



**European Union**  
European Regional  
Development Fund

## **Invitation to Tender**

Website Design: ESAM, Sector 2 and Enterprise Zones

**Cornwall Development Company TEN 456**

13.05.19

## 1. Context

Cornwall Development Company (CDC) is owned by and provides arm's length economic development delivery services to Cornwall Council (CC). CDC is part of the Corser Ltd Group of Companies.

On behalf of Cornwall Council, Cornwall and the Isles of Scilly Local Enterprise Partnership (CloS LEP) and a range of stakeholders, CDC provides a bespoke, business facing service which helps deliver the economic vision and strategy for Cornwall.

## 2. Background

Cornwall has a wealth of economic opportunities for business growth; these assets are spread across the region in key development sites part funded and delivered through the Cornwall and Isles of Scilly Growth Programme, the European economic regeneration programme for the region, (<http://www.cornwallislesofscillygrowthprogramme.org.uk/>). To facilitate the promotion, take up and success of these sites, CDC (on behalf of Cornwall Council) is now tasked to consolidate the various development sites offers through a high profile collaborative website.

The successful design agency will be tasked to bring the various opportunities together into one website. However, it is essential that each site is promoted equally on the website to ensure businesses looking to grow will make informed choices through the information provided.

The development sites are part of larger ongoing projects, funded from the European Regional Development Fund (ERDF) and UK public funding. The promotion of the development sites is just one aspect of their projects and hence, some projects will also maintain their current websites to promote wider information and to ensure compliance. This CDC commissioned website will therefore promote each project development site in the first instance.

CDC will require the website to promote both current and future opportunities but for purposes of this tender CDC would like to include the five development sites currently open in Cornwall:

### 2.1 ESAM [www.esamcornwall.co.uk](http://www.esamcornwall.co.uk)

The Employment Space for Advanced Manufacturing (ESAM), named 'Chi Askorrans' (House of Production), at Carludon Technology Park lies at the heart of Cornwall's Eco-Communities Initiative; four miles from the Eden Project near St Austell.

This transformational project is supported by a £6.2M investment from ERDF. The aim of the Technology Park and ESAM is to attract high value businesses and create skilled jobs as a catalyst for creating new opportunities in Cornwall.

When fully developed, the Technology Park will provide the capacity and infrastructure for the development of up to 8,500m<sup>2</sup> of high quality workspace.

## **2.2 Sector 2 on the Aerohub Business Park**

The Aerohub Enterprise Zone Business Park Phase 1 project (<https://www.cioslep.com/about/lep-press-releases/article/306/2018/10/10/aerohub-business-park-workspace-scheme-reaches-major-milestone>) is a development of Sector 2 of the Aerohub Business Park, creating 1,005m<sup>2</sup> of office space and 1,904m<sup>2</sup> of light industrial space for SMEs on a high profile, constraint free site, acting as a catalyst for the future development of the Aerohub Enterprise Zone as a whole. The plot is intended for SMEs from the Smart Specialisation sectors and those that contribute to the Enterprise Zone programme initiatives and is supported by £4.4M of investment from the ERDF and £3.1M from Cornwall Council.

The Sector 2 building has been named 'Chi an Lorell' (The Satellite House). The Chi an Lorell building sits on the Aerohub Business Park at Cornwall Airport Newquay.

## **2.3 Enterprise Zones (Cornwall has three Enterprise Zones)**

### **2.3.1 Cornwall Marine Enterprise Zone [www.marinehubcornwall.co.uk](http://www.marinehubcornwall.co.uk)**

A key component of Marine Hub Cornwall, the Cornwall Marine Enterprise Zone is a world class base for marine businesses, comprising of over 15 hectares in three primary locations: Hayle Harbour, Falmouth Docks and Tolvaddon.

### **2.3.2 Aerohub Enterprise Zone [www.aerohub.co.uk](http://www.aerohub.co.uk)**

The Aerohub Enterprise Zone at Cornwall Airport Newquay covers both airside and landside development sites. This includes the state-of-the-art airport facilities for aerospace and space businesses, as well as a 50 acre serviced Business Park for related activities. Both sites are investment ready and have access to exceptional connectivity. Aerohub is also home to the Spaceport Cornwall project and will be the first horizontal satellite launch location in the UK.

### **2.3.3 Goonhilly Enterprise Zone [www.goonhilly.org/enterprise-zone](http://www.goonhilly.org/enterprise-zone)**

Goonhilly Enterprise Zone is home to a world class space asset with a long history of world firsts and is increasingly raising their profile in the commercial space sector. Recent investments from private and public sources have created an exciting investment opportunity in satellite technology and launch capabilities.

## **3. The Commission**

### **3.1 The requirements – general**

CDC are keen to work with contractors who are able to use and provide creative and innovative solutions to deliver our message to our audience and to ensure that the website fully benefits from cutting edge design and creative ideas.

CDC would like to procure an agency to work with a CDC project lead to create this website which has to be developed and delivered in a short timescale, so the successful agency has to be confident that they can deliver to these timescales as set out by CDC

- The website will be a single source of information regarding various development opportunities in Cornwall; these may encompass sites which are ready for tenants to move in such as ESAM and Sector 2, to future opportunities such as Aerohub and Goonhilly with land and property ready for large scale development
- The CMS needs to be agile and built in a way that when the site is complete it will allow CDC to upload, create and modify the site without agency support. CDC will also need to be able to add or amend future developments as and when they arise
- CDC has an unique domain name ready for the successful agency to use
- The sites main aim is to encourage investors/businesses to contact CDC to find out more, allow them to sign up to development opportunities newsletters and to signpost them to relevant further information
  - CDC also expect to post good news stories, case studies and latest updates on a news page
- To aid agencies with CDC's initial thoughts, there is a simple website wireframe (Enclosure 1). It is not complete and bidders will wish to develop this in their tenders
- It will be expected that the successful website agency will work with our copywriter and design agencies who are being procured through separate Invitation to Tenders for the duration of this Tender

### **3.2 Detailed requirement**

The agency must build and implement the website using open source software, and to meet the technical specifications supplied (Enclosure 2) with the additional specific requirements detailed below:

#### **3.2.1 Identity**

- The website will need to have a neutral identity designed by the agency. This is **not** a logo/branding exercise, instead, the website will be 'hosting' a selection of development sites, providing information and signposting as necessary
- The development sites often come with their own branding/logos. Because of this the website design needs to work in harmony with the site developments and the assets their programmes have already created

