

NHS TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES (CONTRACT VERSION)

The Authority	NHS England, Quarry House Leeds LS 2 7UE
The Supplier	NHS SOUTH, CENTRAL AND WEST COMMISSIONING SUPPORT UNIT OMEGA HOUSE, 112 SOUTHAMPTON ROAD, EASTLEIGH, HAMPSHIRE SO50 5PB
Date	04.08.2023
Type of Services	C173345 Freedom to Speak Up Support Framework LOT 2 Services (Career Support), & Lot 3 Services (Development Workshops)

This Contract is made on the date set out above subject to the terms set out in the schedules listed below (“**Schedules**”). The Authority and the Supplier undertake to comply with the provisions of the Schedules in the performance of this Contract.

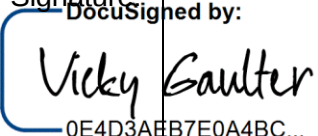
The Supplier shall supply to the Authority, and the Authority shall receive and pay for, the Services on the terms of this Contract.

The Definitions in Schedule 4 apply to the use of all capitalised terms in this Contract.

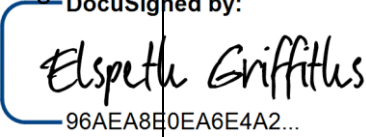
Schedules

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Signed by the authorised representative of THE AUTHORITY

Name:	Vicky Gaulter	Authority Signature: Signed by:  0E4D3AEB7E0A4BC...	
Position:	Director of Financial Control	Full Name Job Title/Role: Date Signed:	Vicky Gaulter Director of Financial Control 4 August 2023

Signed by the authorised representative of THE SUPPLIER

Name:	Elsbeth Griffiths	Supplier Signature: Signed by:  96AEA8E0EA6E4A2...	
Position:	Director of People	Full Name Job Title/Role: Date Signed:	Elsbeth Griffiths Director of People 04/08/23

Schedule 1

Key Provisions

Guidance: These Key Provisions enable the Authority to complete project specific details and to add any optional and/or extra provisions applicable to the relevant project.

Standard Key Provisions

1 Application of the Key Provisions

- 1.1 The standard Key Provisions at Clauses 1 to 8 of this Schedule 1 shall apply to this Contract.
- 1.2 The optional Key Provisions at Clauses 9 to 26 of this Schedule 1 shall only apply to this Contract where they have been checked and information completed as applicable.
- 1.3 Extra Key Provisions shall only apply to this Contract where such provisions are set out at the end of this Schedule 1.

2 Term

- 2.1 This Contract shall commence on the Commencement Date and the Term of this Contract shall expire 3 years from the Actual Services Commencement Date. The Term may be extended in accordance with Clause 15.2 of Schedule 2 provided that the duration of this Contract shall be no longer than 5 years in total.

Guidance: Insert the initial term in the second line and the maximum term including all extensions in the fourth line. Do remember that the initial term and maximum term must be consistent with the Find a Tender contract notice.

Note that the term runs from the date when the Services are actually provided. If there is an implementation plan over, for example, three months, the term runs from the date the Services are provided. In these circumstances, it will be important to include a process in the implementation plan for acknowledging this date to ensure the term is clear.

The above approach has been adopted as it will mean that any delay in implementation does not have the effect of shortening the contract term. However, it may be that for some projects you want the services to start and/or end on a particular date or event. Where this is the case, this Key Provision can be amended accordingly.

3 Contract Managers

- 3.1 The Contract Managers at the commencement of this Contract are:

- 3.1.1 for the Authority:

████████████████████

- 3.1.2 for the Supplier:

██

Guidance: This Clause sets out the name of the contract manager for each party. Insert the name and role of the Authority's contract manager. At the tender stage you will not know who the Supplier is so Clause 3.1.2 cannot be completed until preparation of the final contract for signature.

4 Names and addresses for notices

- 4.1 Notices served under this Contract are to be delivered to:

- 4.1.1 for the Authority:

██

for the Supplier:

[REDACTED]

Guidance: This Clause sets out the name of each party's recipient of notices from the other party and is relevant to the issuing of formal communications under the Contract. Insert the name and address of the Authority's recipient of notices. At the tender stage you will not know who the Supplier is so Clause 0 cannot be completed until preparation of the final contract for signature. You may prefer to insert the role of the recipient (e.g. Finance Director) rather than an actual name.

