

Schedule 1: Call-Off Contract

PART 1 – ORDER FORM

UK Research and Innovation

Registered No. ZA333592

XMA Limited

Wilford Industrial Estate
Ruddington Lane
Wilford
Nottingham
NG11 7EP

(Registered No. 02051703)

Monday, 13th January 2025

Dear Sirs

Call-Off Contract No. DDaT23337 for the supply of Goods, Services and Software.

- 1 Further to the Framework Agreement dated 1st February 2023, we wish to instruct you to supply the Goods and Services described below in accordance with the terms of the Framework Agreement, this Order Form and the Call-Off Terms and Conditions, as further set out and described in Brief attached at Annex A.
- 2 The particulars of this Call-Off Contract are set out below:

Item	Description			
Order Form Reference: (Front page of Call-Off Terms and Conditions)	The Order Form Reference is DDaT23337- Pure Storage Flashblade - E System			
Parties	Between: (1) UK Research and Innovation , company number ZA333592 whose registered office is at Polaris House, North Star Avenue, Swindon SN2 1FF (Customer); and (2) XMA Limited (company number 02051703) whose registered office is at Wilford Industrial Estate, Ruddington Lane Wilford, Nottingham, Notts, NG11 7EP (Supplier).			
Call-Off KPIs (Cl. 2.1)	Performance Target	Key Indicator	Performance Measure	
	Guarantee to deliver and intall all Goods covered under this Contract within the lead-times specified	Delivery of Goods	99% of Goods delivered on time in full and installed as required	

	to member locations throughout the UK.		
	Stock availability of products listed in the catalogue throughout the Term (of this Contract)	Product Availability	99% of Goods available at all times
	Respond to all operational enquiries within four working hours.	Provision of Response	95%
	Invoice accuracy.	Accuracy	95% of all invoices are submitted accurately
	Invoice timeliness.	Timeliness	95% of all invoices are submitted on time
	Reliability of all ordering systems utilised under this Contract including online ordering system, telephone, email.	Availability and Down Time	Ordering systems are reliable 97% of the time during the Term (of this Contract) (excluding pre-notified maintenance periods)
Charges (Cl.1.1)	The Charge(s) for this Order is as detailed in Annex A: Brief- charges and shall not exceed £2,466,624.91 excluding VAT.		
Access Date (Cl.1.1)	The Software shall be accessible from – Not applicable		
Adjustments to the Charges (Cl.1.1)	The Charge(s) are fixed for the duration of this Call-Off Contract.		
Contract End Date (Cl. 2.1)	Means: <ul style="list-style-type: none"> the date falling 5 years after the Delivery and Installation of the Goods 		
Customer Liability Cap (Cl. 1.1)	N/A		
Delivery Date(s) (Cl. 2.1)	The Supplier shall deliver and Install the Goods by the following date(s): <ul style="list-style-type: none"> by midday on the 28th March 2025 		
Defects Rectification Period (Cl. 2.1)	In respect of the Goods to be supplied under this Call-Off Contract, the period ending 12 (twelve) months after the Contract End Date, or in respect of any Goods that are repaired or replaced under Clause 7.7 of		

	the Call-Off Terms and Conditions, the period ending 12 (twelve) months after replacement of such Goods.
Goods (Cl. 2.1)	The Goods to be supplied under this Call-Off Contract are as follows: <ul style="list-style-type: none"> • <i>As detailed in the Annex A- Brief-Specification</i>
Installation Date (Cl. 2.1)	<ul style="list-style-type: none"> • <i>As detailed in the Annex A- Brief- Specification.</i>
Premises (Cl. 2.1)	The Goods are to be delivered to and/or the Services are to be supplied at : R89 Loading Bay STFC Rutherford Appleton Laboratory Harwell Campus Oxfordshire, OX11 0QX
Services (Cl. 2.1)	The Services to be supplied under this Call-Off Contract are as follows: <ul style="list-style-type: none"> - 5-years Pure Technical support on the Hardware and Software
Software (Cl. 2.1)	The Software to be supplied under this Call-Off Contract is as follows: <ul style="list-style-type: none"> - As per the Annex A: Brief-Specification
Software Specification (Cl. 2.1)	The Software shall meet the following technical/functional specification: <ul style="list-style-type: none"> - As per the Annex A- Brief: Specification
Software Warranty Period (Cl. 2.1)	The Software Warranty Period shall be: <ul style="list-style-type: none"> - Not applicable
Services Commencement Date (Cl. 2.1)	Supply of the Services is to commence on : Supply of the Services is to commence immediately upon delivery and installation of the goods.
Services End Date (Cl. 2.1)	Supply of the Services is to end on : Supply of the Services is to end by the end of the 5th Year after the Delivery and Installation date of the goods. The Customer and the Supplier will keep a clear record of the delivery and the installation date for the above purpose.
Supplier Liability Cap (Cl. 1.1)	Means the amount of £2,466,624.91 excluding VAT
Instalments (Cl. 10.4)	N/A
Notices (Clause 19.3)	Any written notice provided under Clause 19.1 shall be sent:

	<p>In the case of the Customer:</p> <p>To: UKRI , Polaris House, North Star Avenue, Swindon SN2 1FF</p> <p>Marked for the attention of: [REDACTED]</p> <p>In the case of the Supplier</p> <p>To: XMA Limited Wilford Industrial Estate Ruddington Lane Wilford Nottingham NG11 7EP</p> <p>[REDACTED]</p> <p>Marked for the attention of [REDACTED]</p>		
Data Protection Particulars (Schedule 4)	The subject matter and duration of the Processing	DP Not applicable	
	The nature and purpose of the Processing	Not Applicable	
	The type of Personal Data being Processed	Not Applicable	
	The categories of Data Subjects	Not Applicable	

- 3 This Call-Off Contract incorporates all the terms and conditions of the Framework Agreement.
- 4 For the avoidance of doubt where you have carried out any work prior to the date of this Call-Off Contract in any way related to the Goods and Services to be supplied under this Call-Off Contract the terms and conditions of this Call-Off Contract and the Framework Agreement shall apply in respect of such work.
- 5 Words and expressions which are defined in the Framework Agreement shall have the same meaning in this Call-Off Contract unless expressly defined otherwise here.
- 6 You must not make any amendments to the Call-Off Terms and Conditions.
- 7 Nothing in this Call-Off Contract shall confer or purport to confer on any third party any benefit or the right to enforce any term of this letter pursuant to the Contracts (Rights of Third Parties) Act 1999.

Please sign and return the attached copy of this Order Form to signify your acceptance of its contents;

Please also sign and return the attached two copies of the Call-Off Terms and Conditions. We will sign Call-Off Terms and Conditions and date them as agreed between ourselves and will return one of the dated copies to yourselves.

Yours faithfully

Accepted and acknowledged by:

.....
for and on behalf of the **UK Research
and Innovation**

Name:

[REDACTED]

Designation

[REDACTED]

Date: 15/01/2025

.....
for and on behalf of **XMA Limited**

Name :

[REDACTED]

Designation:

[REDACTED]

Date: 14/1/2025 | 07:35:35 PST

Annex A: Brief- Specification

UK Research and Innovation, Science and Technology Facilities Council has a requirement to procure a new data storage solution. The JASMIN project seeks to expand its storage capacity for the CEDA Archive & JASMIN user group workspaces, providing approximately 35PB of usable storage.

This storage is used as the “lower” tier of JASMIN storage, and is intended for medium-long term bulk storage provision for the wider JASMIN community and the CEDA archive.

Through a comprehensive evaluation process including contact/evaluation of a large number of storage products, the Pure Storage Flashblade E hardware has been deemed most suitable to provide this storage requirement, as the JASMIN team has been operating existing Pure Flashblade and Flasharray units, and this has been shown to provide a high level of service, and the appropriate density/resilience for this storage requirement.

1.1 Requirement and Scope

The scope of this procurement is as follows:

- Pure Storage “Flashblade E” hardware, matching the attached specification
- Installation into the STFC R89 datacentre, at the direction of a member of the STFC-SCD JASMIN team
- Commissioning of the storage, to the point of making the storage management interface available to JASMIN staff
- Activation of 60 months of Pure Storage 24x7 response, next-day parts delivery technical support for the supplied hardware

The bill of materials to be provided is as follows (Pure part codes are provided):

35PB Option **FB//E 5YR - 24X7 NBD 5 Years Support**

<u>Line item</u>	<u>System Description</u>	<u>Quantity</u>
Array	FB-E-21000TB	1
Support	FB-E-21000TB, 60MONTHS,ADV,FND	1
Accessory Kit	FB-XFM8400-MC-Accessory-Kit	7
Array	FB-E-12000TB	1
Support	FB-E-12000TB, 60MONTHS,ADV,FND	1
Accessory Kit	FB-XFM8400-MC-Accessory-Kit	4
Installation Services	PS-FLASHBLADE-E-INSTALL-4CHASSIS	2
Installation Services	PS-FLASHBLADE-E-INSTALL-1CHASSIS Add on	3
Cables	FB-MPO24-Fiber-3M	22
Services	Onboarding Essentials	1
Services	PS-FB-OPERATIONAL-READINESS-STANDARD	1
Services	PS-ADOPT-UFFO-MIGRATION-PROMOTION-CREDIT	3000
Services	PS-ADOPT-UFFO-DATA-MIGRATION-LARGE	3000

The following items will be provided by the JASMIN project, and are **out-of-scope** for this procurement:

- Two APC 42U short-depth (1.2m door-door), standard width (without additional width) racks
- Power distribution units (APC AP10153) with appropriate free sockets
- Management and top-of-rack switches (Dell OS10), providing 1GbE management ports and 100G storage uplinks (32 total ports available, to be configured as VLT bonded links over two Dell switches)
- Uplink cables (100G Dell QSFP28 DAC, quantity 16)

1.2 Mandatory Requirements

Although this is a BOM-only requirement, the following requirements must apply to the supplied items:

- The delivered hardware & support must match the given BOM, to the satisfaction of the JASMIN team & Pure support team upon handover
- The new storage must be associated with the existing JASMIN Pure One management account
- The delivered system must be handed over running the best recommended software version for the specific hardware, as directed by the Pure Storage support team
- Upon installation, as a condition of acceptance, the storage management web interface should be demonstrated as accessible in a web browser to the person conducting acceptance, and the appropriate administrative credentials should have been provided to the JASMIN team, and the storage must show no outstanding warnings/alerts
- The provided equipment must fit into the two provided APC NetShelter 42U racks designated by the JASMIN team
- The hardware/software supplied must be registered with 5 years (60 months) support, from the date of delivery.
- All equipment must be delivered and in the possession of the Science & Technology Facilities Council (UKRI) by midday on the 30th March, 2025
- Installation must be completed to the standard described in the attached appendix, and signed-off by a member of the JASMIN SCD team

1.3 Delivery and Installation

The equipment must be delivered **by midday on the 28th March 2025**. Installation/commissioning may be completed at a later date, but this should be done **at the latest** by 4pm on the **30th May 2025**.

1.4 Delivery address

R89 Loading Bay
STFC Rutherford Appleton Laboratory
Harwell Campus
Oxfordshire, OX11 0QX

1.5 Warranty & Support

The delivered hardware must be supplied with 5-years support from Pure Storage Support, to the following specification:

- The system must be registered with the Pure One “phone home” remote maintenance/telemetry system, In the JASMIN account alongside the other JASMIN pure storage arrays
- Pure Storage Support must respond to incidents raised by the JASMIN team
- In the event of hardware failure*, Pure Storage must supply at least like-for-like replacement parts on the next business day after it is deemed that the part[s] have

failed. Support must cover parts, labour for any installation, and shipping costs for the installed part and any return shipping requested by support. Spares may be supplied by the vendor to STFC and held on-site in a secure location if deemed necessary by the vendor.

* Failure in this context means that any component supplied as part of the BOM above has become unusable by the Pure Storage array to provide storage capacity/resilience.

1.6 Contract Term

All equipment must be delivered by the midday on the 28th March 2025, and commissioned by the 30th May 2025. The contract will last for 60 months from date of commissioning, for the provision of support as detailed above.

The actual end date will be established once the equipment is commissioned.