#### **3.2.2 The homepage**

- To ensure each development site is equally promoted the successful agency will need the homepage to be interactive. For the purposes of this tender CDC envision a 'tile' effect so content 'moves' across the screen so each development is highlighted – CDC are open to discussion with the successful agency on the final design of the website
  - The tile content must be able to be edited by the CDC team
  - Tiles may contain an image, text, stat or a self-playing silent short video clip to promote an interesting collection of information
  - Tiles must be created in such a way that CDC can upload its own creations made 'in house'. For example, CDC use software such as Canva, so with the agencies support CDC need to be able to create, upload and link the tile to wherever it needs to go
  - CDC need the agency to set a house font for the website which is engaging, modern and DDA compliant for use within the tiles

- Positioning: when a new tile is created the CMS should automatically put it to the 'top' of the website allowing older tiles to move/be pushed down to create a chronological order. However, CDC would like the ability to 'move' tiles around if needed

### **3.2.3 Location Map**

- Investors may be from outside of Cornwall so it is vital that the development sites are located on a map
- CDC would like to develop a map of the physical locations of our major Cornish towns and transport (A30, airports, train line etc.). CDC see this interactive map as being one of the main elements (alongside the tiles) visitors to the site will use to navigate to the rest of the website
- Visitors to the website will be able to click on a site icon for a small info box to appear, should they wish to find out more they will be able to click through to the development site page
- CDC need the ability to create and delete these locations on the map with ease
- The technical and visual aspects of the map can be discussed with the successful agency to ensure it works across all devices and at trade shows in different countries where access may be through a tablet or touch screen television

### **3.2.4 Navigation**

- As mentioned previously, some of the development sites will continue to have their own websites in conjunction with this CDC commissioned website, so a seamless link to other websites is vital (Enclosure 1). This can be discussed with the successful agency

### **3.2.5 Elements the website needs to include**

- A standard set of web page templates to allow CDC staff to create new pages
  - CDC will need template/s which considers the site developments and how they are portrayed. Many of the site developments have multiple units/land available within them.
    - A template layout which displays both empty and full units (such as offices) and empty plots of land to include elements such as size, availability, usage and any restrictions and the ability to upload photos/maps of the unit/land. A development may have multiple units/parcels of land so the template needs to ensure they sit harmoniously within the same page
    - When a unit/land is occupied CDC will need to replace the availability template with one which shows information of the tenant occupying the space. This will need to include the business logo, short paragraph regarding the business and a link to their website
    - The template should have the ability for us to load plans, photographs and short videos so prospective tenants can view the available units/land
- A simple events calendar/page – there may be rare 'open days' or similar, so the calendar should have the ability to be turned off and disappear – it should not display as empty if there are no events scheduled
- News page
- A clear and simple FAQs page
- Contact page

- A 'contact us' form – with relevant secure encryption and emailed to a dedicated CDC inbox
- Phone number etc.
- Newsletter sign up – this may form part of the 'tile effect' on the homepage
- A scrolling Twitter feed linked to the CDC twitter
- CDC would like the ability to embed YouTube videos on the pages – this may also form part of the 'tile effect'
- On the homepage CDC would like designed 'buttons/tiles' to our partners such as Cornwall Trade and Investment and the Cornwall and the Isles of Scilly Growth & Skills Hubs, these should form part of the design and fit seamlessly with the rest of the page
- Each project will come with its own funding model. Because of this CDC will need the successful agency to ensure CDC can upload compliant 'logo strips' on each **individual** website page as and when CDC create new pages

### 3.2.6 ESAM specific requirements

The ESAM section of the website needs further **specific work**

- Moving of the existing content from [www.esamcornwall.co.uk](http://www.esamcornwall.co.uk) (which is a holding site) into this new website, the current website agency is aware this is going to take place. A redirect from the ESAM domain will need to be set up to the relevant page on the new website. In the case of ESAM there won't be any further information online so this site will act as the **single promotional asset** – how CDC hosts the current ESAM URL moving forward can be discussed with the successful agency at inception
- CDC would like an internal website page created for ESAM tenants within the site (Enclosure 1) - how the tenants would actually access this page and its security can be discussed with the successful agency. Within it CDC would like the ability to upload PDFs, a notice board for internal messages about the building with the ability for tenants to post messages to the board, and the ability to book meeting rooms

### 3.2.7 Copywriting, tone and SEO

- Bringing together different development sites and projects will bring its own unique challenges in terms of copywriting and tone. CDC has a copywriter on contract who will work with the successful agency to implement a positive, modern tone across the website. This does not mean that an agencies copywriter cannot have their own ideas and CDC welcome collaborative working
- CDC do realise that with a brand new domain name CDC will need intensive SEO methodology to ensure the site gets traffic. CDC would like agencies to consider this within their tender responses

### 3.3 Hosting

- CDC requires the provision of a hosting, back up, maintenance and ongoing support service. The budget includes the costs for hosting, maintenance and support throughout the lifetime of the contract (end date 31 March 2021). These requirements are to include a service package covering the lifetime of the contract that includes
  - Hosting of the website
  - On-going maintenance
  - Regular backups of the website and CMS
  - Development, maintenance, advice, and support to call upon

- A detailed budget breakdown of the items in the service package
- To provide advice and be available for consultation at any point during the implementation of the website and content management system

#### 4. Costs

**4.1** As this tender is multi-funded the appointed agency will be required to clarify the cost for each piece of work as appropriate. CDC does not expect the work required and their costs to be evenly spread across the development sites. When completing the tender response CDC will need to see **specific costs** to complete the work needed **split by each project**:

4.1.1 ESAM

4.1.2 Sector 2

4.1.3 The Enterprise Zones

**4.2** Hosting costs from 22 July 2019 to 31 March 2021

**4.3** Provide a cost per hour for any future works and/or maintenance. This will not form part of the scoring.

Note:

- All elements will need to be individually quoted in your tender.
- The total for items 4.1 and 4.2 will be scored (see section 10).
- Costs should include expenses; there will be a minimum of two project meetings held at CDC (Redruth, Cornwall). These costs should be within the costs above.

#### 5. Timetable

The anticipated timetable for submission of the Tender and the completion of the interim and final project deliverables is set out below and all deadlines are close of play on the dates indicated.

