff identified in the Authority's notice signs a confidentiality undertaking prior to commencing any work in accordance with this Contract.

E3.6 Nothing in this Contract shall prevent the Authority from disclosing the Contractor's Confidential Information (including the Management Information obtained under F7):

(a) to any Crown Body or any other Contracting Authority. All Crown Bodies or Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Crown Bodies or other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown Body or any Contracting Authority;

(b) to any consultant, contractor or other person engaged by the Authority;

1. for the purpose of the examination and certification of the Authority's accounts;
2. for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
3. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
4. To the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
5. On a confidential basis to a proposed Successor Body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract

E3.7 The Authority shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause E3.6 is made aware of the Authority's obligations of confidentiality.

E3.8 Nothing in this clause E3 shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of IPR.

E4 **Freedom of Information**

E4.1 The Contractor acknowledges that the Authority is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Authority to enable the Authority to comply with its Information disclosure obligations.

E4.2 The Contractor shall and shall procure that any sub-contractors shall transfer to the Authority all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;

(a) provide the Authority with a copy of all Information in its possession, or power in the form that the Authority requires within five Working Days (or such other period as the Authority may specify) of the Authority's request; and

(b) provide all necessary assistance as reasonably requested by the Authority to enable the Authority to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or Regulation 5 of the Environmental Information Regulations.

E4.3 The Authority shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations

E4.4 In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Authority.

E4.5 The Contractor acknowledges that (notwithstanding the provisions of Clause E2) the Authority may, acting in accordance with the Secretary of State for Constitutional Affairs Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 (**“the Code”**), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services in certain circumstances:

1. without consulting the Contractor; or
2. following consultation with the Contractor and having taken their views into account;

provided always that where E4.5(a) applies the Authority shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor’s attention after any such disclosure.

E4.6 The Contractor shall ensure that all Information is retained for disclosure and shall permit the Authority to inspect such records as requested from time to time.

E4.7 The Contractor acknowledges that the Commercially Sensitive Information listed in the Commercially Sensitive Information Schedule is of indicative value only and that the Authority may be obliged to disclose it in accordance with this clause E4.

E5 Publicity, Media and Official Enquiries

E5.1 Without prejudice to the Authority’s obligations under the FOIA, neither Party shall make any press announcement or publicise the Contract or any part thereof in any way, except with the prior written consent of the other Party.

E5.2 Both Parties shall take reasonable steps to ensure that their servants, employees, agents, sub-contractors, suppliers, professional advisors and consultants comply with clause E5.1.

E6 Security

E6.1 The Contractor shall comply with all security requirements of the Authority while working on the Contract, and shall ensure that all Staff comply with such requirements.

E6.2 The Contractor shall comply, and shall procure the compliance of the Contractor’s Personnel, with the Authority’s Security Policy and where required the Security Plan and the Contractor shall ensure that the Security Plan produced by the Contractor fully complies with the Security Policy.

E6.3 The Authority shall notify the Contractor of any changes or proposed changes to the Security Policy.

E6.4 The Contractor shall, as an enduring obligation throughout the Term of the Contract, use the latest versions of anti-virus definitions available (from an industry accepted anti-virus software vendor) to check for and delete Malicious Software from the ICT Environment.

E6.5 Notwithstanding clause E6.4, if Malicious Software is found, the parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Authority Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.

E6.6 Any cost arising out of the actions of the parties taken in compliance with the provisions of clause E6.5 shall be borne by the parties as follows:

a) by the Contractor where the Malicious Software originates from the Contractor Software, the Third Party Software or the Authority Data (whilst the Authority Data was under the control of the Contractor); and

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

E7 Intellectual Property Rights

E7.1 All Intellectual Property Rights in any guidance, specifications, instructions, toolkits, plans, data, drawings, databases, software, patents, patterns, models, designs or other material (the "**IP Materials**"):

(a) furnished to or made available to the Contractor by or on behalf of the Authority shall remain the property of the Authority; and

(b) prepared by or for the Contractor on behalf of the Authority for use, or intended use, in relation to the performance by the Contractor of its obligations under the Contract shall belong to the Authority;

and the Contractor shall not, and shall ensure that the Staff shall not, (except when necessary for the performance of the Contract) without prior Approval, use or disclose any Intellectual Property Rights in the IP Materials.

E7.2 The Contractor hereby assigns to the Authority, with full title guarantee, all Intellectual Property Rights which may subsist in the IP Materials prepared in accordance with clause E7.1 (b). This assignment shall take effect on the date of the Contract or as a present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights produced by the Contractor. The Contractor shall execute all documentation necessary to execute this assignment.

E7.3 The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced by the Contract or the performance of the Contract.

E7.4 The Contractor shall ensure that the third party owner of any Intellectual Property Rights that are or which may be used to perform the Contract grants to the Authority a non-exclusive licence or, if itself a licensee of those rights, shall grant to the Authority an authorised sub-licence, to use, reproduce, modify, develop and maintain the Intellectual Property Rights in the same. Such licence or sub-licence shall be non-exclusive, perpetual, royalty free and irrevocable and shall include the right for the Authority to sub-license, transfer, novate or assign to other Contracting Authorities, the Replacement Contractor or to any other third party supplying services to the Authority.

E7.5 The Contractor shall not infringe any Intellectual Property Rights of any third party or any Data Protection Legislation in supplying the Services and the Contractor shall, during and after the Contract Period, indemnify and keep indemnified and hold the Authority and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Authority or the Crown may suffer or incur as a result of or in connection with any breach of this clause, except where any such claim arises from:

(a) items or materials based upon designs supplied by the Authority; or

(b) the use of data supplied by the Authority which is not required to be verified by the Contractor under any provision of the Contract.

E7.6 The Authority shall notify the Contractor in writing of any claim or demand brought against the Authority for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Contractor.

E7.7 The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Contractor, provided always that the Contractor:

(a) shall consult the Authority on all substantive issues which arise during the conduct of such litigation and negotiations;

(b) shall take due and proper account of the interests of the Authority; and

(c) shall not settle or compromise any claim without the Authority’s prior written consent (not to be unreasonably withheld or delayed).

E7.8 The Authority shall at the request of the Contractor afford to the Contractor all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Authority or the Contractor by a third party for infringement or alleged infringement of any third party Intellectual Property Rights or any Data Protection Legislation in connection with the performance of the Contractor’s obligations under the Contract and the Contractor shall indemnify the Authority for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Contractor shall not, however, be required to indemnify the Authority in relation to any costs and expenses incurred in relation to or arising out of a claim, demand or action which relates to the matters in clause E7.5 (a) or (b).

E7.9 The Authority shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by the Authority or the Contractor in connection with the performance of its obligations under the Contract.

E7.10 If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Contract or in the reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the Authority and, at its own expense and subject to the consent of the Authority (not to be unreasonably withheld or delayed), use its best endeavours to:

(a) modify any or all of the Services without reducing the performance or functionality of the same, or substitute alternative Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply mutates mutandis to such modified Services or to the substitute Services; or

(b) procure a licence to use and supply the Services, which are the subject of the alleged infringement, on terms which are acceptable to the Authority,

 and in the event that the Contractor is unable to comply with sub-clauses (a) or (b) above within twenty Working Days of receipt of the Contractor’s notification the Authority may terminate the Contract with immediate effect by notice in writing.

E7.11 The Contractor grants to the Authority a royalty-free, irrevocable and non-exclusive licence (with a right to sub-licence) to use any Intellectual Property Rights that the Contractor owned or developed prior to the Commencement Date and which the Authority reasonably requires in order exercise its rights and take the benefit of this Contract including the Services provided.

E8 Audit

E8.1 The Contractor shall keep and maintain until 6 years after the end of the Contract Period, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Services supplied under it, all expenditure reimbursed by the Authority, and all payments made by the Authority. The Contractor shall on request afford the Authority or the Authority’s representatives such access to those records as may be requested by the Authority in connection with the Contract.