5 Management levels for escalation and dispute resolution

5.1 The management levels at which a Dispute may be dealt with as referred to as part of the Dispute Resolution Procedure are as follows:

Level	Authority representative	Supplier representative
1	[REDACTED]	[REDACTED]
2	[REDACTED]	[REDACTED]
		[REDACTED]

Guidance: The Dispute Resolution Procedure sets out an internal process for dealing with Disputes. In Clause 5.1 above you must insert the number of internal levels and the name and/or role of the person who will deal with a Dispute at each level. You may include as many levels as appropriate to the project. The purpose of having a number of levels is to ensure all internal avenues of resolution have been exhausted before a Dispute is dealt with by an external third party.

Under Authority representative insert the appropriate details. Also consider how many levels are appropriate to your individual project. At the tender stage you will not know who the Supplier is so the Supplier Representatives cannot be completed until preparation of the final contract for signature.

6 Order of precedence

6.1 Subject always to Clause 1.10 of Schedule 4, should there be a conflict between any other parts of this Contract the order of priority for construction purposes shall be:

- 6.1.1 the provisions on the front page of this NHS Contract for the Provision of Services (Contract Version);
- 6.1.2 Schedule 1: Key Provisions;
- 6.1.3 Schedule 5: Specification and Tender Response Document (but only in respect of the Authority's requirements);
- 6.1.4 Schedule 2: General Terms and Conditions;
- 6.1.5 Schedule 6: Commercial Schedule;
- 6.1.6 Schedule 3: Information Governance Provisions;
- 6.1.7 Schedule 7: Staff Transfer;
- 6.1.8 Schedule 4: Definitions and Interpretations;
- 6.1.9 the order in which all subsequent schedules, if any, appear; and

- 6.1.10 any other documentation forming part of the Contract in the date order in which such documentation was created with the more recent documentation taking precedence over older documentation to the extent only of any conflict.
- 6.2 For the avoidance of doubt, the Specification and Tender Response Document shall include, without limitation, the Authority's requirements in the form of its specification and other statements and requirements, the Supplier's responses, proposals and/or method statements to meet those requirements, and any clarifications to the Supplier's responses, proposals and/or method statements as included as part of Schedule 5. Should there be a conflict between these parts of the Specification and Tender Response Document, the order of priority for construction purposes shall be (1) the Authority's requirements; (2) any clarification to the Supplier's responses, proposals and/or method statements, and (3) the Supplier's responses, proposals and/or method statements.

Guidance: Key Provision 6 addresses the order of precedence of various parts of the Contract for construction purposes. This should be carefully checked to confirm that it is appropriate for the particular Contract with any changes made accordingly.

7 Application of TUPE at the commencement of the provision of Services

- 7.1 The Parties agree that at the commencement of the provision of Services by the Supplier, TUPE and the Cabinet Office Statement shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier and the provisions of Schedule 7 shall apply.

Guidance: Key Provision 7 addresses whether any staff will transfer to the Supplier. There are alternative clauses and one of these needs to be adopted. If no staff will transfer on the commencement of the Services delete the second sentence in square brackets and remove the square brackets from the first sentence. If staff will transfer on the commencement of the Services delete the first sentence in square brackets and remove the square brackets from the second sentence. The notes at Schedule 7 then detail how to prepare that schedule accordingly.

8 Net Zero and Social Value Commitments

Supplier carbon reduction plans and reporting

- 8.1 The Supplier shall put in place, maintain and implement a board approved, publicly available, carbon reduction plan in accordance with the requirements and timescales set out in the NHS Net Zero Supplier Roadmap (see [Greener NHS »Suppliers \(england.nhs.uk\)](https://www.england.nhs.uk/greenernhs/get-involved/suppliers/) (https://www.england.nhs.uk/greenernhs/get-involved/suppliers/)), as may be updated from time to time.
- 8.2 A supplier assessment for benchmarking and reporting progress against the requirements detailed in the Net Zero Supplier Roadmap will be available in 2023 ("**Evergreen Supplier Assessment**"). The Supplier shall report its progress through published progress reports and continued carbon emissions reporting through the Evergreen Supplier Assessment once this becomes available and as may be updated from time to time.