Ref	Milestones	Date
5.1	Publication of ITT and Tender Documents on Contracts Finder	13.05.19
5.2	Final date for submission of clarifications on Contracts Finder	21.05.19
5.3	Final date for response to clarifications published on Contracts Finder	22.05.19
5.4	Deadline to return the Tender to CDC	29.05.19
5.5	Evaluation of Tender by CDC	30.05.19-04.06.19
5.6	Successful and unsuccessful bidders notified	05.06.19

5.7	Contract sent by post to successful tenderer	05.06.19
5.8	Signed Contract returned by post/hand. Inception meeting/workshop at CDC offices – or at the successful agency offices (TBC)	w/c 10.06.19
5.9	Final website delivered by	22.07.19 (TBC with successful agency after inception meeting)
5.10	End of hosting/support contract	31.03.2021

## 6. Budget

The budget for this commission is a maximum of £18,000 including expenses, but excluding VAT. **Tenders that exceed the maximum budget will be considered non-compliant and therefore will not be considered.**

## 7. Timescale

The project will run from 10.06.19 until 31.03.21

## 8. Tender Submission Requirements

Please include the following information in your Tender submission.

### 8.1 Covering letter (two sides of A4 maximum) to include:

8.1.1 Contact name for further correspondence

8.1.2 Confirmation that the bidder has the resources available to meet the requirements outlined in this brief and its timelines (see section 3.1 and 5.9)

8.1.3 Confirmation that the bidder accepts all the Terms and Conditions of the Contract (see Enclosure 3)

8.1.4 Confirmation that the bidder will be able to meet the Corporate Requirements as set out in Section 15 to include confirmation that Health & Safety, Equality and Diversity and Environmental policies are in place and, if successful, supporting documentation will be provided as evidence

8.1.5 Confirmation that the bidder holds current valid insurance policies as set out in Section 15.3 and, if successful, supporting documentation will be provided as evidence

8.1.6 That the tenderer accepts to comply with the ESIF branding requirements as detailed at

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/735917/ESIF-GN-1-005 ESIF Branding and Publicity Requirements v7.docx](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/735917/ESIF-GN-1-005_ESIF_Branding_and_Publicity_Requirements_v7.docx)

8.1.7 Conflict of interest statement as per Section 15.12

8.2 Details of the bidder's relevant experience and expertise in the field to be evidenced by:



- 8.2.1 A brief overview of the way in which the tenderer intends to approach each element of the work detailed in Section 3.1- 3.2.7 (4 sides of A4)
- 8.2.2 Two relevant examples including live website links where the tenderer has undertaken similar website development (1 sides of A4)
- 8.2.3 One example of where the tenderer has delivered a website hosting, maintenance and support service for a client (1 sides of A4)
- 8.2.4 A CV of the proposed project lead (2 sides of A4)

8.3 A clear itemised breakdown of costs requested at Section 4 (broken down by individual sub-headings)

## 9. Tender Selection Process

In evaluating the tender returns, note that the cost assessment will be based on the overall total cost. All expenses are to be included within the tender prices. Additional expenses will not be paid. Costs exclude VAT.

The tender selection process will be carried out via assessment of the bidder's submission in accordance with the evaluation methodology set out below.

## 10. Evaluation methodology

Proposals will be scored in accordance with the methodology set out below. The score for Requirement 8.1 will be a pass/fail may result in no further assessment of the submission. Should section 8.1 result in a pass then Sections 8.2.1 – 8.3 will be assessed using the Scoring Matrix for Evaluation Criteria within Section 12.

The overall total score for the Submission will be arrived at by adding the individual scores for sections 8.2- 8.3.

Ref	Requirement	Score
8.1	Acceptable cover letter including confirmation of the requirements detailed in Section 8	Pass /Fail
8.2.1	Level and quality of information provided in the approach to each element of the works meets all the requirements of the brief, showing both creativity and deliverability of proposals	50 marks
8.2.2	Clear evidence of experience of provider from examples supplied	10 marks
8.2.3	Clear evidence of experience of website hosting, maintenance and support service for a client	10 marks

8.2.4	Clear evidence of experience of provider from CV supplied	10 marks
8.3 as per 4.1, 4.2	Cost: The lowest bid will be awarded the full 20marks. Other bids will be awarded a mark that is proportionate to the level of their bid in comparison to the lowest bid.	20 marks

**Please note that by submitting a Tender, the applicant must accept the terms and conditions of CDC as outlined in the attached Terms and Conditions of the Contract**

## **11. Timetable**

Please submit the invitation to tender document by email or post or in person by **5pm 29.05.19**

If submitting electronically, please send by email to [tenders@cornwalldevelopmentcompany.co.uk](mailto:tenders@cornwalldevelopmentcompany.co.uk) with the following wording in the subject box: "Tender 456 Strictly Confidential Website Design: ESAM, Sector 2 and Enterprise Zones"

Bidders are advised to request an acknowledgement of receipt when submitting by email.

If submitting by post or in person, the tender must be enclosed in a sealed envelope, only marked as follows:

"Tender 456 Strictly Confidential Website Design: ESAM, Sector 2 and Enterprise Zones"  
Nicky Pooley  
Head of Corporate Services Cornwall  
Development Company Tyncroft House  
Station Road Pool  
Redruth  
Cornwall TR15 3QG

The envelope should not give any indication to the bidder's identity. Marking by the carrier will not disqualify the bid.

## **12. Assessment of Tender**

**Each Tender will be checked for completeness and compliance with all requirements.**

During the invitation to tender assessment period, CDC reserves the right to seek clarification in writing from the bidders, to assist it in its consideration of the tender. The bids will be evaluated to determine the most economically advantageous offer

taking into consideration the award criteria set out in this Invitation to Tender.

CDC is not bound to accept the lowest price or any tender. CDC will not reimburse any expense incurred in preparing tender responses. Any contract award will be conditional on the Contract being approved in accordance with CDC internal procedures and CDC being able to proceed.

The reviewer will award the marks depending upon their assessment of the applicant's tender submission using the following scoring to assess the response:

<b>Scoring Matrix for Evaluation Criteria</b>		
<b>Score</b>	<b>Judgement</b>	<b>Interpretation</b>
<b>100%</b>	<b>Excellent</b>	<b>Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response.</b>
<b>80%</b>	<b>Good</b>	<b>Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response.</b>
<b>60%</b>	<b>Acceptable</b>	<b>Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response.</b>
<b>40%</b>	<b>Minor Reservations</b>	<b>Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.</b>
<b>20%</b>	<b>Serious Reservations</b>	<b>Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.</b>
<b>0%</b>	<b>Unacceptable</b>	<b>Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.</b>

### **13. Clarifications**

Any clarification queries arising from this Invitation To Tender which may have a bearing on the offer should be raised by email to: Place Manager

([matt.silver@cornwalldevelopmentcompany.co.uk](mailto:matt.silver@cornwalldevelopmentcompany.co.uk)) strictly in accordance with the Timetable in Section 5 above.