1.7 Budget

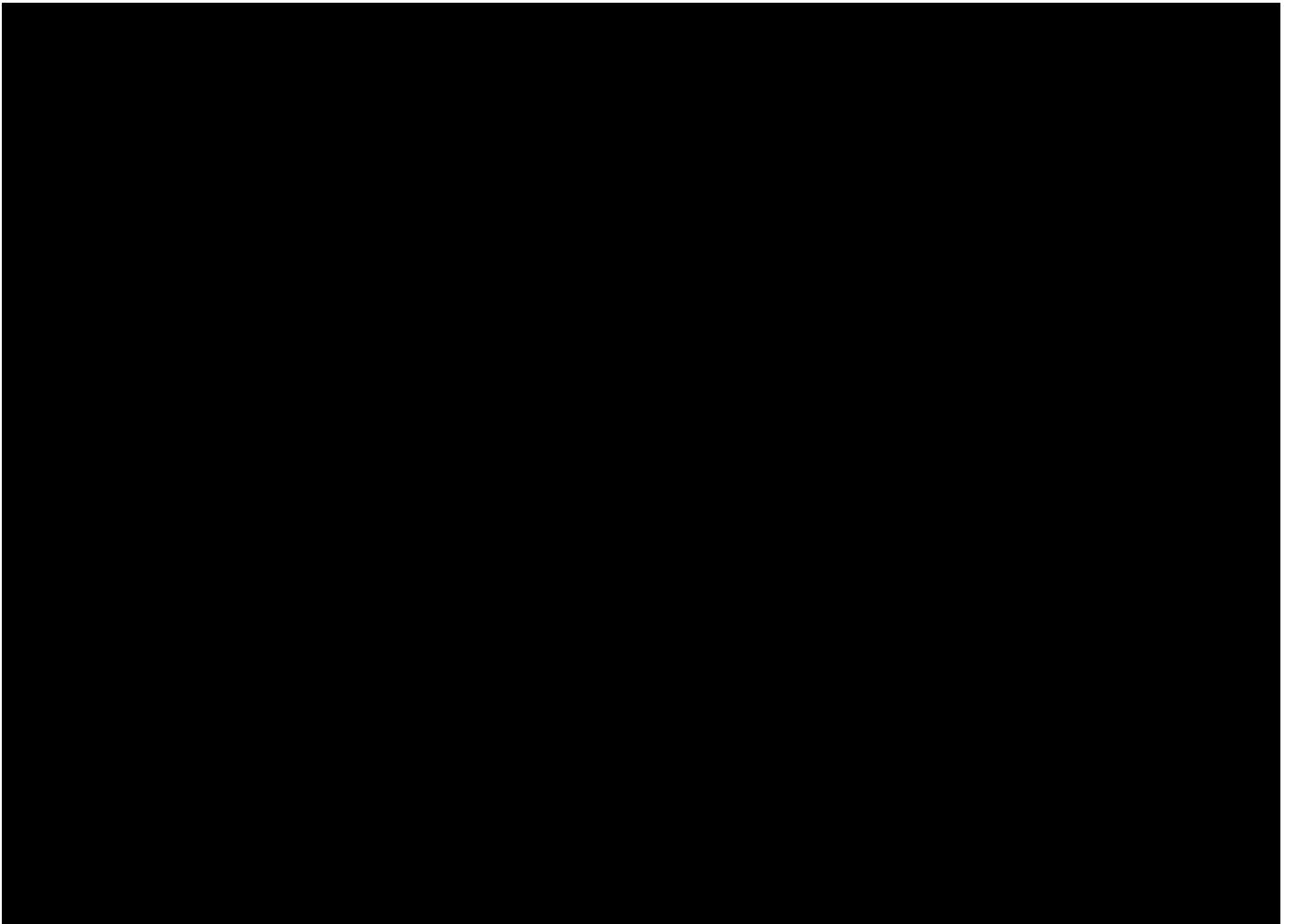
The maximum budget for the storage delivery and the continuous support of 5 years is **£3,100,000 including VAT or £2,583,333 excluding VAT.**

No additional payments will be expected to be made during the duration of the contract, and this will cover all hardware and software support required for the 5-year contract term.

Terms and Conditions

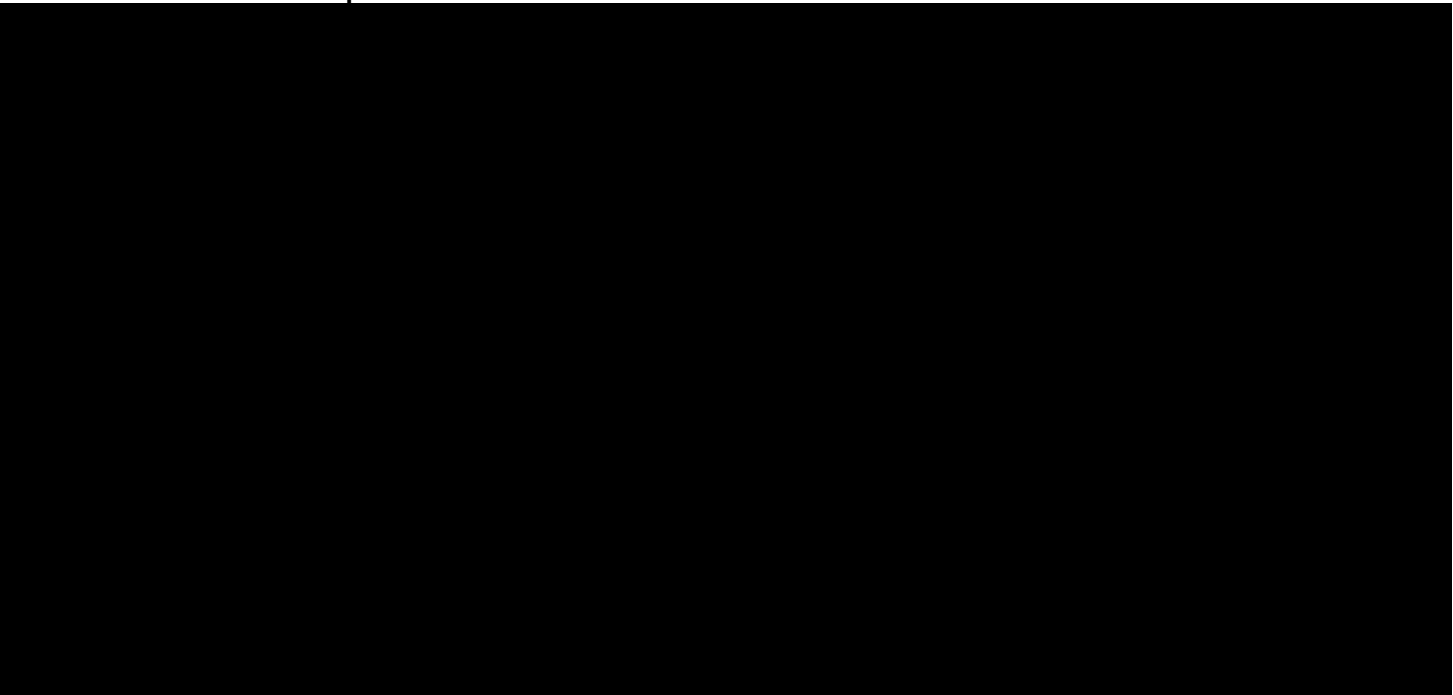
Terms and Conditions that will apply for this procurement are as per SSSNA framework, Lot 5 Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