Guidance: The Evergreen Supplier Assessment will be piloted in 2022 with a formal launch for suppliers in early 2023. The carbon reduction reporting requirements under the Evergreen Supplier Assessment will be consistent with the requirements in the Net Zero Supplier Roadmap and NHSE will liaise with the Sustainable Supplier Forum on the development of the Evergreen Supplier Assessment prior to launch. The Evergreen Supplier Assessment will be an online self-assessment process. This assessment is intended to serve as a single location for suppliers to the NHS to report progress against emissions reduction, modern slavery and other sustainability criteria. It will be integrated with other carbon transparency reporting that NHS suppliers may be asked to complete.

- 8.3 The Supplier has appointed Nik Attryde ("**Supplier Net Zero Corporate Champion**") who shall be responsible for overseeing the Supplier's compliance with Clauses 8.1

and 8.2 of this Schedule 1 and any other net zero requirements forming part of this Contract. Without prejudice to the Authority's other rights and remedies under this Contract, if the Supplier fails to comply with Clauses 8.1 and 8.2 of this Schedule 1, the Authority may escalate such failure to the Supplier Net Zero Corporate Champion who shall within ten (10) Business Days of such escalation confirm in writing to the Authority the steps (with associated timescales) that the Supplier will be taking to remedy such failure. The Supplier shall then remedy such failure by taking such confirmed steps by such timescales (and by taking any other reasonable additional steps that may become necessary) to ensure that such failure is remedied by the earliest date reasonably possible.

Net zero and social value in the delivery of the contract

- 8.4 The Supplier shall deliver its net zero and social value contract commitments in accordance with the requirements and timescales set out in the Specification and Tender Response Document forming part of this Framework Agreement and any Contracts ("**Net Zero and Social Value Contract Commitments**").
- 8.5 The Supplier shall report its progress on delivering its Net Zero and Social Value Contract Commitments through progress reports, as set out in the Specification and Tender Response Document forming part of this Contract.

Guidance: Reporting timeframes for Contract specific net zero and social value requirements should be specified by the Authority in the Specification and Tender Response Document and should be reasonable and proportionate. With this in mind, reporting for such requirements should be annual unless there are exceptional Contract specific reasons why more frequent reporting is justified and proportionate. As a general principle, reporting timeframes for such requirements should never be more frequent than 6-monthly.

- 8.6 The Supplier has appointed Nik Attryde ("**Supplier Net Zero and Social Value Contract Champion**") who shall be responsible for overseeing the Supplier's compliance with Clauses 8.4 and 8.5 of this Schedule 1. Without prejudice to the Authority's other rights and remedies under this Contract, if the Supplier fails to comply with Clauses 8.4 and 8.5 of this Schedule 1, the Authority may escalate such failure to the Supplier Net Zero and Social Value Contract Champion who shall within ten (10) Business Days of such escalation confirm in writing to the Authority the steps (with associated timescales) that the Supplier will be taking to remedy such failure. The Supplier shall then remedy such failure by taking such confirmed steps by such timescales (and by taking any other reasonable additional steps that may become necessary) to ensure that such failure is remedied by the earliest date reasonably possible.

Guidance: Key Provision 8 should be completed to reflect the Net Zero and Social Value Contract Commitments made by the Supplier.

Optional Key Provisions

Guidance: These optional Key Provisions enable the Authority to:

(a) vary some of the default provisions in Schedule 2 as appropriate to the particular project (e.g. Key Provision 12 allows for the insurance levels and/or types to be varied from the default position set out in Clause 14 of Schedule 2); and

(b) add provisions relevant to a particular project that are not part of the default provisions in Schedule 2 (e.g. there is an option to add further Authority obligations).

If any of the optional Key Provisions apply, this must be indicated in the draft contract issued at the tender stage by checking the boxes, completing the text in square brackets as appropriate and adding any required schedules. If a clause does not apply, leave the relevant box blank.