No representation by way of explanation or otherwise to persons or corporations bidding or desirous of bidding as to the meaning of the bid, contract or other tender documents or as to any other matter or thing to be done under the proposed contract shall bind CDC unless such representation is in writing and duly signed by a Director/Partner of the bidder. All such correspondence shall be returned with the Tender Documents and shall form part of the contract.

### **14. Point of contact**

Bidders must provide a single point of contact in their organisation for all contact between the bidder and CDC during the bid selection process.

### **15. Corporate requirements**

CDC wishes to ensure that its contractors, suppliers and advisers comply with its corporate requirements when facilitating the delivery of its services. It is therefore necessary to ensure that the contractor can evidence their ability to meet these requirements when providing the services under this commission.

All tender returns must include confirmation that evidence of the following can be provided if the bid is successful.

#### **15.1 Equality and Diversity**

CDC is committed to providing services in a way that promotes equality of opportunity. It is expected that the successful bidder will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation. The bidder will be required to provide a copy of their Equality and Diversity Policies/Practices if successful in securing this contract.

#### **15.2 Environmental Policy**

CDC is committed to sustainable development and the promotion of good environmental management. It is expected that the successful bidder will be committed to a process of improvement with regard to environmental issues. The bidder will be required to provide a copy of their Environmental Policies/Practices if successful in securing this contract.

#### **15.3 Indemnity and Insurance**

The contractor must effect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the contractor's obligations and liabilities under this contract, including but not limited to:

- Public liability insurance with a limit of liability of not less than £2 million;
- Employers liability insurance with a limit of liability of not less than

£2 million

All insurances shall cover for any one occurrence or series of occurrences arising out of any one event during the performance of this contract.

The bidder will be required to provide a copy of their insurance policies if successful in securing this contract.

In addition, the contract will be subject to the following legislation.

#### **15.4 Freedom of Information Legislation**

CDC may be obliged to disclose information provided by bidders in response to this Invitation to Tender under the Freedom of Information Act 2000 and all subordinate legislation made under this Act and the Environmental Information Regulations 2004 (Freedom of Information Legislation). Bidders should therefore be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. CDC will proceed on the basis of disclosure unless an appropriate exemption applies.

Bidders should be aware that despite the availability of some exemptions, information may still be disclosed if it is in the public interest.

#### **15.5 Prevention of Bribery**

Bidders are hereby notified that CDC is subject to the regulations of the Bribery Act 2010 and therefore has a duty to ensure that all bidders will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including, but not limited to, this legislation.

#### **15.6 Health and Safety**

Bidders must at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements. The bidder will be required to provide a copy of their Health & Safety Policies/Practices if successful in securing this contract

#### **15.7 Exclusion**

CDC shall exclude the bidder from participation in this procurement procedure where they have established or are otherwise aware that the organisation, to include administrative, management or supervisory staff that have powers of representation, decision or control of the applicant's company, has been the subject of a conviction by final judgment of one of the following reasons:

- Participation in a criminal organisation
- Corruption
- Fraud
- Terrorist offences or offences linked to terrorist activities
- Money laundering or terrorist financing

- Child labour and other forms of trafficking in human beings

### 15.8 Publicity

In order to comply with the necessary publicity regulations that accompany ESIF funds all promotional material, meeting invites, questionnaires and reports must at all times comply with the latest guidelines.

The Secretary of State has published the National European Structural and Investment Fund Publicity Guidance to assist grant recipients to comply with the Regulations referred to in the paragraph above. The chosen contractor will be required to agree all project paperwork design with the project manager at the start of the contract to ensure that the necessary conditions have been met.

The appointed contractor must comply with the publicity requirements in all activities, events, and literature developed as part of this contract. The link to the ESIF Publicity requirements is

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/735917/ESIF-GN-1-005 ESIF Branding and Publicity Requirements v7.docx](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/735917/ESIF-GN-1-005_ESIF_Branding_and_Publicity_Requirements_v7.docx)

### 15.9 Sub-contracting

Bidders should note that a consortium can submit a tender. The sub-contracting of aspects of this commission after appointment will not be allowed without the prior written consent of the client, however.

### 15.10 Content ownership

By submitting a tender, the bidder acknowledges that the copyright to all material produced during the project will be the property of CDC and can be widely disseminated to external audiences.

### 15.11 Document Retention

All documentation (electronic and hard copy) produced as part of this contract will need to be returned to CDC at the end of the contract so that CDC can retain them for future reference/audit. The contractor will not be expected to store these documents for future reference.

### 15.12 Conflicts of Interest

Bidders must provide a clear statement with regard to potential conflicts of interests.

Therefore, **please confirm within your Tender a statement with regards to a conflict of interest for this procurement through the provision of either -**

15.12.1 A Declaration that to your knowledge there is no conflict of interest between your company and the Cornwall Development Company or project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the contexts of this procurement procedure.

Or

15.12.2 A Declaration that there is a likely conflict of interest between your company and the Cornwall Development Company or project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the contexts of this procurement procedure, please provide details of this connection.

This will permit CDC, that in the event of a conflict of interest, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

## **16. Disclaimer**

The issue of this documentation does not commit CDC to award any contract pursuant to the Invitation to Tender process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between CDC or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between CDC and any other party (save for a formal award of contract made in writing by or on behalf of CDC).

Bidders must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their Tender responses. Information supplied to the bidders by CDC or any information contained in CDC publications is supplied only for general guidance in the preparation of the Tender response. Bidders must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by CDC for any loss or damage of whatever kind and howsoever caused arising from the use by bidders of such information.