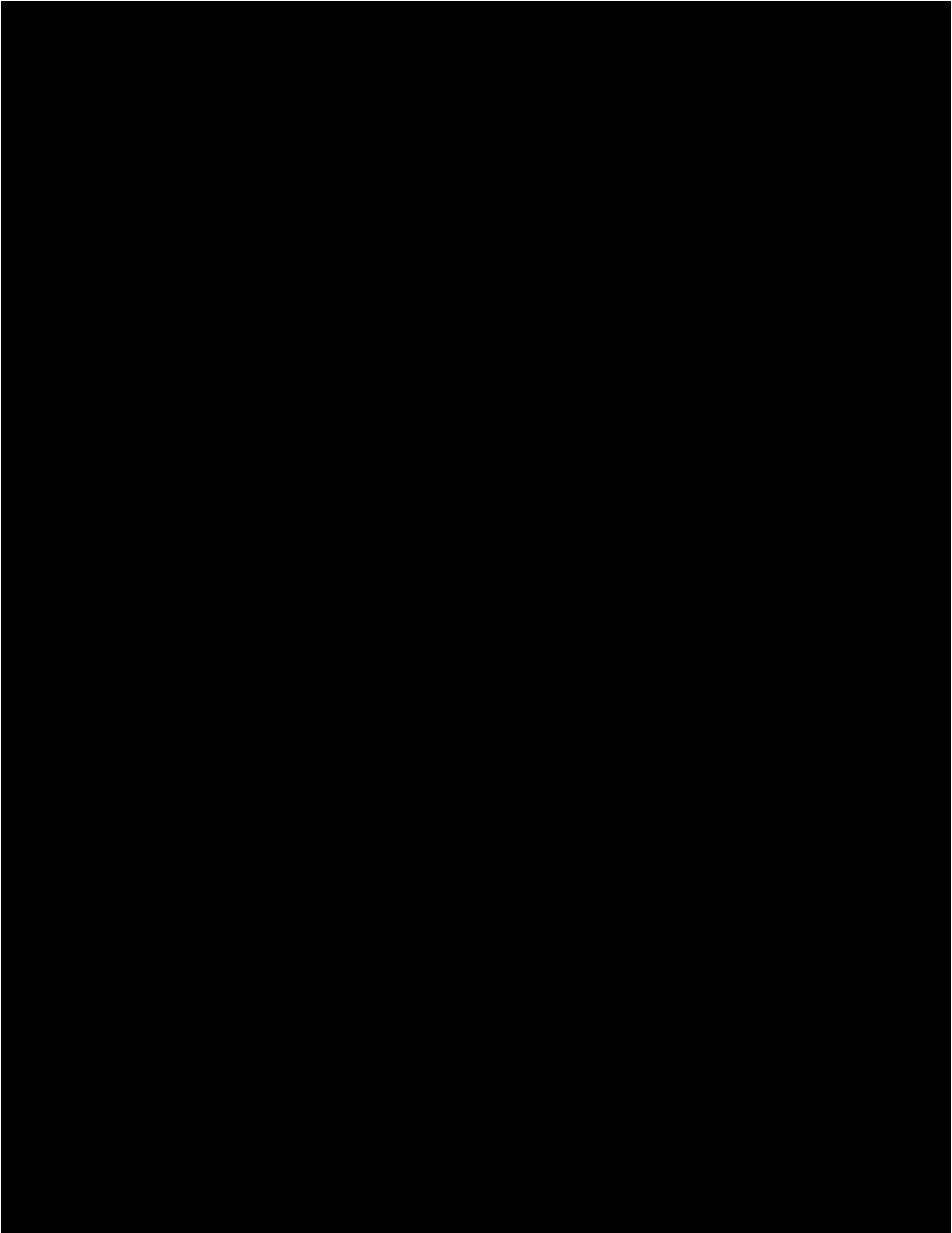
- **Charges:**

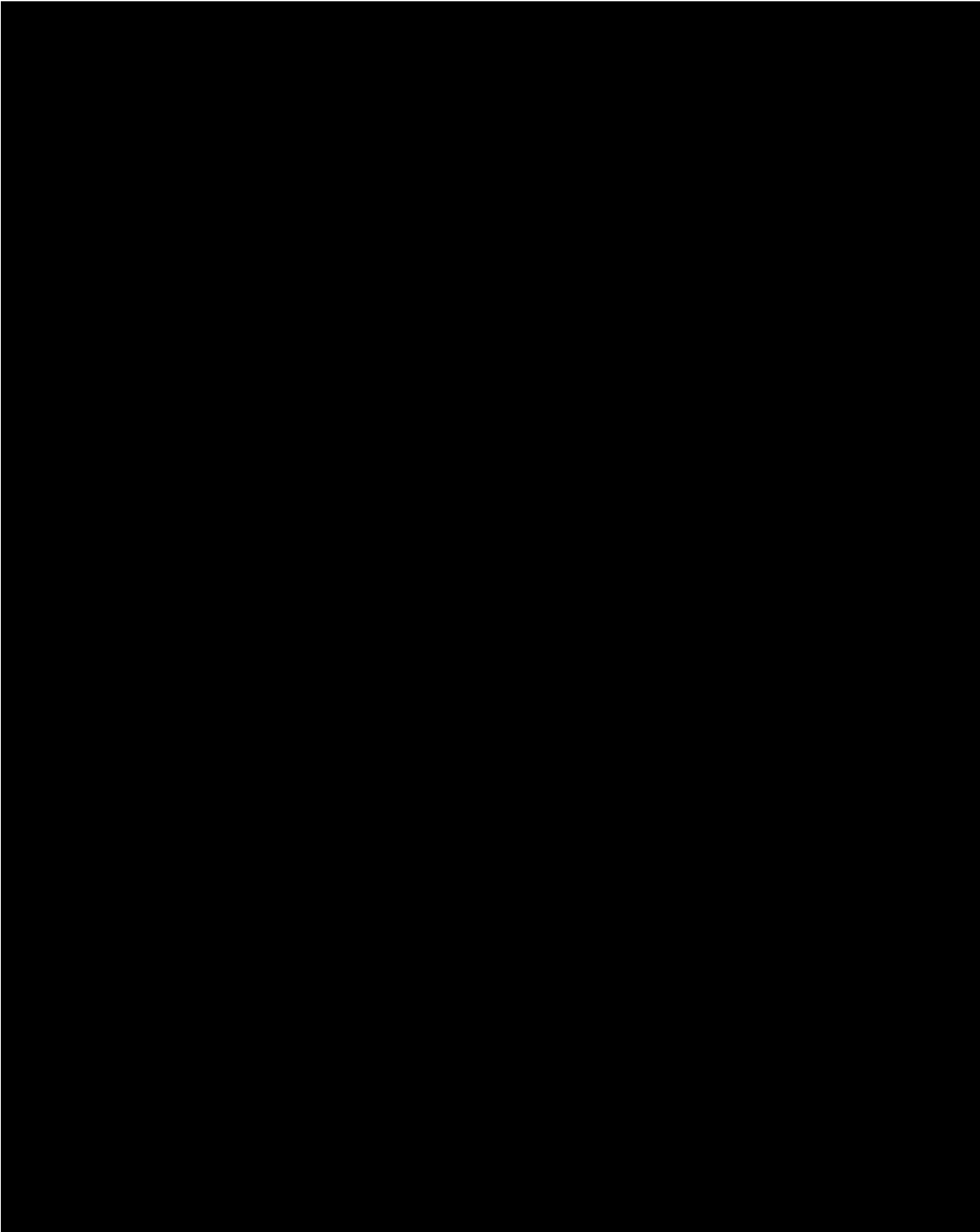


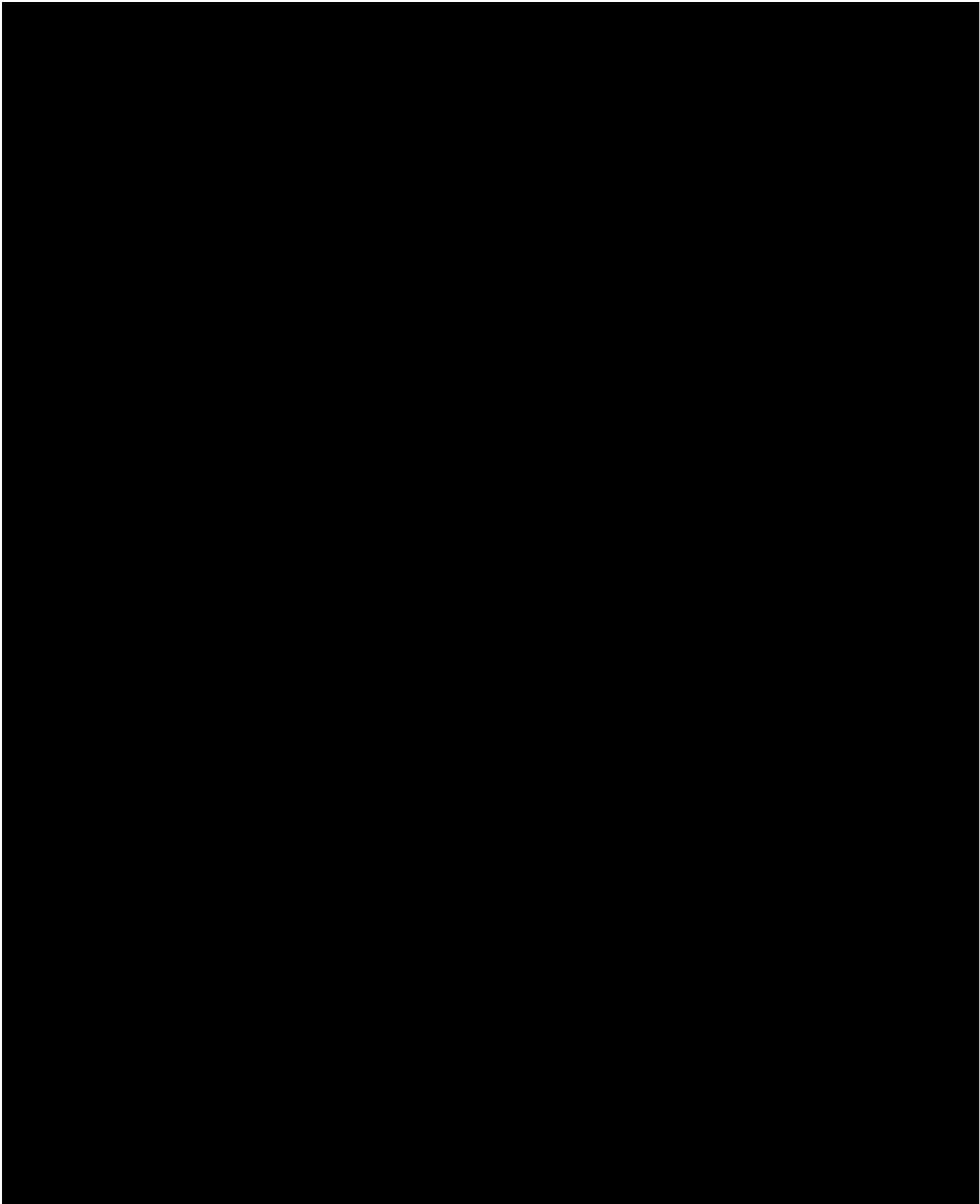
- **Tender (Supplier response):**

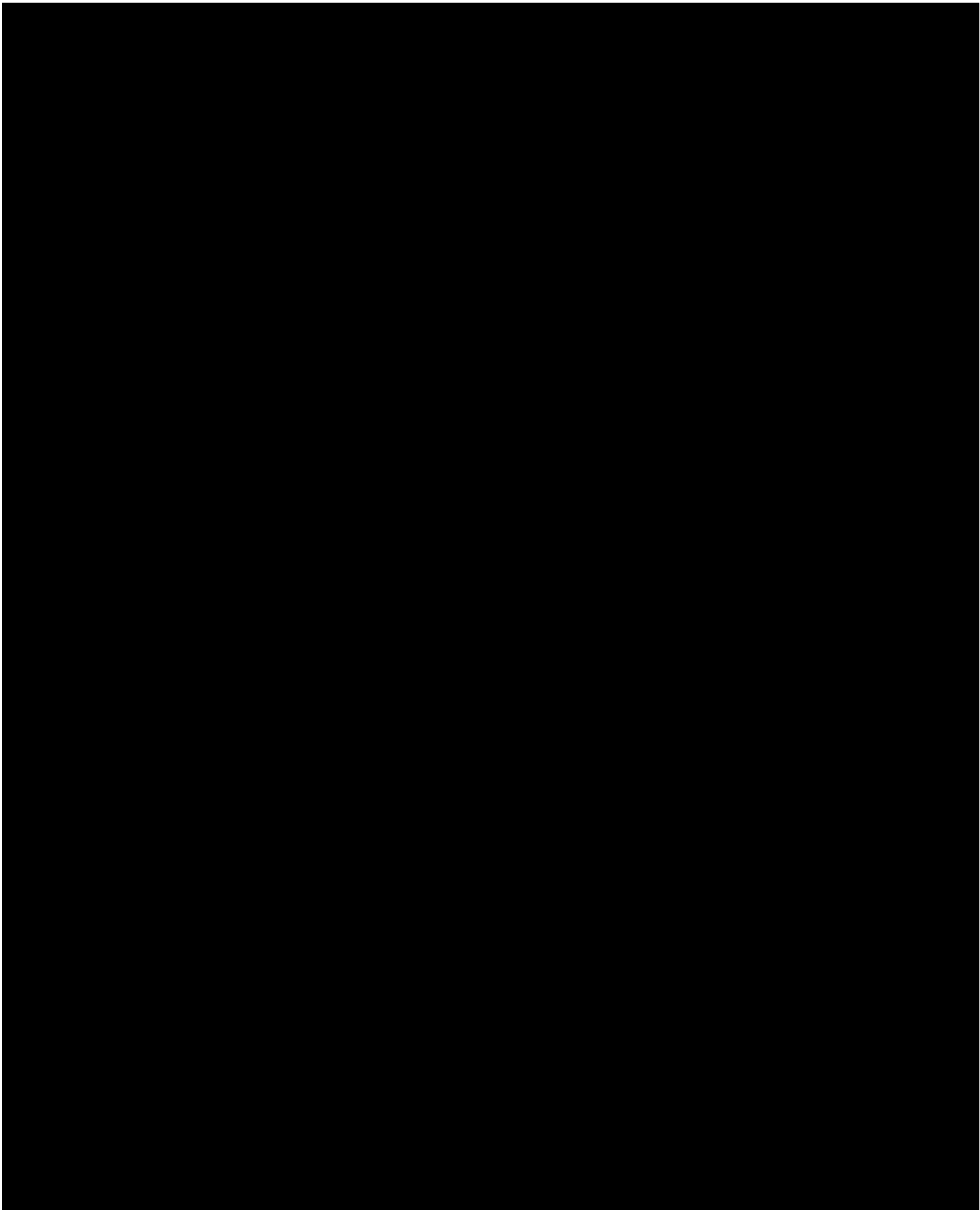
PROJ1.3 - Technical Requirement

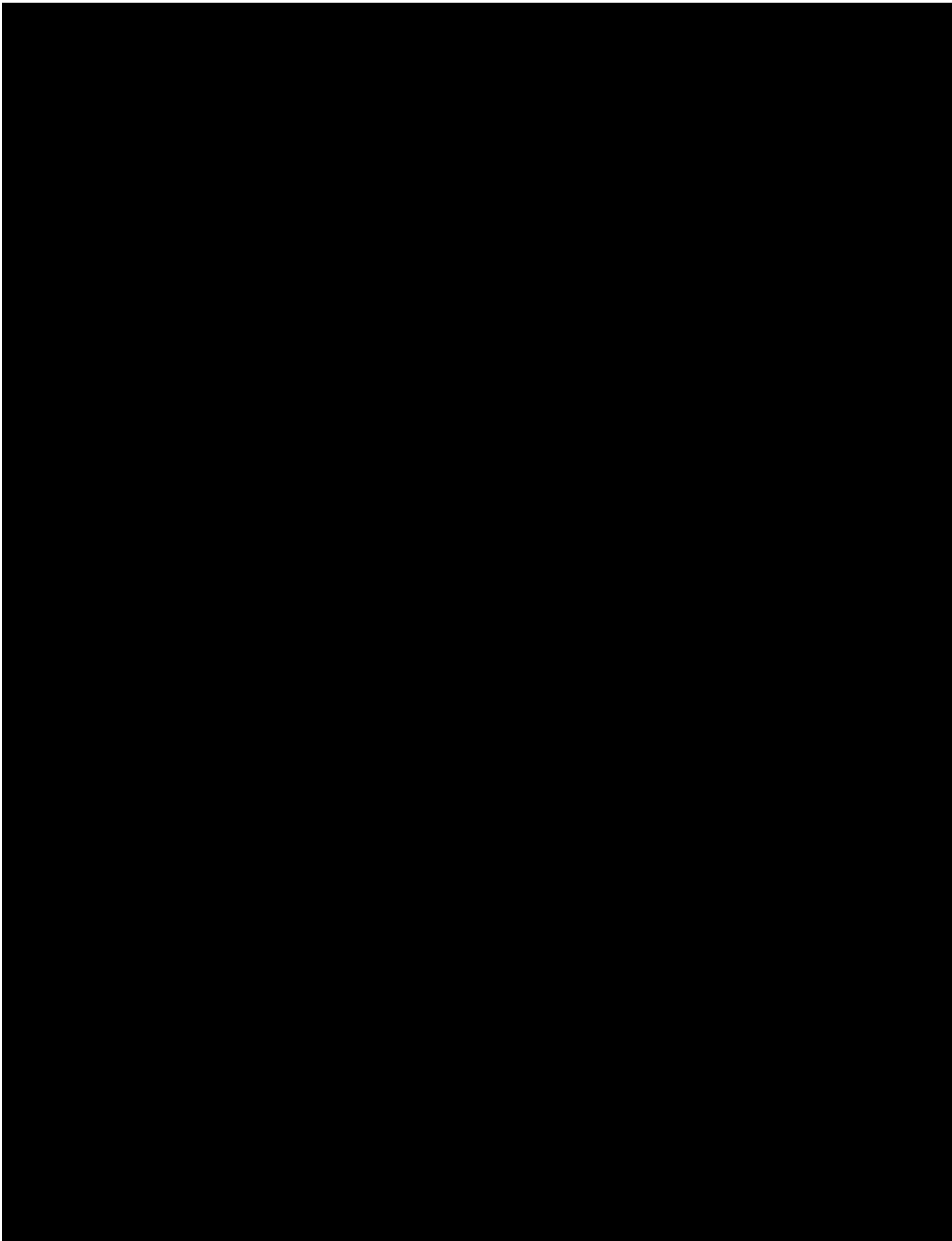


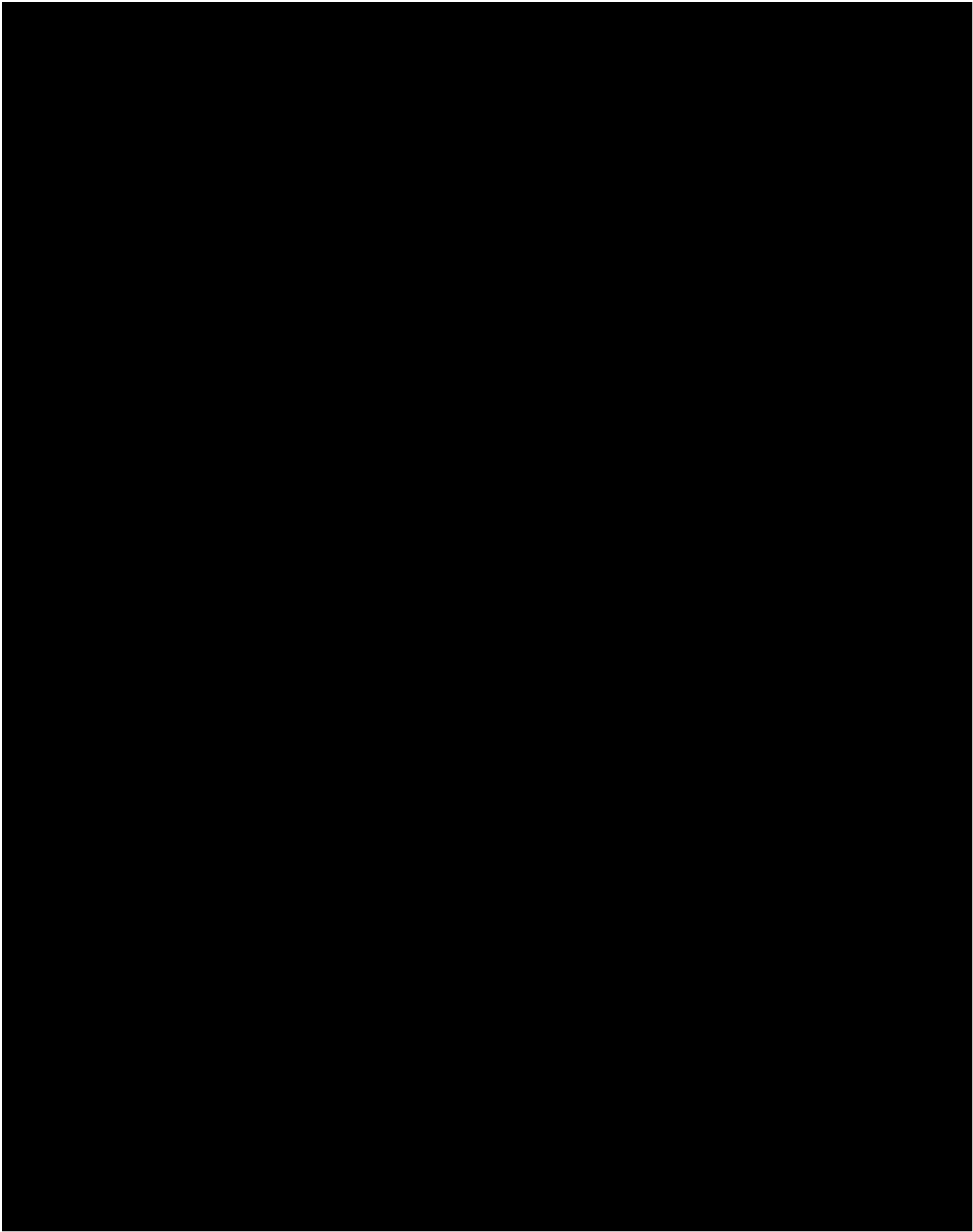






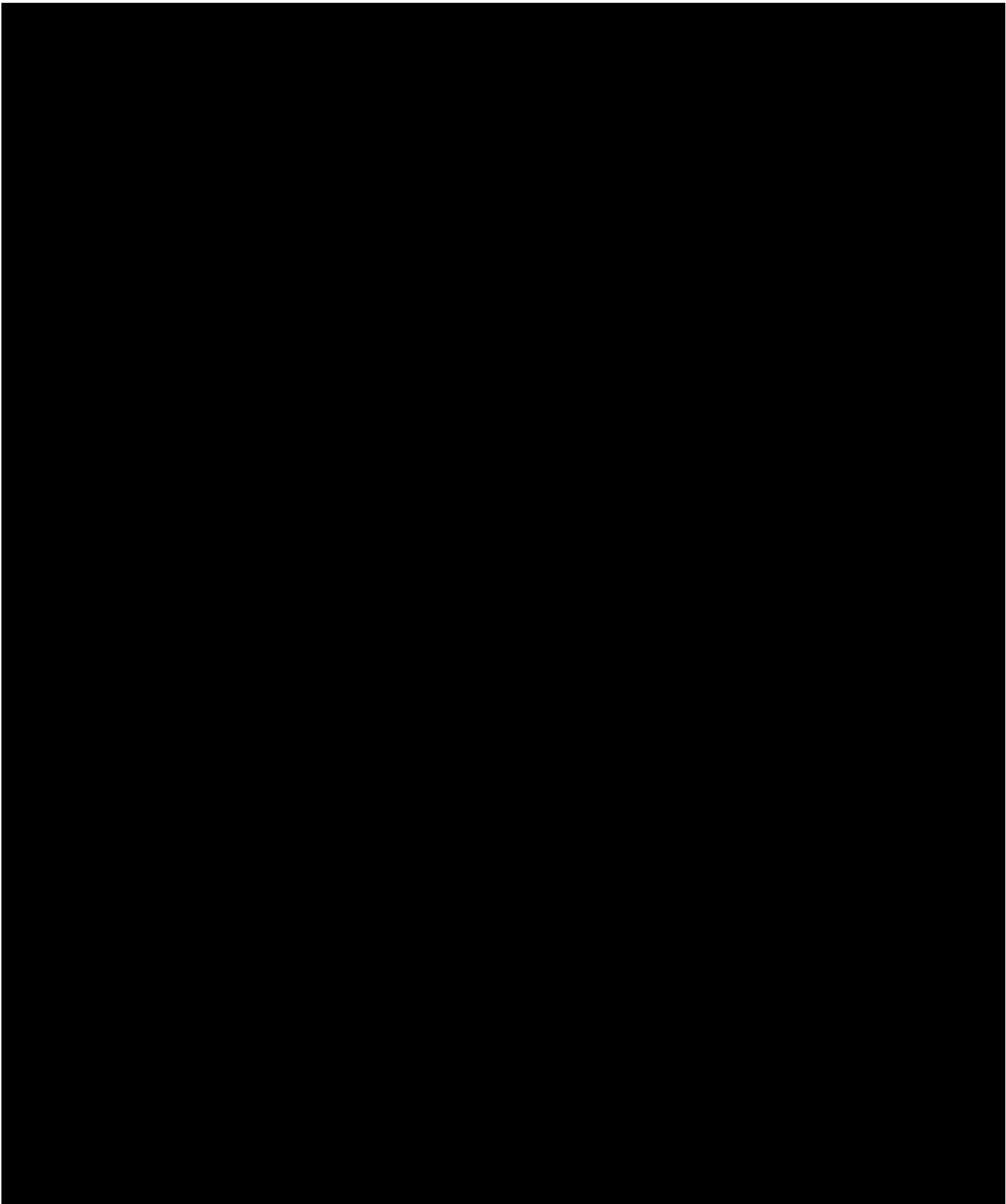


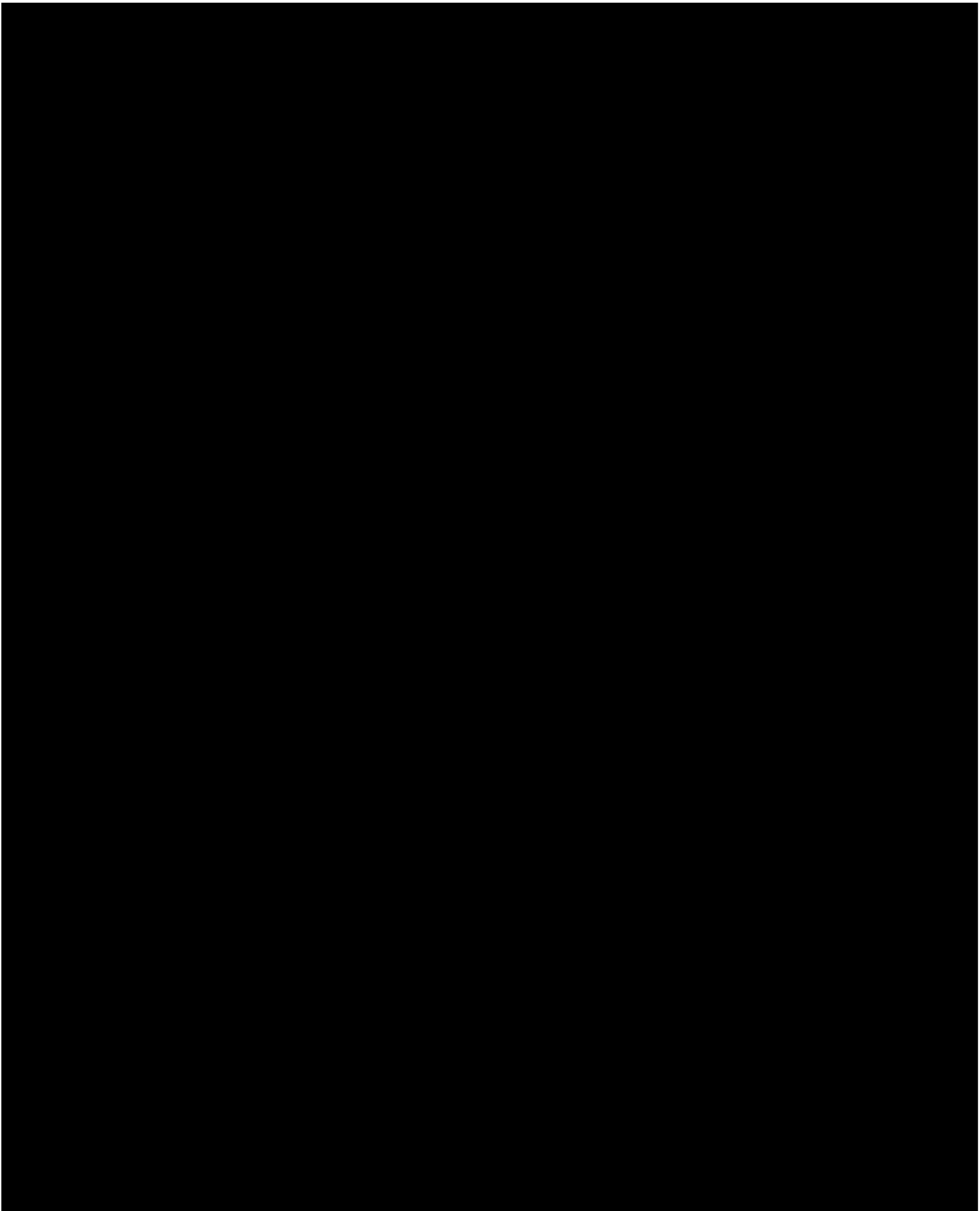




PROJ1.4 - Maintenance and Support

How maintenance and support will be carried out





CUSTOMER

and

SUPPLIER

**Call-Off terms and conditions for the supply of Goods and/or Services
Lot 5**

ORDER FORM REFERENCE: DDaT23337 – Pure storage

1	Definitions and Interpretation	10
2	Contract Documents	14
3	Appointment	14
4	No Partnership or Agency	14
5	Non Exclusivity	15
6	Supply of the Goods and/or Services	15
7	Use of the Software - Not used	
8	Variations to the Contract	17
9	Payment of the Charge(s) and the Marketing Premium	18
10	Set Off	19
11	Personnel	19
12	Premises	19
13	Assignment and Sub-contracting	20
14	Intellectual Property Rights	20
15	Confidentiality and publicity	20
16	Freedom of Information	22
17	Insurance	22
18	Suspension and/or Termination	23
19	Force Majeure	24
20	Communications	24
21	Indemnities	25
22	Limit of liability	25
23	Anti-bribery and Corruption	26
24	Data Protection	26
25	Conflicts of interest	26
26	The UK's decision to leave the European Union	26
27	Dispute Resolution	26
28	Records and Audit Access	27
29	Compliance with Anti-Slavery and Human Trafficking Laws and Policies	28
30	Handover	29
31	Contracts (Rights of Third Parties) Act 1999	29
32	Severability	29
33	Liability	29
34	Counterparts	29
35	Governing Law and Jurisdiction	29
36	Waiver	29