E8.2 The Contractor shall afford such facilities as the Authority may reasonably require for its representatives to visit the Contractor’s premises and examine the records held under this Condition. The right to these records shall not apply to the extent that an examination would jeopardise the confidentiality of information relating to the Contractor’s other Clients.

E8.3 Subject to the provision of reasonable notice to the Contractor, and for the purpose of:

 a) Examining and certifying Authority’s accounts; or

b) any examination, pursuant to section 6(1) of the National Audit Act 1983, of the economy, efficiency and effectiveness with which the Authority has used its resources

the Comptroller and Auditor General shall have a right of access to such relevant documents as are owned, held or otherwise within control of the Contractor.

E8.4 The Contractor shall assist the Comptroller and Auditor General to understand such documents and provide any oral/or written information and explanation of the documents as may reasonably be requested.

E8.5 For the avoidance of doubt, nothing in this Condition constitutes a requirement or agreement for the purposes of section 6(3)(d) of the National Audit Act 1983 for the examination, certification or inspection of the accounts of the Contractor.

E9 **Authority Data**

E9.1 The Contractor shall not delete or remove any proprietary notices contained within or relating to the Authority Data.

E9.2 The Contractor shall not store, copy, disclose, or use the Authority Data except as necessary for the performance by the Contractor of its obligations under this Contract or as otherwise expressly authorised in writing by the Authority.

E9.3 To the extent that Authority Data is held and/or processed by the Contractor, the Contractor shall supply that Authority Data to the Authority as requested by the Authority in the format specified.

E9.4 The Contractor shall take responsibility for preserving the integrity of Authority Data and preventing the corruption or loss of Authority Data.

E9.5 The Contractor shall perform secure back-ups of all Authority Data and shall ensure that up-to-date back-ups are stored off-site in accordance with the Business Continuity and Disaster Recovery Plan. The Contractor shall ensure that such back-ups are available to the Authority at all times upon request.

 E9.6 The Contractor shall ensure that any system on which the Contractor holds any Authority Data, including back-up data, is a secure system that complies with the Security Policy.

E9.7 If the Authority Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the Authority may:

a) require the Contractor (at the Contractor's expense) to restore or procure the restoration of Authority Data to the extent and in accordance with the requirements specified; and/or

b) itself restore or procure the restoration of Authority Data, and shall be repaid by the Contractor any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified.

**E10 Removable Media**

E10.1 The Contractor shall only use encrypted Removable Media issued by the Authority when connected to the Authority’s IT network and all use must be in strict accordance with the rules about sensitivity and risks of information. In particular, encrypted memory sticks may only be used for data marked up to and including the Protective Marking of ‘Protect’.

E10.2 All losses of data must be reported to the Contract Manager as soon as possible so that risk mitigation action can be taken. Any theft of Removable media must be reported to the Police and a crime/incident number obtained.

E10.3 Floppy disks must not be used in the delivery of this Contract.

E11 Transparency

E11.1 The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract (including, but not limited to, any documents subsequently developed to monitor delivery and performance of the contract) are not Confidential Information.

The Authority shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

E11.2 Notwithstanding any other term of this Contract, the Contractor hereby gives his consent for the Authority to publish the Contract (and any documents subsequently produced by either party as part of management of the contract – including, but not limited to, performance against key performance indicators and plans to rectify the same etc.) in their entirety, including from time to time agreed changes to the Contract, to the general public.

E11.3 The Authority may consult with the Contractor to inform its decision regarding any redactions that may be required to keep information which is exempt from disclosure under the FOIA from being disclosed but the Authority shall have the final decision in its absolute discretion. The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract.

F. CONTROL OF THE CONTRACT

F1 Transfer and Sub-Contracting

F1.1 Except where F1.4 and 5 applies, the Contractor shall not assign, sub-contract or in any other way dispose of the Contract or any part of it without prior Approval. Sub-contracting any part of the Contract shall not relieve the Contractor of any of its obligations or duties under the Contract.

F1.2 The Contractor shall be responsible for the acts and omissions of its sub-contractors as though they are its own.

F1.3 Where the Authority has consented to the placing of sub-contracts, copies of each sub-contract shall, at the request of the Authority, be sent by the Contractor to the Authority as soon as reasonably practicable.

F1.4 The Contractor shall include in every Sub-contract

a. a right for the Contractor to terminate that Sub-contract if the relevant Subcontractor fails to comply in the performance of its contract with legal obligations in the fields of environmental, social or labour law; and

 b. a requirement that the Sub-contractor includes a provision having the same effect as (a) above in any Sub-contract which it awards.

F1.5 Notwithstanding clause F1.1, the Contractor may assign to a third party (“**the Assignee**”) the right to receive payment of the Contract Price or any part thereof due to the Contractor under this Contract (including any interest which the Authority incurs under clause C2.6). Any assignment under this clause F1.5 shall be subject to:

 (a) reduction of any sums in respect of which the Authority exercises its right of recovery under clause C3 (Recovery of Sums Due);

 (b) all related rights of the Authority under the contract in relation to the recovery of sums due but unpaid; and

 (c) the Authority receiving notification under both clauses F1.6 and F1.7.

F1.6 In the event that the Contractor assigns the right to receive the Contract Price under clause F1.5, the Contractor or the Assignee shall notify the Authority in writing of the assignment and the date upon which the assignment becomes effective.

F1.7 The Contractor shall ensure that the Assignee notifies the Authority of the Assignee’s contact information and bank account details to which the Authority shall make payment.

F1.8 The provisions of clause C2 (Payment and VAT) shall continue to apply in all other respects after the assignment and shall not be amended without the Approval of the Authority.

F1.9 Subject to clause F1.11, the Authority may assign novate or otherwise dispose of its rights and obligations under the Contract or any part thereof to:

(a) any Contracting Authority; or

(b) any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Authority; or

(c) any private sector body which substantially performs the functions of the Authority,

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

F1.10 Any change in the legal status of the Authority such that it ceases to be a Contracting Authority shall not, subject to clause F1.9, affect the validity of the Contract. In such circumstances, the Contract shall bind and inure to the benefit of any successor body to the Authority.

F1.11 If the rights and obligations under the Contract are assigned, novated or otherwise disposed of pursuant to clause F1.7 to a body which is not a Contracting Authority or if there is a change in the legal status of the Authority such that it ceases to be a Contracting Authority (in the remainder of this clause both such bodies being referred to as the **“Transferee”**):

(a) the rights of termination of the Authority in clauses H1 (Termination on change of control and insolvency) and H2 (Termination on Default) shall be available to the Contractor in the event of respectively, the bankruptcy or insolvency, or Default of the Transferee; and

(b) the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof with the prior consent in writing of the Contractor.

F1.12 The Authority may disclose to any Transferee any Confidential Information of the Contractor which relates to the performance of the Contractor’s obligations under the Contract. In such circumstances the Authority shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Contractor’s obligations under the Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.

F1.13 Each Party shall at its own cost and expense carry out or use all reasonable endeavours to ensure the carrying out of, whatever further actions (including the execution of further documents) the other Party reasonably requires from time to time for the purpose of giving that other party the full benefit of the provisions of the Contract.

F2 Waiver

F2.1 The failure of either Party to insist upon strict performance of any provision of the Contract, or the failure of either Party to exercise, or any delay in exercising, any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.

F2.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with clause A5 (Notices).

F2.3 A waiver of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

**F3** **Variation**

F3.1 Subject to the provisions of this clause F3, the Authority may request a variation to the Specification provided that such variation does not amount to a material change to the Specification. Such a change is hereinafter called a “Variation”.