CDC reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

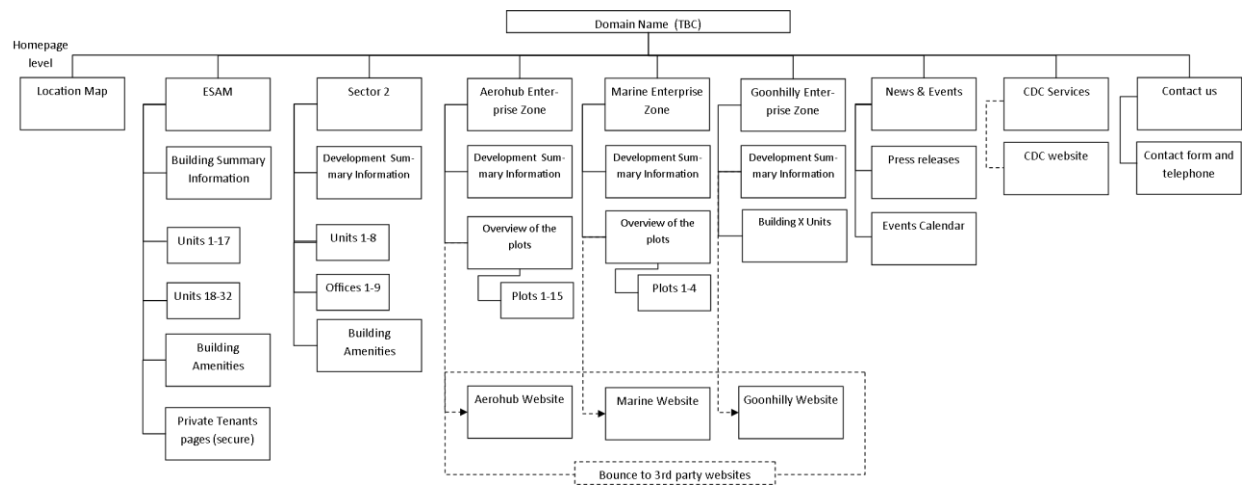
Cancellation of the procurement process (at any time) under any circumstances will not render CDC liable for any costs or expenses incurred by bidders during the procurement process.

## **17. Enclosures**

1. Initial Website Wireframe
2. Website Technical Specification Requirements
3. CDC Terms and Conditions of the Contract

## Enclosure 1

### Initial Website Wireframe





## Enclosure 2

### Website Technical Specification Requirements

1. **General.** The Supplier must build and implement the Cornwall Development Opportunities website using open source software, to meet the following technical specifications:

2. **Generic requirements**

- Must conform to the EU General Data Protection Regulation (GDPR) requirements
- Built on an easy to use and robust content management system such as Wordpress
- An initial capture of Company / Business Name, Contact name, Email address, Contact telephone number and Postcode, and short message this will be automatically emailed to a dedicated CDC inbox

3. **Technical specifications**

- Capable of uploading videos or embedding third party hosted videos in a secure fashion
- Mobile and tablet responsive
- Minimum compatibility with the following browsers: Firefox v 35 upwards, IE at least 9-10 and Safari at least V 8-9
- Driven by CSS
- The website should be entirely manageable by a web interface with an integrated spell checker within the WYSIWYG editor and offer a Page Preview Facility – the entire page should be displayed in the context of the editing, displaying all multimedia, images and links as if the page was live.
- Capable of allowing content to be contributed directly from Microsoft Office applications; this function shall automatically convert documents into the required format, including transferring of images
- Accessibility: Minimum “AA” level conformance with the latest WCAG/ W3C standards and guidance
- The site will support full RSS feeds for news stories and other dynamic content

- 3.1 **Compliance**

- Inclusion of website copyright disclaimer and accessibility policy
- The site will be fully compliant with the Equality Act 2010

- 3.2 **Handover**

- Once the website has been accepted the contractor will hand over all digital assets that are developed during the project as well as administrative access to all aspects of the website

- 3.3 **Maintenance, Support and Hosting**

- Training must be provided in making basic amendments and accompanying documentation shall be provided when the site is handed over
- Site hosted on managed Virtual Private Servers

### **3.4 Specific technical elements for this contract**

- The website will be located on a new domain which CDC already own. The agency will be responsible for moving this domain from storage to activation in collaboration with our IT department
- Each page will need to display a date and time stamp to indicate when the page was last updated to ensure information is up to date
  - This is especially important so visitors will know how up-to-date sales/rental information is
- The events calendar will need to auto archive/delete events once they have passed
  - In addition should there be no events the whole calendar should be hidden
- The news page will need to include the date the story was posted, archive old stories into 'years', and have the capability to preload an embargoed release to go live at a later time
- The agency should set up and provide CDC with Google analytics provision
- The submitted details from the newsletter sign up box must be securely sent to a CDC email address with the processes involved complying to the latest GDPR and Privacy Policy standards
- As CDC will be collecting data through the contact us, and newsletters sign ups CDC need pop ups on GDPR and cookies to inform visitors when appropriate. The agency can use the standard CDC GDPR and Privacy Policies found on the current CDC website
- The whole website should be DDA compliant and accessible to all
- The website should have any legal information, site map and relevant funders logo strip where required
- Contact details, registered address, telephone and email details
- Search engine optimisation (SEO) must be considered for the website
- Web page addresses must be customer friendly, e.g. .com/contactus .com/esam rather than ending in asp/php or similar
- The website must fully function across all major browsers and should be smartphone and tablet ready

### **3.5 Content Management System**

- The website CMS should have full content management functionality, specifically, the ability to:
  - Securely log into the CMS
    - Ability to create new accounts
  - Add, change and delete all aspects of all pages
  - View new pages/content changes before publishing
  - Add, change and delete sites on the interactive map
  - Edit menu items
  - All media releases, case studies, news items and commentary to be stored in date order
  - Images to be automatically resized through the CMS – or agency guidelines given
  - The ability to change, modify and move the homepage tiles as CDC see fit
  - The CMS must have spell check in 'English UK' not be set for American English

## Cornwall Development Company

### Standard Terms and Conditions of Purchase of Goods and Services under £25,000

These conditions shall govern the Contract to the exclusion of any terms and conditions of the Supplier. No variation to these conditions shall be binding unless expressly agreed in writing between the Cornwall Development Company and the Supplier.

#### 1. Definitions and Interpretation

1.1 The following words and expressions have the following meaning unless inconsistent with the context.

**“CDC”** means Cornwall Development Company Ltd;

**“Contract”** means the contract between CDC and the Supplier to supply the Goods and/or Services consisting of this Order incorporating these standard conditions and such other conditions or documents or specifications specified on the face of this Order;

**“Goods”** means the goods specified in the Order;

**“Services”** means the services specified in the Order;

**“Order”** means the Order made by CDC for the supply of the Goods and/or Services;

**“Price”** means the Price payable by CDC for the Goods and/or Services exclusive of VAT.

**“Regulated Activity”** means a regulated activity as defined in the Safeguarding Vulnerable Groups Act 2006;

**“Supplier”** means the person, firm or company to whom this Order is issued.

**“Intellectual Property Rights”** means all vested and contingent and future Intellectual Property including but not limited to copyright, trade marks, service marks, design rights (whether registered or unregistered), patents, know-how, trade secrets, inventions, get-up, database rights and any applications for the protection or registration of these rights and all renewals and extensions thereof existing in any part of the world whether now known or in the future created.