37	Amendments to this Contract	30
	Schedule 1 : Anti-bribery and Corruption	32
	Schedule 2 : Participating Consortia - NOT USED	
	Schedule 3 : Re-tendering, handover and TUPE - NOT USED	
	Schedule 4 : Data Protection -NOT USED	
	Schedule 5 : Key Performance Indicators	477

Call-Off Terms and Conditions

Dated - 13/01/2025

Between:

(3) The Customer; and

(4) The Supplier.

(the identities of the Customer and Supplier are set out in the Order Form)

Whereas:-

- (A) The Authority acts as the lead organisation on behalf its Member Institutions (as defined below) providing its Member Institutions with pre-tendered arrangements for a variety of goods and services.
- (B) The Authority issued a contract notice 28858 on 29th March 2021 in the Find a Tender seeking expressions of interest from potential suppliers for the provision of certain goods and/or services to Member Institutions and Participating Consortium (as defined below).
- (C) Following a tender process compliant with the requirements of the Public Contracts Regulations 2015, the Authority selected a group of suppliers to be eligible to provide the Goods and/or Services on a call-off basis and entered into individual framework agreements with those suppliers and this included the Authority and the Supplier entering into the Framework Agreement (as defined below).
- (D) Pursuant to the Framework Agreement, the Customer has appointed the Supplier to provide the Goods and/or Services in accordance with the Contract (as defined below).
- (E) These Call-off Terms and Conditions set out the terms and conditions for the provision of the Goods and/or Services and the obligations of the Supplier in the provision of the Goods and/or Services.