F3.2 The Authority may request a Variation by notifying the Contractor in writing of the “Variation” and giving the Contractor sufficient information to assess the extent of the Variation and consider whether any change to the Contract Price is required in order to implement the Variation. The Authority shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation. If the Contractor agrees with the proposed Variation it shall confirm the same in writing.

F3.3 In the event that the Contractor is unable to accept the Variation to the Specification or where the Parties are unable to agree a change to the Contract Price, the Authority may;

(a) allow the Contractor to fulfil its obligations under the Contract without the variation to the Specification; or

(b) terminate the Contract with immediate effect, except where the Contractor has already delivered all or part of the Services or where the Contractor can show evidence of substantial work being carried out to fulfil the requirements of the Specification; and in such case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed at Clause I2.

F4 Severability

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

F5 Remedies in the event of inadequate performance

F5.1 Where a complaint is received about the standard of Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Contractor’s obligations under the Contract, then the Authority shall notify the Contractor, and where considered appropriate by the Authority, investigate the complaint. The Authority may, in its sole discretion, uphold the complaint and take further action in accordance with clause H2 (Termination on Default) of the Contract.

F5.2 In the event that the Authority is of the reasonable opinion that there has been a material breach of the Contract by the Contractor, then the Authority may, without prejudice to its rights under clause H2 (Termination on Default), do any of the following:

(a) without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Contractor shall have demonstrated to the reasonable satisfaction of the Authority that the Contractor will once more be able to supply all or such part of the Services in accordance with the Contract;

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

(c) terminate, in accordance with clause H2 (Termination on Default), the whole of the Contract.

F5.3 Without prejudice to its right under clause C3 (Recovery of Sums Due), the Authority may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Authority or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Contractor for such part of the Services and provided that the Authority uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

F5.4 If the Contractor fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Authority shall instruct the Contractor to remedy the failure and the Contractor shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within 10 Working Days or such other period of time as the Authority may direct.

F5.5 In the event that:

 (a) the Contractor fails to comply with clause F5.4 above and the failure is materially adverse to the interests of the Authority or prevents the Authority from discharging a statutory duty; or

 (b) the Contractor persistently fails to comply with clause F5.4 above,

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

F6 Remedies Cumulative

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

**F7 Monitoring and Management Information**

1. The Contractor shall comply with the monitoring arrangements set out in the Monitoring and Management Information Schedule including, but not limited to, providing such data and information as the Contractor may be required to produce under the Contract.

F7.2 Where requested by the Authority, the Contractor shall supply the Management Information to the Authority and to The Cabinet Office in the form set out in the Monitoring and Management Information during the Contract Period.

F7.3 The Contractor agrees that the Authority may provide The Cabinet Office with information relating to the Services procured and any payments made under the Contract.

F7.4 Upon receipt of the Management Information supplied by the Contractor in response to a request under F7.2 above or receipt of information provided by the Authority to The Cabinet Office under F7.3, the Authority and the Contractor hereby consent to The Cabinet Office:

 (a) storing and analysing the Management Information and producing statistics; and

 (b) sharing the Management Information or any statistics produced using the Management Information, with any other Contracting Authority.

F7.5 In the event that The Cabinet Office shares the Management Information or information provided under clause F7.3 in accordance with F7.4(b), any Contracting Authority receiving the Management Information shall be informed of the confidential nature of that information and shall be requested not to disclose it to any body who is not a Contracting Authority (unless required by law).

F7.6 The Authority may make changes to the Management Information which the Contractor is required to supply and shall give the Contractor at least one (1) Month’s written notice of any changes.

**F8 Entire Agreement**

F8.1 The Contract constitutes the entire agreement between the Parties in respect of the matters dealt with therein. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this clause shall not exclude liability in respect of any Fraud or fraudulent misrepresentation.

F8.2 In the event of, and only to the extent of, any conflict between the clauses of the Contract, any document referred to in those clauses and the Schedules, the conflict shall be resolved in accordance with the following order of precedence:

 (a) the clauses of the Contract;

(b) the Schedules; and

(c) any other document referred to in the clauses of the Contract.

G LIABILITIES

G1 Liability, Indemnity and Insurance

G1.1 Neither Party excludes or limits liability to the other Party for:

(a) death or personal injury caused by its negligence; or

(b) Fraud; or

(c) fraudulent misrepresentation; or

(e) any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982.

G1.2 Subject to clauses G1.3 and G1.4, the Contractor shall indemnify the Authority and keep the Authority indemnified fully against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or the late or purported supply, of the Services or the performance or non-performance by the Contractor of its obligations under the Contract or the presence of the Contractor or any Staff on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Contractor, or any other loss which is caused directly or indirectly by any act or omission of the Contractor.

G1.3 The Contractor shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Authority or by breach by the Authority of its obligations under the Contract.

G1.4 Subject always to clause G1.1, the liability of either Party for Defaults shall be subject to the following financial limits:

(a) the annual aggregate liability of either Party for Default resulting in direct loss of or damage to the property of the other under or in connection with the Contract shall in no event exceed five million pounds (£5,000,000) or twice the contract value (whichever is higher) unless otherwise agreed; and

 (b) the annual aggregate liability under the Contract of either Party for Default (other than a Default governed by clauses E7.3 (Intellectual Property Rights) or G1.4(a)) shall in no event exceed five Million pounds (£5,000,000) or twice the contract value (whichever is higher) unless otherwise agreed.

G1.5 Subject always to clause G1.1, in no event shall either Party be liable to the other for any:

(a) loss of profits, business, revenue or goodwill; and/or

(b) loss of savings (whether anticipated or otherwise); and/or

(c) indirect or consequential loss or damage.

G1.6 The Contractor shall not exclude liability for additional operational, administrative costs and/or expenses or wasted expenditure resulting from the direct Default of the Contractor.

G1.7 The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Contractor, arising out of the Contractor’s performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Contractor. Such insurance shall be maintained for the duration of the Contract Period.

G1.8 The Contractor shall hold employer’s liability insurance and public liability insurance in respect of Staff in accordance with any legal requirement from time to time in force.

G1.9 The Contractor shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker’s verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

G1.10 If, for whatever reason, the Contractor fails to give effect to and maintain the insurances required by the provisions of the Contract the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.

G1.11 The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract. It shall be the responsibility of the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability referred to in clause G1.2.

G2 Professional Indemnity

 The Contractor shall effect and maintain appropriate professional indemnity insurance cover during the Contract Period and shall ensure that all agents, professional consultants and sub-contractors involved in the supply of the Services do the same. To comply with its obligations under this clause and as a minimum, the Contractor shall ensure professional indemnity insurance held by the Contractor and by any agent, sub-contractor or consultant involved in the supply of the Services has a limit of indemnity of not less than Two Million pounds (£2,000,000) for each individual claim. Such insurance shall be maintained for a minimum of 6 (six) years following the expiration or earlier termination of the Contract.

## G3 Warranties and Representations

 The Contractor warrants and represents that:

(a) it has full capacity and authority and all necessary consents (including where its procedures so require, the consent of its parent company) to enter into and perform its obligations under the Contract and that the Contract is executed by a duly authorised representative of the Contractor;

 (b) in entering the Contract it has not committed any Fraud;

(c) as at the Commencement Date, all information contained in the Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the Contract;

(d) no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Contract;

(e) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;

(f) no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Contractor or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Contractor’s assets or revenue;

(g) it owns, has obtained or is able to obtain, valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;

(h) in the three 3 years prior to the date of the Contract:

(i) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;

(ii) it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and

1. it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract.

**H DEFAULT, DISRUPTION AND TERMINATION**

H1 Termination on insolvency and change of control

H1.1 The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is a company and in respect of the Contractor:

(a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or

(b) a shareholders’ meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or

1. a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator or a creditors’ meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
2. a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or

(e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or

(f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or

(g) being a “small company” within the meaning of section 247(3) of the Companies Act 1985, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or

(h) any event similar to those listed in H1.1(a)-(g) occurs under the law of any other jurisdiction.