The headings in the conditions are for convenience only and shall not affect its interpretation. The singular includes the plural and vice versa; one gender includes all others.

Reference to any Act or Parliament or any Order, Regulation, Statutory Instrument, Directive or the like shall be deemed to include a reference to any amendment or re-enactment thereof.

## **2. Quality and Inspection**

- 2.1 The Goods shall be of satisfactory quality and fit for purpose, comply with all applicable published standards and conform in all aspects with the specification supplied/advised by CDC.
- 2.2 The Supplier will perform the Contract with reasonable care and skill by suitably experienced personnel.
- 2.3 All Goods/Services shall comply with all relevant Health and Safety legislation.
- 2.4 CDC shall have the right to inspect and test the Goods any time prior to acceptance. The CDC may require the Goods to be tested by the Supplier in the presence of a representative of CDC.
- 2.5 If CDC are of the opinion the results of the inspection or testing do not comply with the Order CDC shall inform the Supplier. The Supplier shall immediately take action deemed necessary to ensure compliance with the Order.
- 2.6 CDC is entitled to reject the Goods/Services where they do not comply with the Order.

## **3. Price, Payment and VAT**

- 3.1 The Price of the Goods/Services shall be as stated in the Order and unless agreed in writing shall be exclusive of VAT but inclusive of all other charges.
- 3.2 Any VAT payable by CDC shall be payable at the rate and in the same manner for the time being prescribed by law. All VAT charges must be shown separately in the invoice clearly identifying what it relates to.
- 3.3 Payment of the Price and any VAT shall be made by CDC within 30 days of receipt of a valid invoice.
- 3.4 No variation in the Price nor any extra charges shall be accepted by CDC unless expressly agreed in writing prior to acceptance of the Goods/Services.
- 3.5 CDC shall be entitled from time to time to set off any liability of the Supplier to CDC under this Contract or any other contract between the Supplier and CDC without prejudice to any other rights or remedies available to CDC.

## **4. Delivery, Title and Risk**

- 4.1 The Supplier shall deliver/provide the Goods/Services in accordance with such requirements as are specified in the Order unless otherwise agreed with CDC in writing.
- 4.2 The Supplier shall off-load the Goods as directed by CDC at its own risk and shall obtain written confirmation of delivery from a duly authorised representative of CDC.
- 4.3 All Goods must be properly packed and be clearly labelled and addressed. In the event that Goods are damaged or lost in transit, CDC shall inform the Supplier in writing and the Supplier shall replace or repair the Goods at its expense and in such circumstances delivery shall not be deemed to have taken place until replacement or repaired Goods are delivered to CDC.
- 4.4 Without prejudice to any rights or remedies property and risk in any Goods shall pass to the CDC on delivery or when CDC notifies acceptance in writing where the Goods are to be subject to testing, whichever shall be the later.

## **5. Gratuities**

The Supplier and/or Suppliers personnel shall not solicit or accept any gratuity, tip or any other form of money-taking or reward-collection or charge for undertaking its/their work under the Contract other than charges properly approved by CDC in accordance with the provisions of the Contract.

## **6. Prevention of Bribery**

- 6.1 The Supplier warrants and undertakes to the Company that:

- 6.1.1 it will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010
- 6.1.2 .it will comply with the Company's anti-bribery policy as may be amended from time to time, a copy of which will be provided to the Supplier on written request;
- 6.1.3. it will procure that any person who performs or has performed services for or on its behalf ("Associated Person") in connection with this Contract complies with this clause 6;
- 6.1.4 it will not enter into any agreement with any Associated Person in connection with the Contract, unless such agreement contains undertaking on the same terms as contained in the clause 6;
- 6.1.5 it has and will maintain in place effective accounting procedures and internal controls necessary to record all expenditure in connection with the Contract;
- 6.1.6 from time to time, at the reasonable request of the Company, it will confirm in writing that it has complied with its undertakings under clauses 6.1.1.-6.1.5 and will provide any information reasonably request by the Company in support of such compliance
- 6.1.7 it shall notify the Company as soon as practicable of any breach of any of the undertaking contained within this clause of which it becomes aware.

## **7. Auditors**

The Supplier shall co-operate fully at all times with any enquires or investigations of the CDC or CDC auditors or the Local Government Ombudsman or auditors for related funders and stakeholders for the project and when required to do so Government Departments, the European Court of Auditors, The European Commission auditors and the National Audit Office.

## **8. Cancellation/ Termination**

- 8.1 CDC may cancel this Order by written notice at any time prior to the Goods/Services being delivered or performed. The Supplier shall promptly repay to CDC any monies paid in respect of the Price and CDC shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 8.2 CDC shall have the right at any time by giving notice in writing to the Supplier to terminate the Contract forthwith if:
  - 8.2.1 the Supplier is in material breach of its obligations under the Contract and has failed to remedy the same within 14 days of notice from CDC specifying the breach and requiring its remedy; or
  - 8.2.2 the Supplier being an individual becomes insolvent, or is the subject of bankruptcy order or a bankruptcy petition or makes proposals to his creditors for a voluntary arrangement or any application is made for an interim order in connection therewith; or
  - 8.2.3 the Supplier being a partnership any of the matters referred to in 7.2.2 applies to any partner or if any partner dies or the partnership is dissolved; or
  - 8.2.4 the Supplier being a Company becomes insolvent or goes into liquidation (compulsory or voluntary) or if an administrator, receiver, administrative receiver or manager is appointed in respect of the whole or any part of its business or assets or it makes an assignment for the benefit of or composition with its creditors generally or ceases or threatens to cease business.
  - 8.2.5 The financial position of the Supplier deteriorates to such an extent that in the opinion of CDC the capability of the Supplier to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- 8.3 The termination of the Contract, however arising, shall be without prejudice to the rights and duties of CDC accrued prior to termination. The conditions which have effect after termination shall continue to be enforceable notwithstanding termination.