Now it is hereby agreed as follows:-

2 Definitions and Interpretation

2.1 In this Contract the following words and expressions shall have the following meanings:-

Authority means the Southern Universities Purchasing Consortium, an operating unit of Southern Universities Management Services (company number 02732244; registered charity number 1042175);

ADR Notice has the meaning given in Clause 28.5;

Anti-Slavery Laws has the meaning given in Clause 30.1;

Brief means the Customer's requirements for the supply of the Goods and/or Services annexed to the Order Form and any changes to the same notified by the Customer to the Supplier from time-to-time;

Brexit means the United Kingdom's exit from the European Union.;

Call-Off KPIs means the key performance indicators set out in the Order Form;

Call-Off Terms and Conditions means the terms and conditions set out in this Contract, as referred to in the Framework Agreement;

Charges means the charges set out in the Order Form (and **Charge** or **Charge(s)** shall be construed accordingly);

Contract means the written agreement between the Customer and the Supplier consisting of the Order Form (and any appendices thereto), the Brief (annexed to the Order Form) and these Call-Off Terms and Conditions;

Contract End Date means the date detailed as such in the Order Form as such date may be extended pursuant to Clause 4.3 of this Contract;

Customer Liability Cap means the amount detailed as such in the Order Form;

Customer's IP means all Intellectual Property Rights in any Documentation provided by the Customer under the Contract;

Data Protection Legislation means the Data Protection Act 2018 and GDPR (to the extent that the GDPR applies to the United Kingdom) and any national implementing laws, regulations and secondary legislation (as amended or updated from time to time and any successor legislation to the GDPR or the Data Protection Act 2018);

Delivery Date(s) means the date(s) detailed as such in the Order Form;

Defect means any part or parts of the Goods that are defective or not in accordance with the Contract;

Defects Rectification Period means the period set out as such in the Order Form;

Dispute means any dispute or difference of whatsoever nature in relation to the formation, operation or interpretation of, or otherwise in connection with, or arising out of, the Contract;

Dispute Notice means a written notice of any Dispute, setting out the Dispute's nature and full particulars of the Dispute and which states it is a "Disputes Notice";

Documentation means any data, information, records or documents in any media and form whatsoever (including paper or electronic form);

EIR means the Environmental Information Regulations 2004;

FOIA means the Freedom of Information Act 2000;

Force Majeure Event has the meaning given in Clause 20.1;

Framework Agreement means the framework agreement for the supply of the Goods and/or Services made between the Authority (1) and the Supplier (2) and dated 1st February 2023

Framework Agreement KPIs means the key performance indicators set out in Schedule 7 to the Framework Agreement;

GBP means the United Kingdom Pound Sterling;

GDPR means the General Data Protection Regulation (EU 2016/679);

Good Industry Practice means the exercise of such degree of skill, diligence, care and foresight which would reasonably and ordinarily be expected from a skilled and

experienced supplier engaged in the provision of Goods and/or Services similar to the Goods and/or Services under the same or similar circumstances as those applicable to this Contract;

Goods means the goods identified as such in the Order Form;

Intellectual Property Rights means all intellectual property rights anywhere in the world including domain names, patents, design rights, copyrights including rights in computer software and databases (including database rights), rights in source code, topography right, trademarks, trade names, logos, trade secrets and know-how, and any applications or the right to make applications for any of the above, existing now or at any time in the future and whether registered or registrable or not;

Installation Date means the date detailed as such in the Order Form;

KPIs means the Framework Agreement KPIs and the Call-Off KPIs; **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 (to the extent that the GDPR applies to the United Kingdom), regulatory policy, guidance or industry code, any applicable judgment of a relevant court of law which is a binding precedent in England and Wales, or directives or requirements of any Regulatory Body;

Losses means all liabilities, costs, expenses, damages and losses including but not limited to any direct loss, indirect loss or consequential loss, loss of contribution to incidental costs, loss of profit or overheads, loss of reputation and all interest, penalties and legal costs;

Marketing Premium has the meaning given in the Framework Agreement;

Marketing Premium Rate has the meaning given in the Framework Agreement;

Mandatory Policies means any statements, guidance or policies issued by the Authority, any Participating Consortium, or Customer with which the Supplier must comply;

Member Institution has the meaning given in the Framework Agreement;

Mini Tender has the meaning given in the Framework Agreement;

Order means the order placed by the Customer to the Supplier in accordance with the Framework Agreement, which sets out the description of the Goods and/or Services to be supplied;

Order Form means the document used by the Customer to place the Order for this Contract;

Participating Consortium has the meaning given it in the Framework Agreement;

Personnel means those personnel of the Supplier as shall be appointed by the Supplier to supply the Goods and/or Services in accordance with the Contract including the Supplier's employees and subcontractors;

Premises means the premises detailed as such in the Order Form;

Project IP means all Intellectual Property Rights in any Documentation provided by the Supplier under the Contract and all other Intellectual Property Rights created or

discovered by the Supplier as a result of, for or in connection with the performance of its obligations under the Contract, but excluding Supplier's Background IP;

PCR means the Public Contracts Regulations 2015;

Regulatory Body means any government department and regulatory, statutory and other entity, committee, ombudsman and/or body which, whether under statute, rules, regulations, codes of practice or otherwise, is entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Customer;

Returning Employees has the meaning given in Schedule 3;

Schedule(s) means any one or more of the schedules attached to these Call-Off Terms and Conditions;

Services means the services identified as such in the Order Form;

Services Commencement Date means the date detailed as such in the Order Form;

Services End Date means the date detailed as such in the Order Form;

Supplier Liability Cap means the amount detailed as such in the Order Form;

Supplier's Background IP means all Intellectual Property Rights existing prior to the date of the Contract and used by the Supplier for or in connection with the performance of its obligations under the Contract;

Supply Rates means the rates set out in Schedule 2 of the Framework Agreement as may be amended pursuant to the procedures set out in Schedule 2;

Term means the period from the date of the Contract up to and including the earliest of:

- (a) the Contract End Date; or
- (b) the date the Contract is terminated in accordance with Clause 19;

Third Party Agreements has the meaning given in Clause 7.11;

Treaties means those referred to in section 2 of the European Communities Act 1972;

Value Added Tax means value added tax at the rate prevailing at the time of the relevant supply charged in accordance with the provisions of the Value Added Tax Act 1994; and

Variation has the meaning given in Clause 8.

- 2.2 In these Call-Off Terms and Conditions unless the context otherwise requires:
 - 2.2.1 clause headings are inserted for convenience only and shall not affect the construction and interpretation of this Contract and all references to Clauses, Sub-clauses, or Schedules are to Clauses and Sub-clauses of, and Schedules to, these Call-Off Terms and Conditions; and
 - 2.2.2 words denoting the singular number include the plural and vice versa; and
 - 2.2.3 words denoting the masculine include the feminine and vice versa; and

- 2.2.4 references to persons include reference to bodies corporate and unincorporate; and
- 2.2.5 references to statutes or statutory instruments or any Law are to be construed as references to any consolidation, modification, extension, amendment, replacement or re-enactment of them from time to time and any subordinate legislation under it.

3 Contract Documents

- 3.1 The Contract consists of the following documents:
 - (a) these Call-Off Terms and Conditions;
 - (b) the Schedule(s) to these Call-Off Terms and Conditions;
 - (c) the Order Form (and any appendices thereto); and
 - (d) the Brief (annexed to the Order Form).
- 3.2 The Contract is made pursuant to the Framework Agreement.
- 3.3 In the event of any inconsistency or conflict between the Framework Agreement and the Contract, the Framework Agreement shall prevail.
- 3.4 Save in respect of the Framework Agreement, the Contract supersedes all other oral and/or written communications, representations, agreements or undertakings between the parties.

4 Appointment

- 4.1 The Customer appoints the Supplier as the supplier of the Goods and/or Services set out in the Order Form.
- 4.2 The Contract shall take effect on and from the date of the Contract and shall expire automatically at the end of the Term.
- 4.3 The Customer may, by giving written notice to the Supplier not less than 3 (three) months before the Contract End Date, extend the Contract End Date for any further period or periods specified in the Order Form. The provisions of the Contract will apply throughout any such extended period.
- 4.4 Any omission on the part of the Customer to inspect, review or disapprove shall not diminish or relieve the Supplier from any of its obligations or responsibilities under or in connection with the Contract.
- 4.5 The Supplier shall be responsible for the accuracy of all drawings, documents and information supplied to the Customer by the Supplier in connection with the supply of the Services and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein

5 No Partnership or Agency

- 5.1 Nothing in this Contract is intended to, or shall be deemed to:
 - 5.1.1 establish any partnership or joint venture between any of the parties;
 - 5.1.2 constitute any party as the agent of another party; or
 - 5.1.3 authorise any party to make or enter into any commitments for or on behalf of any other party.

- 5.2 The Supplier confirms it is acting on its own behalf and not for the benefit of any other person.

6 **Non Exclusivity**

The Supplier acknowledges that, in entering the Contract, no form of exclusivity has been granted by the Customer for the supply of any goods and/or services and that the Customer is at all times entitled to enter into other contracts and arrangements with any other suppliers for the supply of any goods and/or services which are the same or similar to that which the Supplier may supply.

7 **Supply of the Goods and/or Services**

- 7.1 The Supplier warrants and undertakes to the Customer that:

- (a) it shall supply the relevant Goods and/or Services diligently and in accordance with the Contract and in compliance with all applicable Laws and Good Industry Practice;
- (b) it has exercised and shall continue to exercise in the performance of all its duties under the Contract all the skill, care and diligence reasonably to be expected of a properly qualified and competent supplier experienced in the supply of goods and/or services of a similar nature to the Goods and/or Services ;
- (c) it shall supply the relevant Goods and/or Services in such a manner and at such times so that no act, omission or default of the Supplier shall cause or contribute to any breach of Law;
- (d) it shall supply the relevant Goods and/or Services in compliance with all reasonable instructions given in writing under or in connection with the Contract;
- (e) it shall at all times observe and provide the Goods and/or Services in accordance with the KPIs;
- (f) Not Used
- (g) all relevant Goods and/or Services supplied by the Supplier shall:
 - (i) be fit for the purpose specified in the Brief;
 - (ii) Not Used
 - (iii) Not Used
 - (iv) be new, undamaged and free defects in design, material and workmanship;
 - (v) be of satisfactory quality;
 - (vi) be properly packaged to survive transit and storage without damage, clearly labelled and addressed; and

- 7.2 Upon delivery of the relevant Goods the Supplier shall provide the relevant Customer with a delivery note, containing such information as may be set out in the Call-Off Contract.

- 7.3 Notwithstanding the provisions of Clause 7.7, the Customer shall be entitled to reject the Goods by notice to the Supplier within 30 (thirty) days of delivery to the Premises

or installation at the Premises (whichever is the later, if they do not comply with the terms of the Contract. Any rejected Goods shall be returned to the Supplier at the Supplier's risk and expense and the Supplier shall be required to deliver replacement Goods and/or Software to the Customer within 15 (fifteen) days of receipt of the Customer's rejection notice, at no extra cost to the Customer. A Customer's right to reject under this Clause 7.2 shall apply equally to any Goods replaced hereunder.

- 7.4 No failure by a Customer to reject the relevant Goods under Clause 7.2 shall constitute acceptance or acknowledgment by the Customer of the relevant Goods or the condition in which they were delivered, or in any way diminish or relieve the Supplier from any of its obligations or responsibilities under or in connection with the Contract
- 7.5 Not Used
- 7.6 Not Used
- 7.7 Notwithstanding Clause 7.7, during the Term and the applicable Defects Rectification Period, the Supplier shall make good any Defect(s) discovered in the Goods (by replacement or otherwise) at its own cost and expense within 30 (thirty) days (or such other time period as may be agreed between the relevant Customer and the Supplier) of receiving notice from the Customer regarding the Defect, provided always that such Defect did not arise as a result of the Customer using the Goods other than in accordance with their proper usage. If the Supplier fails to comply with its obligations under this Clause 7.7, the Customer shall be entitled to engage another supplier to make good any Defect(s) discovered in the relevant Goods and the Customer shall be entitled to recover the cost of doing so from the Supplier as a debt
- 7.8 Title to the Goods (or part thereof) shall pass to the Customer upon the earlier of:
 - 7.8.1 delivery of the Goods (or part thereof) to the Premises in accordance with the Contract; or
 - 7.8.2 payment for the Goods (or part thereof) in accordance with the Contract.
- 7.9 If title to the Goods (or part thereof) passes to the Customer prior to delivery, the Supplier shall arrange for the Goods to be marked as the Customer's property and shall ensure that they are stored and handled separately from other goods.
- 7.10 Risk of loss or damage to the Goods (or part thereof) shall pass to the Customer when the Goods (or part thereof) are delivered to the Premises in accordance with the Contract, save to the extent that any loss or damage after delivery is attributable to an act of the Supplier or its Personnel.
- 7.11 The Supplier shall have regard to all obligations on the part of the Customer in any third party agreements or in any other documentation relating to the Contract to which the Customer is a party to and of which copies (subject to the deletion of any confidential information therein) have been provided by or on behalf of the Customer (**Third Party Agreements**). The Supplier warrants and undertakes to the Customer that the Supplier will supply the relevant Goods and/or Services and will perform its obligations under the Contract in such a manner and at such times that no act, omission or default of the Supplier shall cause or contribute to any breach by the Customer of any of its obligations under the Third Party Agreements or other documentation mentioned in this Clause 7.11.
- 7.12 If the Supplier becomes aware of any matter that may impact on its ability to deliver the relevant Goods and/or Services in accordance with the Contract, it must

immediately notify the Customer and shall propose and, if accepted by the Customer, implement any measures which may be practical to overcome or reduce any adverse impact on the Customer. The Supplier shall bear the cost of implementing such measures save where the relevant matter is a direct result of any wilful act, negligence or breach by the Customer of its obligations under the Contract.

7.13 The Supplier shall comply with the provisions of Schedule 5 (KPIs).

7.14 Not Used

8 Not Used

9 **Variations to the Contract**

9.1 The parties acknowledge that the Customer may, at any time:

9.1.1 instruct the Supplier to add or omit any Goods and/or Services to or from that which is being supplied under the Contract; or

9.1.2 instruct a change to the Brief annexed to the Order Form,
(a **Variation**)

provided always that such Variation shall not amount to a substantial variation for the purposes of regulation 72 of PCR (which the Customer shall determine in its sole discretion).