H1.2 The Authority may terminate the Contract with immediate effect by notice in writing where the Contractor is an individual and:

(a) an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Contractor’s creditors; or

(b) a petition is presented and not dismissed within 14 days or order made for the Contractor’s bankruptcy; or

(c) a receiver, or similar officer is appointed over the whole or any part of the Contractor’s assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or

(d) the Contractor is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986; or

(e) a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Contractor’s assets and such attachment or process is not discharged within 14 days; or

(f) he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005; or

(g) he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

H1.3 The Contractor shall seek the prior Approval of the Authority to any change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988 (**“change of control”**). Where an Approval has not been granted prior to the change of control the Authority may terminate the Contract by notice in writing with immediate effect within six months of:

 (a) being notified that a change of control has occurred; or

(b) where no notification has been made, the date that the Authority becomes aware of the change of control,

H2 Termination on Default

H2.1 The Authority may terminate the Contract by written notice to the Contractor with immediate effect if the Contractor commits a Default and if:

(a) the Contractor has not remedied the Default to the satisfaction of the Authority within 25 Working Days, or such other period as may be specified by the Authority, after issue of a written notice specifying the Default and requesting it to be remedied; or

(b) the Default is not, in the opinion of the Authority, capable of remedy; or

(c) the Default is a material breach of the Contract.

#### H2.2 In the event that through any Default of the Contractor, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded as to be unusable, the Contractor shall be liable for the cost of reconstitution of that data and shall reimburse the Authority in respect of any charge levied for its transmission and any other costs charged in connection with such Default.

#### H2.3 If the Authority fails to pay the Contractor undisputed sums of money when due, the Contractor shall notify the Authority in writing of such failure to pay. If the Authority fails to pay such undisputed sums within 90 Working Days of the date of such written notice, the Contractor may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Authority exercising its rights under clause C3.1 (Recovery of Sums Due).

H2.4 The Authority reserves the right to terminate the Contract should the Contractor be found to be in breach of any aspect of the law that would, in the opinion of the Authority , bring the Authority into disrepute, including but not limited to, relevant aspects set out in Regulation 57 of the Public Contracts Regulations 2015 (as amended) relating to exclusion criteria.

H3 Break

 The Authority shall have the right to terminate the Contract at any time by giving 2 Months’ written notice to the Contractor.

H4 Consequences of Expiry or Termination

H4.1 Where the Authority terminates the Contract under clause H2 (Termination on Default) and then makes other arrangements for the supply of Services, the Authority may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Authority throughout the remainder of the Contract Period. The Authority shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clause H2 (Termination on Default), no further payments shall be payable by the Authority to the Contractor (for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Authority), until the Authority has established the final cost of making the other arrangements envisaged under this clause.

H4.2 Subject to clause G1, where the Authority terminates the Contract under clause H3 (Break), the Authority shall indemnify the Contractor against any commitments, liabilities or expenditure which represent an unavoidable direct loss to the Contractor by reason of the termination of the Contract, provided that the Contractor takes all reasonable steps to mitigate such loss. Where the Contractor holds insurance, the Authority shall only indemnify the Contractor for those unavoidable direct costs that are not covered by the insurance available. The Contractor shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Authority, with supporting evidence, of losses reasonably and actually incurred by the Contractor as a result of termination under clause H3 (Break).

H4.3 The Authority shall not be liable under clause H4.2 to pay any sum which:

(a) was claimable under insurance held by the Contractor, and the Contractor has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy;

(b) when added to any sums paid or due to the Contractor under the Contract, exceeds the total sum that would have been payable to the Contractor if the Contract had not been terminated prior to the expiry of the Contract Period; or

(c) is a claim by the Contractor for loss of profit, due to early termination of the Contract.

H4.4 Save as otherwise expressly provided in the Contract:

(a) termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and

(b) termination of the Contract shall not affect the continuing rights, remedies or obligations of the Authority or the Contractor under clauses C2 (Payment and VAT), C3 (Recovery of Sums Due), D1 (Prevention of Corruption), E1 (Data Protection Act), E2 (Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989), E3 (Confidential Information), E4 (Freedom of Information), E7 (Intellectual Property Rights), E8 (Audit), F6 Remedies Cumulative), G1 (Liability, Indemnity and Insurance), G2 (Professional Indemnity), H4 (Consequences of Termination), H6 (Recovery upon Expiry or Termination) and I1 (Governing Law and Jurisdiction).

H5 Disruption

H5.1 The Contractor shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Authority, its employees or any other contractor employed by the Authority.

H5.2 The Contractor shall immediately inform the Authority of any actual or potential industrial action, whether such action be by their own employees or others, which affects or might affect its ability at any time to perform its obligations under the Contract.

H5.3 In the event of industrial action by the Staff, the Contractor shall seek Approval to its proposals to continue to perform its obligations under the Contract.

H5.4 If the Contractor’s proposals referred to in clause H5.3 are considered insufficient or unacceptable by the Authority acting reasonably, then the Contract may be terminated with immediate effect by the Authority by notice in writing.

H5.5 If the Contractor is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Authority, the Contractor may request a reasonable allowance of time and in addition, the Authority will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

H6 Recovery upon Termination

H6.1 On the termination of the Contract for any reason, the Contractor shall:

 (a) immediately return to the Authority all Confidential Information, Personal Data and IP Materials in its possession or in the possession or under the control of any permitted suppliers or sub-contractors, which was obtained or produced in the course of providing the Services;

 (b) immediately deliver to the Authority all Property (including materials, documents, information and access keys) provided to the Contractor under clause B8. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);

 (c) assist and co-operate with the Authority to ensure an orderly transition of the provision of the Services to the Replacement Contractor and/or the completion of any work in progress.

 (d) promptly provide all information concerning the provision of the Services which may reasonably be requested by the Authority for the purposes of adequately understanding the manner in which the Services have been provided or for the purpose of allowing the Authority or the Replacement Contractor to conduct due diligence.

H6.2 If the Contractor fails to comply with clause H6.1 (a) and (b), the Authority may recover possession thereof and the Contractor grants a licence to the Authority or its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor or its permitted suppliers or sub-contractors where any such items may be held.

H6.3 Where the end of the Contract Period arises due to the Contractor’s Default, the Contractor shall provide all assistance under clause H6(c) and (d) free of charge. Otherwise, the Authority shall pay the Contractor’s reasonable costs of providing the assistance and the Contractor shall take all reasonable steps to mitigate such costs.

H7 Force Majeure

H7.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Contract (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under the Contract for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under the Contract for a period in excess of 6 Months, either Party may terminate the Contract with immediate effect by notice in writing.

H7.2 Any failure or delay by the Contractor in performing its obligations under the Contract which results from any failure or delay by an agent, sub-contractor or supplier shall be regarded as due to Force Majeure only if that agent, sub-contractor or supplier is itself impeded by Force Majeure from complying with an obligation to the Contractor.

H7.3 If either Party becomes aware of Force Majeure which gives rise to, or is likely to give rise to, any failure or delay on its part as described in clause H7.1 it shall immediately notify the other by the most expeditious method then available and shall inform the other of the period for which it is estimated that such failure or delay shall continue.

I DISPUTES AND LAW

I1 Governing Law and Jurisdiction

 Subject to the provisions of clause I2, the Authority and the Contractor accept the exclusive jurisdiction of the English courts and agree that the Contract and all non-contractual obligations and other matters arising from or connected with it are to be governed and construed according to English Law.

I2 Dispute Resolution

I2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within 20 Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the finance director (or equivalent) of each Party.

I2.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.