## **9. Indemnity and Insurance**

- 9.1 The Supplier shall indemnify CDC against all matters of any kind arising in contract, tort, statute or otherwise directly or indirectly out of the wrongful act, default, breach of

contract or negligence of the Supplier, its sub-contractors, employees or agents in the course of or in connection with the Contract. This indemnity shall extend to (but not be limited) in respect of death or injury to persons, damage to property, prevention of corruption, the infringement of intellectual property rights, health and safety, race relations, disability discrimination and data protection investigations.

- 9.2 The Supplier shall maintain adequate insurance against its liability under this Contract and shall provide CDC on written request with evidence that it is being maintained. Insurance levels required:

9.2.1 - public liability insurance with a limit of liability of not less than £2 million; and

9.2.2 - employers liability insurance with a limit of liability of not less than £2 million for any one occurrence or series of occurrences arising out of any one event.

## **10. Intellectual Property Rights**

- 10.1 The Goods/Services shall not infringe the Intellectual Property Rights of any third party.
- 10.2 The Supplier shall indemnify CDC against any and all direct losses, claims, damages, costs, charges, proceedings, expenses and demands and actions arising from or incurred by reason of any infringement or alleged infringement of any Intellectual Property Right and/or royalty payment rights of any third party in respect of the Goods/Services.

## **11. Confidentiality; Disclosure of Information; Freedom of Information Act 2000**

- 11.1 The Supplier shall keep in strict confidence any confidential information provided by CDC and shall only use the confidential information received for the purposes of the Contract and shall not disclose the confidential information without the prior written consent of CDC. The Supplier shall take all necessary precautions to ensure that all confidential information is treated confidential and not disclosed (save as expressly permitted by the Contract) other than for the purposes of the Contract or is permitted under the Freedom of Information Act 2000, Data Protection Act 1998 and/or the Environmental Information Regulations 2004.
- 11.2 The Supplier acknowledges that, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act 2000, the content of this Contract is not confidential information. CDC 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 Freedom of Information Act 2000. Notwithstanding any other term of this Contract, the Supplier hereby gives its consent for CDC to publish the Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act 2000 redacted), including from time to time agreed changes to the Contract, to the general public.
- 11.3 The CDC may consult with the Supplier to inform its decision regarding any exemptions but CDC shall have the final decision in its absolute discretion.
- 11.4 The Supplier shall assist and cooperate with CDC to enable CDC to publish the Contract.
- 11.5 Nothing contained in this Contract shall prevent CDC from disclosing and/or publishing under the provisions of the Freedom of Information Act 2000, Data Protection Act 1998 and/or the Environmental Information Regulations 2004 any term or Condition or information contained in or relating to the formation of this Contract.
- 11.6 The Supplier shall co-operate with CDC and supply all necessary information and documentation required in connection with any request received by CDC under the Freedom of Information Act 2000, UK Data Protection Legislation and/or the Environmental Information Regulations 2004.

- 11.7 Nothing contained in this Contract shall prevent CDC from disclosing and/or publishing any documents or information produced by the Supplier in accordance with this Contract.

## **12. Data Protection**

The Supplier and CDC shall comply with the provisions of the UK Data Protection Legislation and the General Data Protection Regulation (GDPR) and any other directly applicable European Union legislation relating to privacy insofar as the same relates to the provisions and obligations of the terms and conditions of the Contract.

### **13.1 Statutory Obligations**

- 13.1 The Supplier shall at all times comply with the requirements of:

- 13.1.1 the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements and CDC's policies and procedures relating to health and safety;
- 13.1.2 the Equality Act 2010 and all other relevant related statutory and regulatory requirements and CDC's policies and procedures, copies of which are available on request, relating to equal opportunities and shall not treat any person or group of people less favourably than another on the grounds of race, colour, religion, belief, ethnicity, gender, age, disability, nationality, marital status or sexual orientation; and
- 13.1.3 all statutory and European and domestic statutory and regulatory requirements where relevant to the provision by the Supplier of the Contract and to be observed and performed in connection with the Contract including any obligations binding upon CDC. In particular
- 13.1.3.1 – it is required that all documentation is retained until the end of the contract
- 13.1.3.2 – that all documentation for publication has the correct logo displayed

## **14. Conflicts of Interest**

The supplier will provide a statement with regards to a conflict of interest for this procurement through the provision of either -

- 14.1 A Declaration that to your knowledge there is no conflict of interest between your company and the Cornwall Development Company or project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the contexts of this procurement procedure.

Or

- 14.2 A Declaration that there is a likely conflict of interest between your company and the Cornwall Development Company or project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the contexts of this procurement procedure, please provide details of this connection.

This will permit CDC, that in the event of a conflict of interest, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

## **15. Remedies**

- 15.1 If any Goods/Services are not supplied or performed in accordance with, or the Supplier fails to comply with, any terms of the Contract, the CDC shall be entitled to any one or more of the following remedies at its discretion:
- 15.1.1 to rescind the Order;
- 15.1.2 to reject the Goods (in whole or in part) and return them to the Supplier at the risk and cost of the Supplier on the basis that a full refund for the Goods so returned shall be paid forthwith by the Supplier;
- 15.1.3 to reject the provision of Services (in whole or in part) at the risk and cost of the Supplier on the basis that a full refund for the rejection of the provision of Service in whole or a

reduction from the Price as the CDC determines reasonable for the part performed/provided services shall be paid forthwith by the Supplier;

- 15.1.4 at CDC's option to give the Supplier the opportunity at the Supplier's expense either to remedy any defect in the Goods/Services or to supply or provide replacement Goods/Services and carry out any other necessary work to ensure that the terms of the Contract are fulfilled;
- 15.1.5 to refuse to accept any further deliveries or provision of the Goods/Services or any part thereof;
- 15.1.6 to carry out at the Supplier's expense any work necessary to make the Goods/Services comply with the Contract; and
- 15.1.7 to claim such damages as may have been sustained in consequence of the Supplier's breach or breaches of the Contract.

## **16. Dispute Resolution**

In the event of a dispute between CDC and the Supplier arising in connection with the Contract CDC and the Supplier shall use all reasonable endeavours to resolve the matter on an amicable basis. If CDC and the Supplier fail to resolve such disputes, the dispute shall be referred to the Chief Executive of CDC and the Supplier. The submission of either party to this clause shall not limit their right to commence any proceedings in any court of competent jurisdiction in England and Wales.