9.2 If any Variation instructed by the Customer shall:

9.2.1 in respect of the Goods and/or Services being supplied under the Contract, increase or decrease the relevant Charge(s); and/or

9.2.2 [in respect only of the Goods and/or Software being supplied under the Contract, affect the Supplier's ability to supply the Goods and/or Software by the relevant Delivery Date(s),

9.2.3 Not Used

9.3 Within 10 (ten) days of receipt of a Supplier's quotation pursuant to Clause 9.2, the Customer shall either accept the quotation, in which case the relevant Charge(s) and Delivery Date(s) [(if applicable)] shall be adjusted accordingly, or withdraw the Variation instruction.

9.4 Until the Supplier's quotation is accepted in accordance with Clause 9.2.3, the Supplier shall continue to perform its obligations under the Contract as if the Variation had not been instructed and the Supplier agrees that the preparation of a quotation to be provided under Clause 9.2 will not cause any delay to the supply of the relevant Goods and/or Services.

9.5 The Supplier shall have no entitlement to any increase in the relevant Charge or any extension(s) to the relevant Delivery Date(s) where it complies with a Variation instruction prior to its quotation being accepted in accordance with Clause 9.2.3.

9.6 The Customer shall be entitled to refuse any Variation which does or could amount to a substantial variation for the purposes of regulation 72 of PCR.

9.7 The Supplier may request, in writing, a variation to the Charge(s) in the event there is a change in Law which was not reasonably foreseeable prior to the date of the Contract which impacts on the Charge under the Contract. If the Supplier so

requests a variation, the parties shall meet within 10 (ten) days of the date of such written request and shall agree any changes to the Charge in writing.

- 9.8 The Supplier and Customer acknowledge that in the event that the Supply Rates are amended in accordance with the procedures set out in Schedule 2 of the Framework Agreement, such amendments shall not apply to the Charge under this Contract unless agreed otherwise in writing between the parties and the Authority (in accordance with paragraph 8 of Schedule 2 of the Framework Agreement).

10 Payment of the Charge(s) and the Marketing Premium

Payment of the Charge(s)

- 10.1 The Customer shall pay the Supplier the Charge(s) as stated in Order Form as full remuneration for the supply of the Goods and/or Services in accordance with the Contract.
- 10.2 Each Charge is fully inclusive of all costs and expenses of every kind incurred by the Supplier in connection with the supply of the Goods and/or Services .
- 10.3 For the avoidance of doubt each Charge shall be exclusive of Value Added Tax. The Customer shall account for and pay the total amount of Value Added Tax properly due thereon.
- 10.4 The Charge(s) shall be paid to the Supplier in accordance with any stages set out in the Order Form and within 30 (thirty) days of receipt of properly rendered invoice(s) in accordance with Clause 10.5.
- 10.5 The Supplier shall submit invoices to the Customer in respect of any of the Charge(s) properly due to the Supplier under the relevant Call-Off Contract and all invoices submitted by the Supplier shall show amounts due, amounts invoiced to date and any other information as set out in the Call-Off Agreement.
- 10.6 Where any sum due under the Contract is not paid in full by the relevant due date, the Supplier shall be entitled (without prejudice to any other right or remedy) to suspend performance of its obligations under the Contract, provided that the Supplier shall give the relevant Customer not less than 14 (fourteen) days' notice of its intention to suspend performance of its obligations under the Contract and stating the ground(s) on which it intends to suspend performance. The right to suspend performance shall cease when the Customer makes payment in full of the amount due. Any period during which performance is suspended shall be disregarded for the purposes of any contractual time limit the time taken by the Supplier to supply the relevant Goods and/or Services.
- 10.7 If the Customer fails to pay an amount due to the Supplier by the relevant due date, simple interest shall be added to the unpaid sum from the final date for payment until the actual date for payment. Such interest shall be calculated on a daily basis at the annual rate of 8% above the Bank of England base rate, together with any fixed charges, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 and the late payment of Commercial Debts Regulations 2013.
- 10.8 The Supplier acknowledges and agrees that the Authority, or any other Participating Consortia or any Member Institution has no liability to the Supplier for the payment of any Charges due to the Supplier pursuant to the Contract, unless the Authority or such Participating Consortia or Member Institution is the Customer under the Contract.

Payment of the Marketing Premium

- 10.9 The parties acknowledge that where the Customer is a Member Institution, the Supplier shall pay the Marketing Premium in accordance with the provisions of the Framework Agreement and that the Marketing Premium Percentage may be amended during the Term in accordance with Clause 8.14 of the Framework Agreement.

11 **Set Off**

- 11.1 The parties acknowledge that the Customer may at any time, without notice to the Supplier, set-off any liability owed by the Supplier to the Customer against any liability owed by the Customer to the Supplier, whether either liability is present or future, liquidated or unliquidated and whether or not liability arises under the Contract. Any such exercise of set-off by the Customer shall not limit or affect any of the Customer's rights or remedies available under this Contract.
- 11.2 For the avoidance of doubt, all amounts due from the Supplier to the Customer under this Contract shall be paid in full without any set-off, counterclaim, deduction or withholding by the Supplier.

12 **Personnel**

- 12.1 The Supplier warrants to the Customer that all of the Supplier's Personnel shall at all times have the necessary qualifications and experience to perform their duties as required under the Contract.
- 12.2 The Supplier warrants to the Customer that all of the Supplier's Personnel shall at all times have the necessary qualifications and experience to meet the standards offered by the Supplier under the Contract.
- 12.3 The Supplier shall provide such details of its Personnel that may require access to the Premises to perform their duties as required under the Contract as are reasonably requested in writing by the Customer.
- 12.4 The Supplier shall ensure that when on the Premises, its Personnel at all times comply with all Laws and other requirements that may be in force from time to time in relation to the Premises.
- 12.5 The Customer may request in writing the removal of any Supplier's Personnel, where in the Customer's reasonable opinion such Personnel's performance or conduct is or has been unsatisfactory. The Supplier shall promptly remove and replace such Personnel at the Supplier's own cost and expense.

13 **Premises**

- 13.1 The Customer grants the Supplier a non-exclusive licence to access the Premises, as may be reasonably required for the sole purpose of performing its obligations under the Contract.
- 13.2 The Supplier shall co-operate with all other suppliers or personnel who may also have access to the Premises.
- 13.3 At the end of the Term, the Supplier shall:
- 13.3.1 remove from the Premises all the Supplier's equipment and unused materials;
- 13.3.2 clear away all rubbish arising out of or in connection with the supply of the relevant Goods and/or Services ; and

- 13.3.3 leave the Premises in a clean and tidy condition to the Customer's reasonable satisfaction.
- 13.4 If the Supplier fails to comply with Clause 13.3, the Customer may remove and dispose of the Supplier's equipment and unused materials and clear away and clean the Premises as required by Clauses 13.3.2 and 13.3.3 and the Customer shall be entitled to recover the cost of doing so from the Supplier as a debt.
- 13.5 Where the Supplier leaves any equipment or materials on the Premises during the Term, it does so at its own risk and the Customer shall have no liability to the Supplier in relation to such equipment or materials.
- 14 Assignment and Sub-contracting**
- 14.1 Subject to Clause 14.2, the Supplier shall not assign, charge or transfer any right or obligation under this Contract or in any way deal or part with its interest in this Contract or any part of it to any person, without the Customer's prior written consent, which shall not be unreasonably withheld (provided always that the Customer shall be entitled to refuse to consent to any assignment, charge or transfer which could or does breach any regulation(s) of the PCR).
- 14.2 The Supplier shall not sub-contract to any person the performance of any of its obligations under this Contract:
- (a) except with the Customer's prior written consent, such consent not to be unreasonably withheld;
 - (b) if any such sub-contracting would be inconsistent with the Supplier's tender in the Original Tender Process and/or the Mini Tender; and
 - (c) if any such sub-contracting could or would in the sole opinion of the Customer breach any regulation(s) of the PCR.
- 14.3 If the Customer consents to the Supplier to sub-contract, then the Supplier shall co-ordinate and integrate such services provided by the sub-supplier with his own and no sub-contracting by the Supplier and no consent by the Customer shall in any way relieve the Supplier from any liability or obligation in respect of the performance of its obligations under this Contract.
- 14.4 The Customer may at any time assign by absolute legal assignment the benefit of all the Supplier's obligations and the entire benefit arising under or out of this Contract to
- 14.4.1 any Contracting Authority (as defined in the PCR);
 - 14.4.2 any other body established by the Crown or under statute to substantially perform any of the functions that had previously been performed by the Customer;
 - 14.4.3 any private sector body which substantially performs the functions of the Customer provided that any such assignment shall not increase the Supplier's obligations under the Contract.
- 14.5 If the Supplier sub-contracts the Contract in accordance with this Clause 14, the sub-contract must be entered into on equivalent and no less onerous terms than the terms of this Contract.

15 Intellectual Property Rights

- 15.1 Any Customer's IP shall remain vested in the Customer and the Customer shall grant the Supplier an irrevocable, transferable, non-exclusive, royalty free licence to use such IP for the purpose of performing its obligations under this Contract.
- 15.2 The Project IP shall immediately vest in the Customer upon its creation or discovery and the Customer shall grant the Supplier an irrevocable, transferable, non-exclusive, royalty free licence to use the Project IP for the purpose of performing its obligations under this Contract.
- 15.3 The Supplier's Background IP shall remain vested in the Supplier and the Supplier shall grant the Customer an irrevocable, transferable non-exclusive, royalty free licence to use the Supplier's Background IP for any purpose related to this Contract and the Goods and/or Services supplied hereunder.
- 15.4 The licences granted under this Clause 15 include a right to sub-licence.
- 15.5 All royalties or other sums payable in respect of the supply and use of any patented article, processes or inventions required for and in relation to the performance of the Supplier's obligations under this Contract shall be paid by the Supplier.
- 15.6 The Supplier shall not be liable for any use of the Supplier's Background IP or Project IP other than that for which they were prepared.

16 Confidentiality and publicity

- 16.1 Subject to Clauses 17 and 25, the Supplier will keep confidential all financial information, supplier lists, manuals, software (including its source code), trade secrets, business forecasts, specifications, correspondence, books, records, documents, agreements, photographs, quotations, invoices, files, plans, drawings, any other similar material or information relating in any way to this Contract, and/or the business of the Customer. The Supplier will not disclose details of these to any person, other than to its professional advisers, insurers and the Supplier's Personnel, without the consent of the Customer, and then only insofar as such disclosure is necessary for the effective performance of the Supplier's obligations under this Contract. The provisions of this Clause will continue to apply notwithstanding any novation and/or termination of this Contract for any reason and notwithstanding the completion of the performance of the Supplier's obligations under this Contract.
- 16.2 The Supplier shall not be liable for the disclosure of any confidential material which is referred to in Clause 16.1 which:
- (a) is or becomes available to the public, other than by means of a breach of this Contract; or
 - (b) is required by Law to be disclosed.
- 16.3 The Supplier shall not, without the Customer's prior written consent, use the Customer's corporate name or any other unnamed trademark associated with the Customer for any purpose, including but not limited to by illustration, advertising, publicising, marketing or selling services and/or products, except as may otherwise be required by Law. In that event, the Supplier shall provide the Customer with written notice of such request as soon as reasonably practicable, sufficient to allow the Customer an opportunity to object prior to such disclosure.
- 16.4 Notwithstanding the provisions in this Clause 16 and Schedule 4 (Data Protection), the parties shall comply with the Data Protection Legislation.

- 16.5 To the extent there are any inconsistencies and/or conflicts between this Clause 14 and any separate confidentiality agreement entered into between the Authority and the Supplier [(pursuant to the Original Tender Process)] and/or between the Customer and the Supplier, the terms of any such confidentiality agreement(s) will prevail.

17 **Freedom of Information**

- 17.1 The Supplier acknowledges that the Customer is subject to the FOIA and the EIR and the Supplier shall, at its cost, use all reasonable endeavours and take all necessary steps to assist the Customer in complying with the FOIA and/or the EIR.
- 17.2 If the Supplier receives a 'request' from any third party (as that term is defined in the FOIA and the EIR, as applicable), it shall immediately provide the Customer with a written copy of that request.
- 17.3 The Supplier shall ensure that the provisions of this Clause 17 are included in any subcontract it enters into in respect of this Contract.

18 **Insurance**

- 18.1 [The Supplier warrants that it currently maintains and shall continue to maintain:

- 18.1.1 professional indemnity insurance;
- 18.1.2 product liability insurance;
- 18.1.3 public liability insurance; and
- 18.1.4 employer's liability insurance,]

for the periods set out in Clause 16.1 of the Framework Agreement, all with a well-established and reputable insurance office or underwriter of repute carrying on business in the United Kingdom and the European Union with a limit and basis of indemnity as set out in Article 3 of the Memorandum of Agreement in the Framework Agreement for each and every claim provided always that such insurance is generally available in the United Kingdom and the European Union to the business of the Supplier at commercially reasonable rates and terms. The Supplier shall immediately inform the Customer if such insurance ceases to be generally available at commercially reasonable rates and terms and for the avoidance of doubt it is agreed that any increased or additional premium required by insurers by reason of the Supplier's own claims record or other acts, omissions, matter or things particular to the Supplier shall be deemed to be within commercially reasonable rates.