I2.3 If the dispute cannot be resolved by the Parties pursuant to clause I2.1 the Parties shall refer it to mediation pursuant to the procedure set out in clause I2.5 unless (a) the Authority considers that the dispute is not suitable for resolution by mediation; or (b) the Contractor does not agree to mediation.

I2.4 The obligations of the Parties under the Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Contractor and the Staff shall comply fully with the requirements of the Contract at all times.

I2.5 The procedure for mediation and consequential provisions relating to mediation are as follows:

(a) a mediator (the **“Mediator”**) shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within 10 Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within 10 Working Days from the date of the proposal to appoint a Mediator or within 10 Working Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution or other mediation provider to appoint a Mediator.

(b) The Parties shall within 10 Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the Centre for Effective Dispute Resolution or other mediation providerto provide guidance on a suitable procedure.

(c) Unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.

(d) If the Parties reach agreement on the resolution of the dispute, the agreement shall be recorded in writing and shall be binding on the Parties once it is signed by their duly authorised representatives.

(e) Failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative written opinion. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties.

(f) If the Parties fail to reach agreement in the structured negotiations within 60 Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the Courts, unless the dispute is referred to arbitration pursuant to the procedures set out in clause I2.6.

I2.6 Subject to clause I2.2, the Parties shall not institute court proceedings until the procedures set out in clauses I2.1 and I2.3 have been completed save that:

(a) the Authority may at any time before court proceedings are commenced, serve a notice on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7.

(b) if the Contractor intends to commence court proceedings, it shall serve written notice on the Authority of its intentions and the Authority shall have 21 days following receipt of such notice to serve a reply on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7.

(c) the Contractor may request by notice in writing to the Authority that any dispute be referred and resolved by arbitration in accordance with clause I2.7, to which the Authority may consent as it sees fit.

I2.7 In the event that any arbitration proceedings are commenced pursuant to clause I2.6:

### (a) the arbitration shall be governed by the provisions of the Arbitration Act 1996;

(b) the Authority shall give a written notice of arbitration to the Contractor (the **“Arbitration Notice”**)stating:

(i) that the dispute is referred to arbitration; and

(ii) providing details of the issues to be resolved;

### (c) the London Court of International Arbitration (“LCIA”) procedural rules in force at the date that the dispute was referred to arbitration in accordance with I2.7 (b) shall be applied and are deemed to be incorporated by reference to the Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;

(d) the tribunal shall consist of a sole arbitrator to be agreed by the Parties;

(e) if the Parties fail to agree the appointment of the arbitrator within 10 days of the Arbitration Notice being issued by the Authority under clause I2.7 (b) or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

(f) the arbitration proceedings shall take place in London and in the English language; and

(g) the arbitration proceedings shall be governed by, and interpreted in accordance with, English law.

**MONITORING AND MANAGEMENT INFORMATION SCHEDULE**

The final scope of requirements may vary according to the category of spend, and will be agreed with the supplier at the time of engagement by The Contracting Authority.

Line Item Amount

Invoice Line Description

Invoice Line Number

Currency Code

Order Date

VAT Inclusion Flag

VAT Rate

List Price

Number of Items

Unit of Purchase

Unit of Purchase Quantity

Price per Unit

Supplier Product / Service Code

Product description

Product / Service Level 1(Product or Service Name)

Product / Service Level 2

Product / Service Level 3

Product / Service Level 4

Product / Service Level 5

UNSPSC Code

Taxonomy Code

Taxonomy Name

Geographical

Project Code

Project description

Project Start Date

Project Delivery Date (Estimate and Actual)

Total project cost

Project Stage

**SCHEDULE 1: SCHEDULE OF PROCESSING, PERSONAL DATA & DATA SUBJECTS**

This Schedule shall be completed by the Controller. The Controller may take account of the view of the Processor(s), however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Relevant Authority’s Data Protection Officer are

DFT: XXXXXX

DVSA: XXXXXX

1. The contact details of the Processor’s Data Protection Officer are: XXXXXX
2. The Processor shall comply with any further written instructions with respect to processing by the Controller.
3. Any such further instructions shall be incorporated into this Schedule.

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of the Controller and Processor | The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor in accordance with Clause E1.1.  |
| Subject matter of the processing | In delivery of the Services (delivery of the IRTEC inspection assessment for large commercial vehicles and delivery of the IRTEC advanced assessment for large commercial vehicles) it is expected that the Contractor will require access to Personal Data controlled by the Authority. |
| Duration of the processing | As required throughout the Contract Period. |
| Nature and purposes of the processing | The nature of the processing is expected to include:* Collection - as part of the registration as an accredited technician in the required level, in this instance either inspection or advanced levels
* Recording - details on processor database
* Storage – on Contractors own network
* Destroyed - only if accreditation subsides, for example if individual does not continue membership.

The purpose of the processing is for IRTEC inspection assessments for large commercial vehicles and IRTEC advanced assessments for large commercial vehicles.  |
| Type of Personal Data being Processed | Type of Personal data is expected to include Name, Address, DoB, E-mail Address and Phone Number |
| Categories of Data Subject | Categories of Data Subject are expected to include: Staff (including volunteers, agents, and temporary workers). |
| Plan for return and destruction of the data once the processing is completeUNLESS requirement under union or member state law to preserve that type of data | In accordance with Clause E.1.4(e) the Contractor shall – at the written direction of the Controller – delete or return all Personal Data (and any copies of it) upon Termination, evidencing electronic deletion if necessary. |

**SCHEDULE 2: SCHEDULE FOR JOINT CONTROLLER AGREEMENTS**

**Not used**

**SCHEDULE 3: SPECIFICATION**

1. **BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**
	1. DVSA contracted with a Contractor for the calibration, service/maintenance, repair, and purchase of new IVA testing equipment at GVTS and Roller Brake Testers (RBTs). The equipment comprises of, but not limited to; RBTs, Wheel Play Detectors, Load Simulators, and Headlamp Aim Testers (HLT) for Heavy Goods Vehicle (HGV) and Public Service Vehicles (PSV) testing and Road Traffic Enforcement Activities.
	2. A full list of the equipment associated with this Contract and its current locations is in Annex A towards the close of this document.
	3. Primarily the Contract provides the calibration and service/maintenance of the equipment including a repair service at DVSA facilities throughout Great Britain.
	4. The Contractor is required to source spare parts, where required, to meet the repair service level requirement.
	5. DVSA will remain compliant within all areas of the incumbent Health and Safety regulations and requirements (See section 9), consequently DVSA may request the Contractor to provide services supporting DVSA’s continued compliance throughout the duration of this Contract.
	6. There may be an element of equipment supply throughout the Contract period, however there is no commitment to this and the DVSA Contract Manager will make the final decision in any such cases.
2. **THE REQUIREMENT**
	1. The agency sought to award a Contract to a single Contractor for the provision of services covered within this document and supporting annexes. The Contract is subject to the Department for Transport (DfT) Standard Conditions of Contract.
	2. This Contract is for a period of 2 years with a possible extension annually up to a further 2 years. This will be agreed on a 1 + 1 basis. The Contract will commence on the 18th of July 2021.
3. **KEY MILESTONES AND DELIVERABLES**
	1. The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/****Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Contract Start Meeting with the Agency | Within 2 days of Contract Award |
| 2 | Expected Service Commencement | Within 4 days of Contract Award |
| 3 | Security Management Plan to be submitted to the Agency (to include details on Security Management Policy) | Within 20 working days of Contract Award  |
| 4 | Contractor to provide monthly and cumulative reporting to the Agency as detailed in section 6. | 5th of every month. |