## **17. Whistleblowing**

The Supplier shall have in place a process whereby its employees may report in confidence any alleged malpractice on the part of the Supplier and/or CDC as regards any part of the Contract and not take any action against any employee pursuant to its contractual rights in respect of that employee where the employee has in good faith reported alleged malpractice.

## **18. Assignment and Sub-contracting**

- 18.1 The Supplier shall not be entitled to assign or sub-contract the Contract or any part of it without the prior written consent of CDC.
- 18.2 CDC may assign or sub-contract the Contract or any part of it to any person, firm or company.

## **18. Variations**

Conditions may only be varied by agreement in writing between Supplier and CDC.

## **19. Safeguarding**

- 19.1 If appropriate, the Supplier shall put or have in place a safeguarding policy which reflects and complements the relevant statutory provisions relating to safeguarding children and/or vulnerable adults and;

19.1.1 CDC's safeguarding policies and procedures; and

19.1.2 if appropriate the Cornwall and Isles of Scilly Safeguarding Adults Board policies and procedures including but not limited to the Multi-Agency Safeguarding Adults Policy; and

19.1.3 the Cornwall and the Isles of Scilly Local Safeguarding Children Board's safeguarding policies and procedures including the South West Safeguarding and Child Protection Procedures and the Local Safeguarding Children Board Guidelines for Providers; as applicable and amended from time to time to ensure that all allegations, suspicions and incidents of abuse, harm or the risk of harm to children and / or vulnerable adults or where there is a concern about the behaviour of an individual are reported immediately to the Council's Directorate of Adult Care and Support (Single Point of Access) 0300 1234 131 in respect of a vulnerable adult or the Council's Directorate of Children Schools and Families (Single Referral Unit) 0300 123 1116 in respect of a vulnerable child. The Supplier's safeguarding policies and procedures



should include active encouragement to staff in whistle blowing if aware of suspected abuse.

- 19.2 If appropriate, the Supplier shall submit its safeguarding policy to CDC for approval. The Supplier must incorporate any amendments to the policy which may be advised by CDC.
- 19.3 Subject to the Government Review of the Vetting and Barring Scheme announced 16<sup>th</sup> June 2010, the Supplier must, if appropriate, adhere to the requirements under the scheme including, when appropriate, the referral of individuals to the Independent Safeguarding Authority where there is a concern relating to harm or the risk of harm to children or vulnerable adults or where there is a concern about the behaviour or conduct of an individual. The Supplier shall comply with all statutory obligations in respect of safeguarding and shall act in accordance with the guidance issued by the Independent Safeguarding Authority as amended from time to time.
- 19.4 If appropriate, all Supplier personnel (paid and voluntary) engaged in a Regulated Activity on behalf of the Supplier must have undertaken an Enhanced Criminal Records Bureau Check and the Supplier shall provide the CDC with details of individual Enhanced Criminal Records Bureau Check certificate reference numbers for all employees likely to be engaged in the provision of the Goods concerned and ensure this information is updated as required. The Supplier shall procure that no person who discloses any conviction or who is found to have any convictions following the checks referred to in this Condition is employed or engaged by the Supplier on the Supplier's behalf without CDC prior written consent. All personnel must have a fresh Enhanced Criminal Records Bureau Check if they have a break in service of three (3) months or more.
- 19.5 The Supplier shall ensure that the organisation operates a recruitment and selection procedure which aligns with CDC's recruitment and disciplinary standards and which meets the requirements of legislation, equal opportunities and anti-discriminatory practice and ensures the protection of vulnerable children and adults. The selection of all Supplier personnel and volunteers should be fair, safe and effective and the Supplier will be expected to comply with all national requirements for registered providers and shall ensure the stringent checking of identification, qualifications, curriculum vitae and the scrutiny of at least two confidential references which specifically include a response to a question enquiring as to the suitability of the applicant for the post particularly in circumstances where the carrying out of Criminal Records Bureau Checks is not a statutory requirement.
- 19.6 If appropriate, the Supplier shall ensure that vulnerable children and adults are safeguarded from any form of abuse or exploitation including physical, financial, psychological and sexual abuse, neglect, discriminatory abuse or self harm or inhuman or degrading treatment through deliberate intent, negligent acts or omissions.
- 19.7 If appropriate, the Supplier shall ensure that all allegations, suspicions and incidents of abuse are reported immediately to CDC and shall promptly take appropriate disciplinary action against any member of staff who is engaged or is alleged to be engaged in any of the improper conduct. The Supplier shall promptly inform CDC of the initiation, nature and outcome of any disciplinary action taken against any member of staff and shall immediately suspend the member of staff from providing the Goods pending investigation and completion of appropriate disciplinary action. CDC may require the Supplier to provide specific further training and support to the member of staff concerned and may request in writing that the Supplier monitors that member of staff's performance and submits a report to CDC. The Supplier shall ensure that the provisions of relevant contracts of employment of its staff provide for relevant staff consent to the sharing of the information / data described in this Condition.
- 19.8 If appropriate, the Supplier shall procure that all personnel engaged in the delivery of this Contract regularly receive appropriate safeguarding vulnerable adults training according to their job role as detailed within the Specification or discussed and agreed at subsequent contract review meetings.

- 19.9 If appropriate, the Supplier shall appoint an individual of sufficient seniority for the safeguarding of vulnerable adults. This individual shall be responsible for the implementation and monitoring of the Supplier's safeguarding policies and procedures in accordance with the terms of this Contract.

## **20. Third Party Rights**

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

## **21. Notice**

Any notice about the Contract may be sent by hand or by ordinary, registered or recorded delivery post or transmitted by facsimile transmission or other means of telecommunications resulting in the receipt of written communication in permanent form and if so sent or transmitted to the address of the party shown on the Contract, or to such other address as that party has notified to the other, shall be deemed effectively given on the day when in the ordinary course of the means of transmission it would be first received by the addressee in normal business hours.

## **22. Communications**

Any communications oral or written between Supplier or CDC and any third party on behalf of the CDC shall be conducted in the English language.

## **23. Force Majeure**

The CDC reserves the right to defer the date of delivery or payment or cancel the Contract or reduce the volume of Goods or provision of Services ordered if it is prevented from or delayed in the carrying on of its business due to circumstances beyond the reasonable control of CDC including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, fire, explosion, flood, epidemic, lockouts, strikes or other labour disputes (whether or not relating to either party's workforce) or restraints or delays affecting carriers or inability or delay in obtaining supplies or adequate or suitable materials.

## **24. Governing Law**

The Contract shall be governed by and construed in accordance with the laws of England and Wales.