- 18.2 As and when the Supplier is reasonably requested to do so by the Customer, the Supplier shall produce for inspection sufficient documentary evidence in the form of a standard insurance broker's certificate that the insurance required under Clause 18.1 is being maintained in accordance with the terms of this Contract. If the Supplier fails to supply the relevant evidence, the Customer may effect such insurance cover as it deems necessary at the Supplier's cost.
- 18.3 The Supplier shall not, once a claim under Clause 18.1 of this Contract has been notified to it, voluntarily do anything which would reduce or tend to reduce the scope of indemnity under its insurance policies or the amount of indemnity monies which will be available thereunder were the claim against it to succeed in full.

19 Suspension and/or Termination

- 19.1 The Customer may, in addition to any other rights and remedies which it may have, by giving not less than 7 (seven) days' written notice to the Supplier, suspend or terminate the Supplier's appointment under this Contract. If the Supplier's appointment is suspended pursuant to this Clause 19.1 then the Customer may, by giving not less than 7 (seven) days' written notice, require the Supplier to resume performance at any time within a period of 6 (six) months from the date of suspension. The Supplier shall use all reasonable endeavours to resume performance of its obligations under this Contract as soon as possible after receipt of the Customer's written notice. If the Customer has not required the Supplier to resume performance within such period, then the Supplier's appointment under this Contract shall be deemed to have been terminated.
- 19.2 The Customer or the Supplier may suspend and/or terminate the Supplier's appointment under this Contract upon serving written notice on the other in the event that:
- (a) the other is in breach of this Contract in any material respect and the other has failed within 30 (thirty) days of the service of the other's written notice to remedy such breach or breaches; and/or
 - (b) distress or execution is levied or threatened upon any of the other's property or any judgement against the other remains unsatisfied for more than 14 (fourteen) days or the other (being an individual) is bankrupt or unable to pay his debts or seeks an arrangement with his creditors, or the other (being a company) has an administrator appointed of it or a receiver or manager or administrative receiver is appointed of it or any of its assets or it enters into liquidation or it proposes or makes any voluntary arrangement with its creditors; any petition is presented or any resolution passed or any steps or proceedings taken which may lead to any of the foregoing occurrences; the other ceases to carry on business; and/or
 - (c) if any of the termination provisions of regulation 73(1) of PCR apply.
- 19.3 The Customer may terminate this Contract in accordance with
- 19.3.1 (Anti-bribery and Corruption); or
 - 19.3.2 Schedule 5 (KPIs).
- 19.4 The Supplier's appointment under this Contract shall be immediately terminated upon termination of the Framework Agreement.
- 19.5 Suspension or termination of the Supplier's appointment under this Contract, howsoever arising, shall be without prejudice to the rights and remedies of either of the parties in relation to any negligence, omission or default of the other prior to such termination.
- 19.6 If the Supplier's appointment under this Contract has been suspended or terminated by the Customer pursuant to Clause 19.1, or terminated by the Supplier pursuant to Clause 19.2 then:
- 19.6.1 after suspension or termination of the Supplier's appointment under this Contract, the Supplier shall immediately provide to the Customer copies of all Documentation for and in relation to this Contract which has been prepared by it or on its behalf or is in its possession;

- 19.6.2 the Supplier shall be entitled to send an invoice to the Customer for all outstanding Charges earned by the Supplier for the Services properly performed (whether wholly or in part) and Value Added Tax due thereon;
- 19.6.3 the Customer shall not be liable for any Losses howsoever arising out of or in connection with the suspension or termination of this Contract;
- 19.6.4 pursuant to the terms of this Contract, the Customer shall pay to the Supplier any instalments of any Charge and any other amounts which have accrued due prior to the date of suspension or termination, together with a proportion of the next following instalment of any Charge commensurate with the Services properly performed up to the date of suspension or termination carried out prior to the date of suspension or termination; and
- 19.6.5 the Customer shall be entitled to send an invoice to the Supplier for all outstanding amounts in relation to the Marketing Premium and Value Added Tax due thereon.
- 19.7 If the Supplier's appointment under this Contract has been suspended or terminated by the Customer pursuant to Clause 19.2, 19.3 or 19.4:
 - 19.7.1 after termination of the Supplier's appointment under this Contract, the Supplier shall immediately provide the Customer with copies of all Documentation for and in relation to this Contract which has been prepared by it or on its behalf or is in its possession;
 - 19.7.2 the Customer shall not be liable for any Losses howsoever arising out of or in connection with the suspension or termination of this Contract; and
 - 19.7.3 the Customer shall be entitled to send an invoice to the Supplier for all outstanding amounts in relation to the Marketing Premium and Value Added Tax due thereon.

20 **Force Majeure**

- 20.1 Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract (except in relation to payment) if such delay or failure result from events, circumstances or causes beyond its reasonable control (**Force Majeure Event**).
- 20.2 In such circumstances the relevant party shall use all reasonable endeavours to mitigate any such delays and the time for performance shall be extended by a period equivalent to the period during which the performance of the obligation has been delayed or failed to be performed by the Force Majeure Event or the affected party shall be entitled to a reasonable extension of time for performing such obligations.

21 **Communications**

- 21.1 Except as otherwise provided for in this Contract, all notices or other communications under or in respect of this Contract to either party must be in writing and shall be deemed to be duly given or made when delivered, in the case of personal delivery or sent by prepaid recorded delivery or registered post, or when posted, deemed to have been received 48 (forty-eight) hours after the same shall have been posted, or when despatched, in the case of fax or e-mail, to the party addressed to him at the address stated in Clause 21.3 or such other address as such party may by notice in writing nominate for the purpose of service.
- 21.2 A written notice includes a notice by fax or e-mail (confirmed in either case by letter). A notice or other communication received on a non-working day or after normal

business hours in the place of receipt, shall be deemed to be given or made on the next following working day in that place.

- 21.3 Any written notice provided under Clause 21.1 shall be sent:
 - 21.3.1 in the case of the Customer, as set out in the relevant Order Form; and
 - 21.3.2 in the case of the Supplier, as set out in the relevant Order Form.
- 21.4 Either party may change its respective notice correspondence information referred to in Clause 21.3 by prior written notice to the other party.

22 Indemnities

- 22.1 The Supplier shall indemnify and keep indemnified in full the Customer from and against all Losses suffered or incurred by the Customer arising out of or in connection with:
 - 22.1.1 the Supplier infringing or being held to infringe any Data Protection Legislation and or any Intellectual Property Rights in the performance of the Supplier's obligations under this Contract;
 - 22.1.2 the Customer infringing or being held to infringe any Data Protection Legislation and/or any Intellectual Property Rights through the use of the Supplier's Background IP, the Project IP or the relevant Goods and/or Services ;
 - 22.1.3 any wilful act, breach or negligent performance or non-performance of its obligations under this Contract by the Supplier;
 - 22.1.4 subject to the provisions of Clause 23.2.1, the death or personal injury of any person or physical damage to any property attributable to the Supplier's performance or non-performance of its obligations under this Contract; and/or
 - 22.1.5 any breach by the Supplier of its obligations pursuant to Schedule 4 (Data Protection) of this Contract.
- 22.2 The indemnities in Clause 22.1 shall not apply to the extent that the relevant Losses are attributable to the Customer's breach, wilful act or negligent performance or non-performance of this Contract.

23 Limit of liability

Except where expressly stated elsewhere in this Contract:

- 23.1.1 the Supplier's total liability to the Customer for all losses howsoever arising under, for breach of, or in connection with this Contract is limited to, and shall not exceed the Supplier Liability Cap in the aggregate, save in respect of the indemnities granted by it under Clause 22.1
- 23.1.2 the Customer's total liability to the Supplier for all losses howsoever arising under, for breach of, or in connection with this Contract is limited to, and shall not exceed the Customer Liability Cap in the aggregate; and
- 23.1.3 neither party shall be liable to the other for any indirect loss or consequential loss, loss of contribution to incidental costs, loss of profit or overheads or loss of reputation, howsoever arising under, for breach of, or in connection with this Contract.

23.2 Nothing in this Contract shall limit or exclude:

23.2.1 either party's liability to the other for death or personal injury resulting from that party's negligence; or

23.2.2 any damage or liability incurred by either party as a result of fraud or fraudulent misrepresentation by the other.

24 **Anti-bribery and Corruption**

The parties shall comply with 0 in relation to anti-bribery and corruption.

25 **Data Protection**

The parties shall comply with Schedule 4 in relation to data protection.

26 **Conflicts of interest**

26.1 The Supplier may not, without the Customer's prior written consent, be directly or indirectly engaged, concerned or have any financial interest in any capacity with the Customer.

26.2 The Supplier shall promptly notify the Customer in writing of any actual or potential conflict of interest which arises during the Term and the Customer shall be entitled to require the Supplier to take such reasonable steps to remedy any conflict of interest as are reasonably required by the Customer.

27 **Changes in Supplier ability to deliver after Brexit**

27.1 Neither Brexit, nor any fluctuations in the GBP exchange rate (whether resulting directly or indirectly from Brexit), shall affect in any way the obligations of either party under this Contract and neither party shall be entitled to rely on Brexit to:

27.2 make any claim against the other, whether for additional time, money or otherwise, on any basis, including for the avoidance of doubt in contract, tort or equity; or

27.3 terminate this Call of Terms and Conditions save where that party is otherwise entitled to terminate this Call Off Terms and Conditions.

27.4 Both parties acknowledge that they have assessed the potential impact of Brexit on their ability to perform their obligations under this Contract and have taken all associated risks into account when entering into this Contract.

27.5 Both parties acknowledge and agree that any impact of Brexit on their ability to perform their obligations under this Contract shall not be deemed to be a Force Majeure Event for the purposes of Clause 20 of this Contract.

28 **Dispute Resolution**

28.1 If a Dispute arises in respect of this Contract then the procedure set out in this Clause 26 shall apply.

28.2 In the event of a Dispute, either party shall serve on the other party a Dispute Notice, together with any relevant supporting documentation.

28.3 Following the service of any Dispute Notice pursuant to Clause 28.2, Delivery Manager – JASMIN Infrastructure Lead of the Customer and Contracts Director of the Supplier shall use reasonable endeavours to resolve the Dispute, in good faith.

- 28.4 If [REDACTED] of the Customer and [REDACTED] of the Supplier are for whatever reason unable to resolve the Dispute within 30 (thirty) days of service of the relevant Dispute Notice, the Dispute shall be referred to [REDACTED] endeavours to resolve the Dispute, in good faith.
- 28.5 [REDACTED] the Supplier are for whatever reason unable to resolve the Dispute within 30 (thirty) days of the Dispute being referred to them pursuant to Clause 28.4, the parties will seek to settle the Dispute by mediation in accordance with the CEDR Model Mediation Procedure. The Mediator shall be nominated by CEDR Solve, unless otherwise agreed (in writing) between the parties. To initiate the mediation, a party must provide a written notice (**ADR Notice**) to the other party to the Dispute, requesting mediation. A copy of any such ADR Notice must be sent to CEDR Solve. The mediation will not start later than 15 (fifteen) after the date of the ADR Notice and the party providing the ADR Notice shall be responsible for all costs associated with the provision of such ADR Notice (subject to any agreement made between the parties in relation to costs associated with such mediation).
- 28.6 In the event that:
- 28.6.1 the Dispute is not resolved within 30 (thirty) days after the service of an ADR Notice; or
 - 28.6.2 either party fails to participate or fails to continue to participate in the mediation before the expiry of such 30 (thirty) days; or
 - 28.6.3 the mediation terminates before the expiry of such 30 (thirty) days,
- the Dispute shall be referred to the Courts of England and Wales in accordance with Clause 36 of this Contract.
- 28.7 No party may commence any court proceedings under Clause 36 of this Contract in relation to the whole or any part of a Dispute until 60 (sixty) days after the service of the ADR notice (provided that the right to issue proceedings is not prejudiced by a delay).
- 29 **Records and Audit Access**
- 29.1 The Supplier shall keep and maintain until 6 (six) years after the date of the end of the Term, full and accurate records and accounts of the operation of this Contract including but not limited to the Goods and/or Services provided under it in accordance with good accountancy practice.
 - 29.2 The Supplier shall provide such records and accounts (together with copies of the Supplier's published accounts) during the Term and for a period of [6 (six)] years after the date of the end of the Term to the Customer and/or the auditor and/or any statutory body entitled by Law on written request and shall provide the Customer and/or the auditor and/or any statutory body entitled by Law access to such records and accounts as may be required from time to time.
 - 29.3 Subject the provisions of Clause 16, the Supplier shall on written request provide the auditor with all reasonable co-operation and assistance in relation to each audit, including:
 - (a) all information requested by the auditor within the scope of the audit;

- (b) reasonable access to sites controlled by the Supplier and to equipment and materials used in the provision of the Goods and/or Services ; and
 - (c) access to the Supplier's Personnel.
- 29.4 The parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 29 unless the audit reveals a material breach by the Supplier of good accountancy practice and/or this Contract, in which case the Supplier shall reimburse the Customer for the reasonable costs it incurs in relation to the audit.
- 30 **Compliance with Anti-Slavery and Human Trafficking Laws and Policies**
- 30.1 In performing its obligations under this Contract the Supplier shall comply with all applicable labour, anti-slavery and human trafficking legislation and regulations in force from time to time in the United Kingdom, including but not limited to the Modern Slavery Act 2015 (**Anti-Slavery Laws**).
- 30.2 The Supplier represents and warrants that, as at the date of this Contract, neither the Supplier nor any of its officers, employees or agents have been convicted of any offence involving slavery and/or human trafficking, nor have they been or are the subject of an investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and/or human trafficking whether pursuant to the Anti-Slavery Laws or any other relevant legislation in force from time to time.
- 30.3 The Supplier shall, throughout the Term, use its best endeavours to include, in all of its contracts with any of its subcontractors of any tier in the supply chain involved in the production or provision of the Goods and/or Services :
 - 30.3.1 a provision obliging the relevant subcontractor to provide the Goods and/or Services specified in the relevant subcontract in accordance with Anti-Slavery Laws; and
 - 30.3.2 provisions (to take effect upon a breach by the subcontractor of its obligation to provide the Goods and/or Services under the relevant subcontract in accordance with Anti-Slavery Laws) which provide that:
 - (a) if a subcontractor's failure to comply with Anti-Slavery Laws has occurred more than once in any 6 (six) month period, the Supplier must serve a written notice on the subcontractor;
 - (i) specifying that the notice is a formal warning notice;
 - (ii) giving reasonable details of the subcontractor's breach; and
 - (iii) stating that the breach is a breach which, if it recurs frequently or continues, may result in a termination of the Subcontract;
 - (b) if, following service of a warning notice under Clause 28.3.2 (a), the breach specified has continued beyond 14 (fourteen) days or has recurred more than once within a 6 (six) month period after the date of the notice then the Supplier must serve another written notice on the subcontractor:
 - (i) specifying that it is a final warning notice;
 - (ii) stating that the breach specified has been the subject of a warning notice served within the 12 (twelve) month period prior to the date of service of the final warning notice; and

- (iii) stating that, if the breach continues or recurs within the 6 (six) month period after the date of the final warning notice, the subcontract may be terminated; and
- (c) where a breach continues or recurs pursuant to Clause 30.3.2(b), the Supplier may terminate the subcontract by 7 (seven) days' notice in writing to the subcontractor,

or provisions that are equivalent to and no less onerous than those set out above.