1. **MANAGEMENT INFORMATION/REPORTING AND DOCUMENTATION**
	1. The Contractor will provide a complete management information (MI) function, enabling data and trend analysis from corporate level down to the individual.
		1. The Contractor will provide monthly and cumulative statistics, narrative, and analysis to DVSA, reporting on achievement of the agreed KPIs, by 5th working day of the month.
		2. The Contractor will provide every 6 months a breakdown profile including a brief condition and maintainability statement for the equipment at each site.
	2. The Contractor’s narrative analysis will cover services undertaken, differentiating between planned and ad-hoc services, lessons learnt from ad-hoc services carried out for other sites, and advisory notes/ recommended ad-hoc maintenance to support equipment up-time.
	3. The Contractor will make available to the Contract Manager, via an electronic portal or similar, all calibration and work certificates within 10 days of completion of works. The documents will describe the scope of maintenance or repair work that has been performed on equipment. All documents will be uploaded into the Contractor portal and made available to DVSA throughout the life of the agreement.
	4. At the end of the Contract all documents must be made available to DVSA for mass downloading and retention in a word or pdf format. Files must be made available to DVSA for 30 days after the end of the Contract for the purpose of retention, where required, by DVSA.
	5. Further guidance can be sought from the DVSA Contract Manager on specific information that should be contained in the inspection sheets and in calibration documents.
2. **VOLUMES**
	1. Volumes for this requirement are not guaranteed. The services will be undertaken at circa 21 DVSA GVTS and Enforcement sites.
	2. The volume of sites will reduce during the life of the Contract with equipment removed from the Contract upon notice by DVSA Contract Manager via the Variation process. The rate of site closure is not currently known, updates on the closure programme will be shared at each Contract review meeting or when known.
3. **CONTINUOUS IMPROVEMENT**
	1. The Contractor will continually improve the way in which the required Services are to be delivered throughout the Contract duration.
	2. The Contractor will present new ways of working to the Authority during Contract review meetings at the schedule detailed within this Statement of Requirements.
	3. Changes to the way in which the Services are to be delivered must be brought to the DVSA’s attention and agreed prior to any changes being implemented.
4. **HEALTH AND SAFETY AND SUSTAINABILITY**

**HEALTH AND SAFETY**

* 1. The Contractor shall work within all relevant Health & Safety Legislation in force during the period of the Contract. Particular attention is drawn to compliance with the following where the latest amendments apply:

a) The Manual Handling Operating Regulations 1992

b) The Control of Substances Hazardous to Health (Amendment) Regulations 2004

c) Personal Protective Equipment at Work Regulations 1992

d) The Provision and Use of Work Equipment Regulations 1998

e) The Management of Health & Safety at Work Regulations 1999

 f) The Lifting Operations & Lifting Equipment Regulations 1998

g) The Supply of Machinery (Safety) Regulations 2008

h) Electrical Equipment (Safety) Regulations 2016

* 1. A copy of DVSA’s Risk Assessment document will be available upon request. The Contractor must supply a risk assessment to the Contract Manager for the service/maintenance activities at least 10 days prior to coming to site.
	2. The Contractor shall be expected to adapt their Risk Assessment document to include all relevant parts of DVSA’s Corporate Risk Assessment document and to advise DVSA of any additional risks that their Technicians may be exposed to when delivering the services required.
	3. A site-specific risk assessment and method statement must be submitted to the Contract Manager for each task. The format will be agreed at the Contract implementation meeting.
	4. The Contractor’s Technicians are expected to adhere, always, to the requirements defined in the DVSA Approved Risk Assessment (Contractor’s own risk assessment document which has been endorsed by the DVSA Contracts Manager).

**ETHICAL STANDARDS OF PRODUCTION**

* 1. The Contractor must ensure that their supply chain has established standards of production and logistics, where:

Working conditions are safe.

Good health is promoted.

Employment is freely chosen.

Working hours are not excessive.

Wages meet at least national legal standards.

Training is provided.

No discrimination is practised.

Diversity and good workforce practices are encouraged.

Child labour is eliminated; and

No inhumane treatment is allowed.

**SUB-CONTRACTING TO SMALL AND MEDIUM ENTERPRISES (SMES)**

* 1. Department for Transport is committed to removing barriers to SME participation in its Contracts and would like to also actively encourage its larger Contractors to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see DVSAs website for further information).
	2. To help the DVSA measure the volume of business they do with SMEs, their Form of Tender document asks about the size of the Potential Contractor’s own organisation and those in their supply chain.
	3. If the Contractor tells the DVSA hat they are likely to sub-contract to SMEs, and are awarded this Contract, the DVSA will send the Contractor a short questionnaire asking for further information. This data will help the DVSA contribute towards Government targets on the use of SMEs. The DVSA may also publish success stories and examples of good practice on their website.
1. **SPECIFYING GOODS & / SERVICES**
	1. The Contract will comprise of:
		1. The planning and provision of routine calibration and service/maintenance to all test equipment listed in Annex A at the specified intervals thereby ensuring DVSA remains compliant within all aspects of vehicle testing regulations and industry standards such as ISO 17025 in place for the duration of the Contract.
		2. Equipment will be calibrated to suit the usage and/or any national requirement. Roller Break Testers (RBT) and Headlight Beam Testers (HBT) shall be calibrated at 6 monthly intervals and before the last day of the sixth month, following last calibration date. The Contractor shall be responsible for ensuring that equipment is calibrated within the agreed schedule.
		3. The provision of ad-hoc service/maintenance for all items of testing equipment listed in Annex A including any software updates. Any software updates initiated by legislation must be authorised by the Contract Manager who will require a breakdown of costs prior to the installation.
		4. The provision of repair services to attend and rectify any breakdowns or ad-hoc repairs to the equipment at any DVSA premises throughout Great Britain within the specified timescales of this Contract.
		5. The supply and installation of new equipment where the Contract Manager confirms repairs are uneconomical or impossible to complete. This neither compels nor infers DVSA will purchase new equipment, any requirements will be discussed and approved with the Contract Manager. Where supply of new is considered, this will be after a review by the Contract Manager of the cost/benefit assessment against the utilisation of DVSA owned decommissioned equipment.
		6. The provision of technical assistance and advice as requested by the Contract Manager.
		7. The provision of a telephone helpline to receive and log breakdowns and assist DVSA staff resolve problems where possible over the phone.
		8. The provision of an e-mail address to log breakdowns.
		9. The Contractor must ensure the availability of trained staff to meet the above obligations of the Contract as outlined in the specification.
	2. **TESTING NETWORK SITES and EQUIPMENT AVAILABILITY**
		1. The Contractor will carry out all routine calibrations and services/maintenance on a self-organised basis confirming all arrangements directly with the site.
		2. The test halls housing the testing equipment are hanger-like structures and regardless of weather conditions, the doors remain open whilst testing is being carried out. A few Road Traffic Enforcement locations have Roller Brake Testers positioned outside of inspection buildings where they are open to the prevailing weather conditions.
		3. In all instances delivery of the equipment maintenance, calibration and repair services required under this Contract will take place on site at these Vehicle Testing and Road Traffic Enforcement sites.
		4. Annex A towards the end of this document contains a full list of the sites and the equipment contained that is to be included in this Contract.
		5. The core hours of Equipment Availability shall be 08:00 hrs to 15:30 hrs Monday to Friday, excluding Bank Holidays (note, local Bank Holidays apply in Scotland).
		6. There may be occasions when repairs are required outside core hours. To cater for this requirement and when specifically requested to do so, the Contractor may charge an additional fee. Repairs performed outside of core hours must be authorised by the Contract Manager before any work is undertaken.

**SPECIFIED LEVELS OF COVER**

* 1. **Level 2 Maintenance Cover – Standard Cover.**
		1. Level 2 Standard Maintenance will cover the equipment outlined in Annex A for calibration and service/maintenance services.
		2. Repairs will be charged separately on an ad-hoc ‘open book’ basis based on agreed parts, labour, and callout/ travel and expenses rates. A works order shall be raised prior to the Contractors attendance at site. Repairs identified by the engineers whilst on site must be authorised by the DVSA Contract Manager prior to completion. In all cases where these costs exceed £250 the DVSA Contracts Manager will request a quote prior to approval.
		3. All parts used during service/maintenance shall be inclusive within the service charge of each machine except for consumables and spares required due to misuse and abuse. These spares or items shall be chargeable separately.
		4. Prior to commencement of the Contract, DVSA will inform the Contractor of the volume of equipment requiring cover under this maintenance category. This decision will be considerate to DVSAs present and future business requirements.
	2. **Level 3 Non-Planned Maintenance Cover – Ad-hoc**
		1. There is a possibility that some testing equipment may not require planned maintenance and therefore will not fall within the scope of Level 2 Maintenance Cover. Equipment meeting these criteria under this maintenance agreement will be maintained on an ad-hoc basis.
		2. No work will be conducted under this maintenance cover without a work order being issued by the DVSA Contract Manager or representative. Additional works not covered under L1 or L2 scope would be charged under the L3 ad-hoc pricing.
	3. **FAULT/INCIDENT REPORTING PROCEDURE**
		1. All faults will be reported directly to the Contractor via email or phone.
		2. The Contractor will provide a point of contact between the “core hours” of 08:00 to 15:30 Monday to Friday to facilitate the reporting of defects, telephone technical support, and any incidents relating to the provision of maintenance/repair services.
		3. In cases where it is not possible to resolve an issue by telephone, the Contractor must email the requesting officer and the Contract Manager with details of when an engineer will visit site. These details will include a time and date in accordance with the Service Levels listed below, the incident reference number, the time of receipt of the request and the nature of the incident.
		4. Where the Contractor receives an incident request outside of “core hours”, resolution by the Contractor shall begin as soon as core hours commence.
		5. The Contractor shall retain an electronic system recording details of all service visits and breakdown incidents, this will record the logged time of repair requests, details of the rectification action taken and the time and date that the equipment was declared serviceable again.
		6. DVSA will request an exception report listing all occasions where the Contractor has failed to meet the Contractual requirements. This will include details of the reason for the non-compliance and will be provided for discussion at Contract Review Meetings.
	4. **SPARE PARTS**
		1. At the start of the Contract, the Contractor will be expected to have:

a) Appropriate premises for the safe, secure, housing of spare parts and complete assemblies as required to support the Contract.

b) Appropriate stock control and ordering procedures to maintain adequate stock levels.

c) Suitable arrangements for the delivery of spares and assemblies to all DVSA sites.

* + 1. The Contractor will ensure Field Service Technicians have the required spares, or ready access to such spares, such that the response and repair times are not jeopardised.
		2. The provision and operation of the stores will not be separately chargeable to DVSA.
		3. Transport of any spares provided direct to sites under the ad-hoc element of this Contract shall be covered by a DVSA work order and all associated cost shall be covered by DVSA. The Contractor shall be expected, in all cases, to use the most cost-effective method of transportation for parts and assemblies.
		4. If any item/part is found to be consistently problematic it shall be the Contractors responsibility to investigate and supply a suitable alternative.
	1. **ON-SITE HOUSEKEEPING**
		1. The Contractor is responsible for the removal from site of all waste materials arising from the works. The Contractor must comply with all waste disposal regulations and requirements applicable at the time of the works.
	2. **SUB-CONTRACTING**
		1. If a sub-contractor is employed, the Contractor will be responsible for service quality, Health and Safety and full compliance to all applicable industry standards and Legislation in force at time of work completion. The Contractor shall notify the DVSA Contract Manager in advance of the work sub-contracted out. See section F1 of the General Conditions of Contract for Services document.
		2. Where the Contractor sub-contracts any elements of the Contract to a third-party the responsibility of meeting the defined response and repair times shall remain with the Contractor.
1. **PRICE**
	1. Prices are to be excluding VAT and including all other costs relating to Contract delivery.
	2. All billing must be itemised to support reconciliation of invoices.
	3. Should the Contractor attend an Authority’s site as requested and are unable to gain access due to an Authority representative not being present, the Contractor will charge the call our fee provided within the price schedule.
2. **STAFF AND CUSTOMER SERVICE**
	1. The Contractor will provide a sufficient level of trained resource throughout the duration of the Contract to consistently deliver a quality service.
	2. The Contractor’s staff assigned to the Contract will have the relevant qualifications and experience to deliver the Contract to the required standard.
	3. The Contractor will ensure that staff understand the agency’s vision and objectives and will provide excellent customer service to the agency throughout the duration of the Contract.
3. **MANAGEMENT AND CONTRACT ADMINISTRATION**
	1. The DVSA Contract Manager will set in place Contract review meetings at a frequency appropriate to the length, value, and complexity of the
	Contract. The Contract Manager will agree with the Contractor at the Contract implementation meeting what will be reviewed and measured at these meetings, and define the format data should be provided in.
	2. The Contract will be measures against the following Service Level Agreement (SLA’s) and Key Performance Indicators (KPIs) on a task-by-task basis:

|  |  |  |
| --- | --- | --- |
| **Maintenance cover** | **SLA** | **Notes** |
| Level 2 Maintenance Cover,  | The rectification period will be no more than a) 1 working dayb) 2 working daysc) 3 working daysd) 4 working days or within a period agreed with the Contract Manager. This is to accommodate instances where parts are not immediately available to facilitate the repair.  | Timing of an incident commences from the moment a report is submitted to the Contractor’s Help Desk by a user via email or phone communication and will end when the equipment is back in service. |
| Level 3 Ad hoc maintenance andrepairs Cover**,**  | The date for completion of ad hoc maintenance and repairs is to be agreed between the Contract Manager and the Contractor. In all instances the date for completion should be no longer than 2 weeks from request. | Timing of an ad-hoc request commences from the moment a request is submitted to the Contractor’s Help Desk by a user via email or phone communication and will end when the equipment is back in service. |

* 1. All equipment listed in Annex A will be subject to Level 2a maintenance cover from the commencement of the Contract. The Authority reserves the right to change the level of maintenance cover listed above by mutual agreement with the Contractor.
	2. The DVSA Contract Manager must be informed of and agree to any exceptions from these Service Levels (SL) prior to their implementation. The SLs will be assessed by the Contract Manager monthly and the results shall form part of the monthly payment review. The Contractor will resolve all incidents according to the appropriate SL and in all cases the incident shall be considered resolved when the Contractor has stated, and DVSA has confirmed the equipment is in service and fully operational.
	3. A DVSA Contract Manager will be available to aid DVSA staff and the Contractor in the delivery of the Contract requirements.
	4. The Contractor shall use reasonable endeavours to resolve Incidents at any of the Sites listed in Annex C where it has opportunity to do so within the times set out in 11.2.
	5. The Contractor will be entitled to notify the DVSA Contract Manager in writing, via an exception report, of any circumstance which the Contractor believes will not allow it to meet the provisions of Section 11. The Authority agrees to consider such notification promptly and shall, at its discretion but always acting reasonably, be entitled to grant or refuse an extension of time to the Contractor commensurate with the delay caused by the circumstance notified to the Authority in accordance with this paragraph 11.7.
	6. If at any time, the Contractor fails to provide the required services in accordance with the KPI’s and is unable to provide satisfactory reason by provision of exception reports, then DVSA shall:
		1. Make deductions to cover periods of equipment unavailability dependent on Level of Maintenance Cover and pay the Service Credit percentage as set out below in section 11.8.
		2. Request the Contractor, at no additional charge to the DVSA, promptly remedy any failure to meet the KPI’s or re-perform any non-conforming service.
	7. The following KPIs apply:

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| --- | --- |
| **Key Performance Indicator** | **Measurement/Service Credit to be applied** |
| Adherence to Service level Agreement | For equipment covered under Level 1 Maintenance Cover the following formula shall be applicable for each item of equipment: Service Credit = DNA x £780 DNA = “Days NOT Available” each 24-hour period, after the initial SLA from notification of equipment breakdown, within core hours not covered by acceptable exception reports.This Service Credit will be applied after 5 DNA. There will be a maximum cap of 7 DNA should the Contractors exception report be grated. |
| No equipment passing its re-calibration date. | 100% of calibration fee for each piece of equipment out of calibration date. |
| MI to be provided by 5th of each month | On-Time in Full (OTIF), monthly tracker/ graph.No service credit to be applied. |
| Calibration certificates and works documents to be available within 10 days of works completion. | On-Time in Full (OTIF), monthly tracker/ graph.No service credit to be applied. |
| Invoices submitted with all applicable information and backing data as reasonably requested by DVSA. | On-Time in Full (OTIF), monthly tracker/ graph.No service credit to be applied. |

* 1. Service credits shall be paid Quarterly and calculated from the invoice month of the first day of unavailability.
1. **SECURITY AND CONFIDENTIALITY REQUIREMENTS**
	1. The Contractor must ensure confidentiality of commercial and sensitive information and prevent theft of DVSA property.
	2. A Security Management plan must be submitted 20 working days after award of the Contract.
2. **PAYMENT AND INVOICING**
	1. The Contractor will submit a single monthly invoice in arrears to the Authority for costs incurred under the contract within the previous month.
	2. Payment can only be made following satisfactory completion of all pre-agreed work and/or receipt of goods invoiced.
	3. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
	4. Credit notes should be raised, as necessary.
	5. Contractors must email their invoices as PDF to DVSA's Finance Shared Services with a valid Purchase Order (PO) number: ssa.invoice@sharedservicesarvato.co.uk
	6. Upon receipt, Shared Services completes a 3-way match of the Contractor's invoice as follows:
		1. Valid purchase order, with PO number.
		2. Goods receipt confirmation – completed on receipt of goods/services; and
		3. Correct invoice – matches PO and goods receipt confirmation.
	7. In accordance with C2 of the general conditions of Contract the Authority is committed to pay invoices as soon as possible and shall pay all sums due to the Contractor within 30 days of receipt of a valid invoice, submitted monthly in arrears.
3. **CONTRACT MANAGEMENT**
	1. Regular Contract Management meetings will be held during the life of the Contract: monthly, as necessary at the inception of the Contract, but then quarterly as the Contract matures. It is expected that meetings will be held at DVSA’s premises, or elsewhere, by agreement of DVSA. By agreement of parties’ virtual meetings will be carried out in replacement of face-to-face meetings.
	2. Contract Management meetings are for both parties to discuss Contract performance against KPIs, any issues arising from delivery of the Contract and to review progress on any developments. The Contractor will meet the cost of its travel to any DVSA premises. DVSA’s Head Office: Berkeley House, Croydon St, Bristol BS5 0DA.
	3. When necessary, the Contractor must bring to the attention of DVSA any issues arising with the delivery of the Contract, in line with KPIs, and to propose a communication/escalation process/path, which will be agreed by both parties, on award of Contract.
	4. DVSA will reference and maintain a Contract Management Plan, to ensure that terms of the Contract are delivered.
	5. Terms of Reference and Agenda for meetings will be agreed between DVSA and the Contractor and, as standard, the Agenda will include minutes and actions of the previous meeting, performance against the KPIs and continuous improvements. An Actions log will be kept, to track progress. Minutes of meetings will be completed by a DVSA attendee and agreed with the Contractor. DVSA anticipates that other ad-hoc meetings will be required to support the Contract, usually by phone, but averaging weekly, to discuss e.g., the planning or status of projects, service management, catalogue changes and product innovation.
	6. The Contractor is expected to make themselves available with reasonable notice for any additional ad-hoc meetings that may be requested by DVSA, such as product demonstrations/roadshows, up to twice a year.
	7. Attendance at Contract Review meetings shall be at the Contractor’s own expense.
4. **QUALITY SYSTEMS**
	1. DVSA will require the Contractor to provide details of any established quality systems and compliances with BSI/ISO industry standards at time of tendering.
	2. DVSA reserves the right to carry out audit checks at any time to verify the standard of the work and to ensure routine calibration and service/maintenance is performed at the required frequencies.
	3. The Contractor shall retain an electronic calibration and service/maintenance history for each site and shall make this information available to the DVSA Contract Manager as requested, for example at Contract Review Meetings.
	4. The Contractor shall assist the Contract Manager in identifying trends in equipment performance or maintainability.
	5. All calibration equipment kits used on the Contract must be uniquely identifiable and certified as accurate to a known physical National or International Standard. Copies of the calibration certificate(s) may be requested without prior notice and a minimum biennial recertification will be required.
5. **DATA PROTECTION**
	1. The Contractor will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679) (“GDPR”), the Law Enforcement Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy.
	2. Personal Data means any information relating to an identified or identifiable living individual, e.g., a staff member, member of the public, customer, etc. This includes but is not limited to an individual’s name, address, phone number, date of birth, place of work, dietary preferences, opinions, trade union membership, political beliefs, ethnicity, religion, sexuality and email address or job title (if they can be identified from it). Processing includes storage.
	3. Further information on GDPR is available from the Information Commissioner’s Office: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

**Annex A - Current list of in-service equipment**

List of current equipment, volume, & location. Volume of equipment is subject to change based on site closures and equipment Beyond Economical Repair.

Service levels for each piece of equipment to be updated upon Contract award within the Contract Schedule.

XXXXXX

**Annex B - Minimum Preventative Maintenance Schedule**

**XXXXXXX**

**Annex c – Site information**

Testing dates subject to change – Contractor to contact Contract Manager for latest testing dates.

**UK – IVA Sites**

|  |  |
| --- | --- |
| **Site** | **Current Testing dates** |
| **Aberdeen** | XXXXXXX |
| **Avonmouth** | XXXXXXX |
| **Beverley** | XXXXXXX |
| **Chadderton** | XXXXXXX |
| **Derby** | XXXXXXX |
| **Exeter** | XXXXXXX |
| **Gillingham** | XXXXXXX |
| **Kidderminster** | XXXXXXX |
| **Leighton Buzzard** | XXXXXXX |
| **Livingston** | XXXXXXX |
| **Llantrisant** | XXXXXXX |
| **Newcastle** | XXXXXXX |
| **Norwich** | XXXXXXX |
| **Northam** | XXXXXXX |
| **Nottingham** | XXXXXXX |
| **Yeading** | XXXXXXX |

**UK – Enforcement only sites**

|  |  |
| --- | --- |
| **Site** | **Sites open** |
| **Ashford** | Information to be provided at a later date |
| **Chilcomb** | Information to be provided at a later date |
| **Cuerden** | Information to be provided at a later date |
| **Doxey** | Information to be provided at a later date |
| **Elmswell**  | Information to be provided at a later date |
| **Leatherhead** | Information to be provided at a later date |
| **S-Peverell** | Information to be provided at a later date |
| **Todhills** | Information to be provided at a later date |
| **Tormarton** | Information to be provided at a later date |

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**SCHEDULE 4: PRICING & EQUIPMENT SCHEDULE**

**XXXXXX**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Pricing Schedule - New equipment** |  |  |  |  |
|  |  |  |  |  |  |

**XXXXXX**

**SCHEDULE 5: COMMERCIALLY SENSITIVE INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Date** | **Item(s)** | **Duration of Confidentiality** |
| **1** |  |  |  |
| **2** |  |  |  |
| **3** |  |  |  |

**SCHEDULE 6: MONITORING AND MANAGEMENT INFORMATION**

See Section 4. MANAGEMENT INFORMATION/REPORTING AND DOCUMENTATION of the Specification document at Schedule 3: Specification.