31 **Handover**

- 31.1 In the event that there are any Returning Employees then the provisions of Schedule 3 shall apply.- Not Applicable

32 **Contracts (Rights of Third Parties) Act 1999**

Nothing in this Contract shall confer or purport to confer on any third party any benefit or the right to enforce any term of this Contract pursuant to the Contracts (Rights of Third Parties) Act 1999.

33 **Severability**

If any part of this Contract becomes, or is determined by any court or tribunal to be, illegal or unenforceable, the remaining provisions shall remain in full force and effect.

34 **Liability**

The parties hereby agree that the Supplier shall remain liable under this Contract for 12 (twelve) years after the date of the end of the Term.

35 **Counterparts**

This Contract may be executed in one or more counterparts. Any single counterpart or set of counterparts executed, in either case, by all the parties shall constitute a full original of this Contract for all purposes.

36 **Governing Law and Jurisdiction**

- 36.1 The terms and conditions of this Contract and any Dispute shall be governed by the laws of England and Wales.
- 36.2 The parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute.

37 **Waiver**

- 37.1 A party's failure or delay to exercise a power or right under this Contract does not operate as a waiver of that power or right.
- 37.2 A waiver of a power or right will only be effective:
 - 37.2.1 if it is in writing and signed by the party who has the benefit of the power or right being waived; and
 - 37.2.2 in respect of the specific instance to which it relates and for the specific purpose for which it is given.

37.3 Communications between the parties made before the date of the Contract which are not expressly contained within the Contract shall not be deemed to be incorporated into the Contract.

37.4 Notwithstanding any other provision of the Contract, the terms approval or comment or consent when used in the context of any approval, comment or consent to be given by the Customer shall have the meaning acceptance of general principles only and no such approval, comment or consent shall diminish or relieve the Supplier from any of its obligations or responsibilities under or in connection with the Contract.

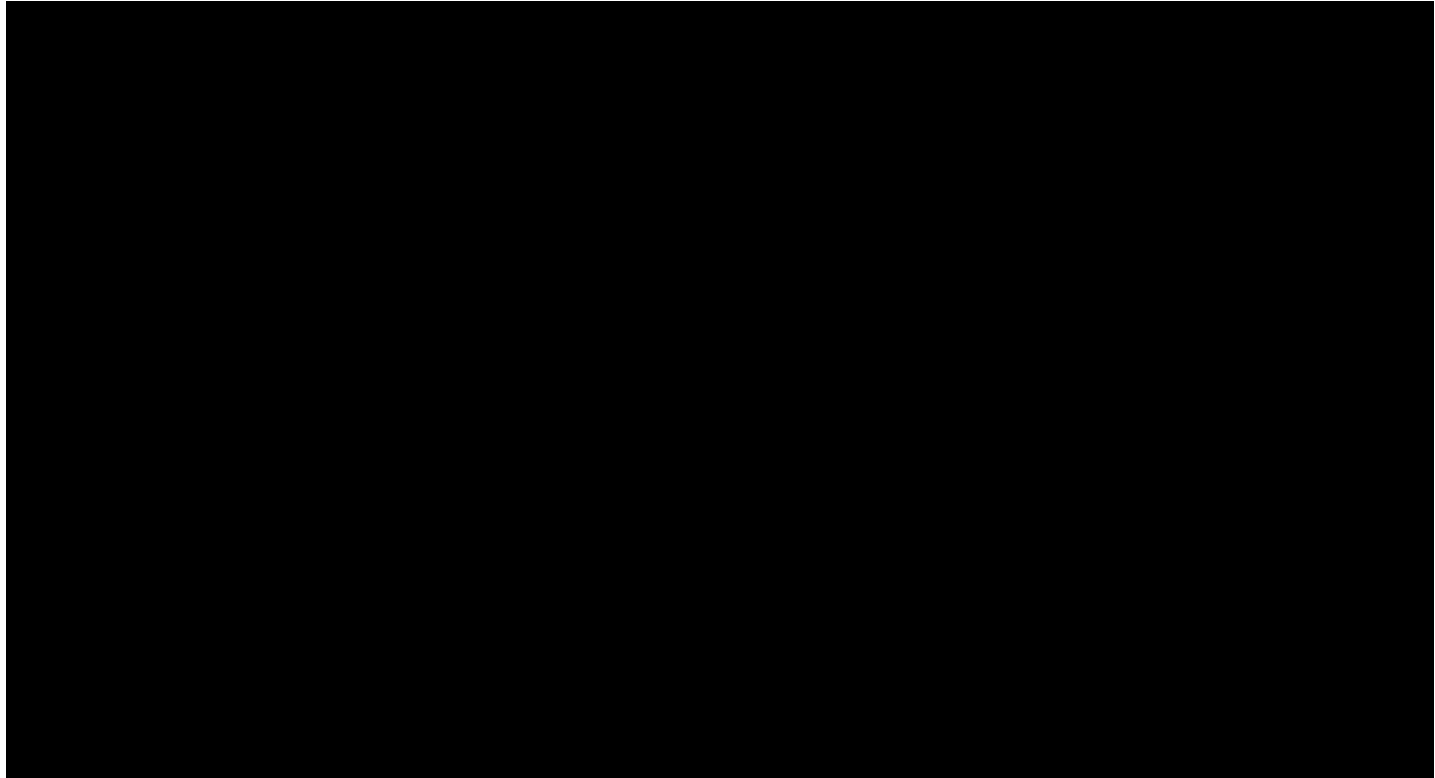
38 **Amendments to this Contract**

38.1 An amendment or variation to this Contract shall not be effective or binding unless it is in writing and signed by the Supplier and the Customer.

38.2 No amendment or variation to this Contract shall be permitted which could or does amount to a substantial variation for the purposes of regulation 72 of PCR (which the Customer shall determine in its sole discretion).

38.3 For the avoidance of doubt, the Customer shall be entitled to refuse any proposed amendment or variation to this Contract which does or could amount to a substantial variation for the purposes of regulation 72 of PCR.

This document has been entered into by the parties or their duly authorised representatives on the date set out at the beginning of this document.



Schedule 1: Anti-bribery and Corruption

1. The term **Prohibited Act** means
 - (a) directly or indirectly offering, promising or giving any person working for or engaged by the Customer a financial or other advantage of any kind to:
 - (i) induce that person to improperly perform a relevant function or activity; or
 - (ii) reward that person for improper performance of a relevant function or activity;
 - (b) directly or indirectly requesting, agreeing to receive or accepting any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract;
 - (c) committing any offence;
 - (i) under the Bribery Act 2010;
 - (ii) under Law creating offences in respect of fraudulent acts;
 - (iii) at common law, in respect of fraudulent acts; or
 - (iv) at common law, in respect of fraudulent acts relating to this Contract or any other contract with the Customer or any other public body; or
 - (d) defrauding, attempting to defraud or conspiring to defraud the Customer.
2. The Supplier:
 - (a) shall not, and shall procure that the Supplier's Personnel shall not, in connection with Contract, commit a Prohibited Act;
 - (b) warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Customer, or that any agreement has been reached to that effect, in connection with the execution of this Contract; and
 - (c) warrants that in entering into this Contract it has not committed any Prohibited Act (as declared by the Supplier pursuant to the Original Tender Process in accordance with regulation 57 of the PCR).
3. The Supplier shall:
 - (a) if requested in writing, provide the Customer, at the Customer's reasonable cost, to enable the Customer to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act 2010; and
 - (b) within 20 (twenty) days of the date of this Contract, and annually thereafter, certify in writing to the Customer compliance with this 0 by the Supplier and all persons associated with it or any other persons who are supplying the Goods and/or Services in connection with this Contract. The Supplier shall provide any such supporting evidence of compliance with this 0 as the Customer may reasonably request.

4. The Supplier shall put in place and maintain an anti-bribery policy (a copy of which shall be provided to the Customer within 20 (twenty) days of the date of this Contract) which shall, as a minimum, prevent any Personnel from committing a Prohibited Act and shall enforce it where appropriate.
5. If at any time any breach of paragraph 2 above is suspected or known, the Supplier must notify the Customer immediately with the details of any such breach to follow in writing as soon as reasonably practicable.
6. If the Supplier notifies the Customer that it suspects or knows that there may be a breach of this 0, the Supplier will respond promptly to all of the Customer's enquiries in relation to any such suspected or actual breach and will co-operate at all times with any investigation, and permit the Customer access to and audit of any books, records and any other relevant documents. The obligation under this paragraph shall continue for 7 (seven) years following the expiry or termination of this Contract.
7. The Customer may terminate this Contract by written notice with immediate effect if the Supplier, its Personnel (in all cases whether or not acting with the Supplier's knowledge) breaches paragraph 2 of this 0. Any such termination shall be without prejudice to any right or remedy which has already accrued or which subsequently accrues to the Customer.
8. Any notice provided by the Customer pursuant to paragraph 7 must specify:
 - (a) the nature of the Prohibited Act;
 - (b) the identity of the party who the Customer believes has committed the Prohibited Act; and
 - (c) the date on which this Contract will terminate in accordance with the applicable provisions of this 0.
9. Notwithstanding Clause 28 (Dispute Resolution) of this Contract, the Customer shall determine any Dispute relating to the interpretation of this 0 and/or the amount or value of any gift, consideration or commission and any such determination by the Customer shall be final and binding upon the parties.

Schedule 2: Not Used

Schedule 3: Re-tendering, handover and TUPE – Not Used

Schedule 4: Data Protection – Not Used

Schedule 5: Key Performance Indicators

1. The Call-Off KPIs are as set out in the Order Form.
2. The parties acknowledge the provisions of Schedule 7 of the Framework Agreement.
3. The parties agree that the Customer may amend the Call-Off KPIs during the term as agreed, in writing, with the Supplier.
4. The Supplier shall establish suitable processes to ensure it can monitor its performance of the provision of the Goods and/or Services in accordance with the Call-Off KPIs under this Contract and that it is able to report on the same to the Customer.
5. At the end of each quarter during the Term, the Supplier shall provide the Customer (and, pursuant to the Framework Agreement, the Authority) with a report containing sufficient data setting out the Supplier's performance of the Call-Off KPIs. The Supplier acknowledges that the Customer will review such reports to determine the Supplier's effectiveness and efficiency of the Supplier's performance of the Call-Off KPIs.
6. If in the Customer's opinion, acting reasonably, the Supplier is not meeting the requirements of the Call-Off KPIs following a review of the reports provided pursuant to paragraph 5 above, the Customer may within 15 (fifteen) days give written notice (an **Initial KPI Warning Notice**) to the Supplier setting out:
 - (a) the matter or matters giving rise to such notice;
 - (b) the date by which such matters must be rectified by; and
 - (c) a reminder of the implications of such notice.

Any such Initial KPI Warning Notice shall state on it that is an Initial KPI Warning Notice.
7. If the Supplier (in the Customer's reasonable opinion) fails to adequately address the matter or matters set out in the Initial KPI Warning Notice by the date contained in such Initial KPI Warning Notice, the Customer may (at its discretion) issue a further written notice (a **Final KPI Warning Notice**) to the Supplier setting out:
 - (a) the matter or matters continuing rise to such notice;
 - (b) the date by which such matters must be rectified by; and
 - (c) a reminder of the implications of such notice.

Any such Final KPI Warning Notice shall state on it that is a Final KPI Warning Notice.
8. Without prejudice to any other rights under this Contract if the Supplier (in the Customer's reasonable opinion) fails to adequately address the matter or matters set out in the Final KPI Warning Notice by the date contained in such Final KPI Warning Notice, the Customer may terminate this Contract by giving not less than 7 (seven) days written notice to the Supplier.

In the event that the Framework Agreement is terminated in accordance with Schedule 7 of the Framework Agreement, the Supplier acknowledges that the Customer may terminate this Contract