9 Implementation phase ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)

- 9.1 Prior to commencement of delivery of the Services, there is an implementation phase and therefore all references in Schedule 2 to the Implementation Plan shall apply and the Implementation Plan is set out in Schedule **[insert schedule number]**.

Guidance: For some projects there will be an implementation phase before delivery of the Services commences. If your project has an implementation phase check the box above and insert a Schedule number in this Clause and a corresponding numbered Schedule at the back of the Contract called "Implementation Plan". The actual plan will be inserted at contract signature although you may want to issue a provisional timetable with the tender documentation.

You must then refer to this Schedule in the Table of Schedules on the front page of this Contract.

10 Services Commencement Date (where the Services are to start at a date after the Commencement Date) ☐ (only applicable to the Contract if this box is checked and the dates are inserted in Clause 10.1 of this Schedule 1)

- 10.1 The Services Commencement Date shall be **[insert date]** and the Long Stop Date referred to in Clause 15.5.1 of Schedule 2 shall be **[insert date]**.

Guidance: If provision of the Services is to start at a date after the date the Contract is signed, this must be stated in this Clause. This will apply, for example, if there is an implementation phase. If this applies, then check the box above and insert the date provision of the Services will commence.

Where provision of the Services commences after the date of the Contract, it is advisable to include a Long Stop Date. If the Supplier has not started to provide the Services by the Long Stop Date (which will be some weeks after the Services Commencement Date) it then entitles you to terminate the Services Contract (see Clause 15.5.1 of Schedule 2).

11 Induction training ☐ (only applicable to the Contract if this box is checked)

- 11.1 The Supplier shall ensure that all Staff complete the Authority's induction training. All Staff shall complete the training prior to the Actual Services Commencement Date (or immediately following the Services Commencement Date where this date is the date of this Contract) and all new Staff appointed throughout the Term shall also complete the training. The Supplier shall further ensure that all Staff complete any extra training that the Authority makes available to its own staff and notifies the Supplier in writing that it is appropriate for the Staff.

Guidance: If you require staff of the Supplier to undertake training provided by the NHS, check the box above. This may apply when the Services are provided on site and staff of the Supplier may require training in any site specific policies or procedures.

12 Quality assurance standards ☐ (only applicable to the Contract if this box is checked and the standards are listed)

- 12.1 The following quality assurance standards shall apply, as appropriate, to the provision of the Services: **[insert standards]**.

Guidance: If you have any project specific quality assurance requirements, such as compliance with and maintenance of ISO 9001, check the box above and insert the requirements in the second line.

13 Different levels and/or types of insurance ☐ (only applicable to the Contract if this box is checked and the table sets out the requirements)

- 13.1 The Supplier shall put in place and maintain in force the following insurances with the following minimum cover per claim:

Type of insurance required	Minimum cover
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[Employer's Liability]	[]
[Public Liability]	[]
[Professional Indemnity]	[]
[Insert other types of insurance as appropriate]	[]

Guidance: This Clause relates to Clause 14 of Schedule 2. Clause 14.1 of Schedule 2 requires the Supplier to have in place a minimum level of cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by law in respect of employer's liability, public liability, and professional indemnity insurance. If this default position is not appropriate in relation to the nature and risks of the particular project, you need to check the box above and insert in the table what different types and/or levels of insurance the Supplier must have in place.

14 Further Authority obligations ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)

14.1 The Authority's Obligations are set out in Schedule *[insert schedule number]*.

Guidance: For some procurements, for example large outsourcing projects, there will be specific responsibilities on and requirements of your own staff. These could include individuals working alongside the Supplier's staff to develop processes or to ensure the Supplier's staff have an understanding of current systems and processes. If there are specific responsibilities on your own staff it is important to include these in a Schedule. This will help to avoid arguments, if implementation is late, as to who is responsible for any delay.

If there will be specific responsibilities on your staff check the box above and insert a Schedule number in this Clause and a numbered Schedule at the back of the Contract called "Authority's Obligations". The detailed obligations may need to be inserted at contract signature although you may want to outline these at the time of issue of the tender documentation.

You must then refer to this Schedule in the Table of Schedules on the front page of this Contract.

15 Assignment of Intellectual Property Rights in deliverables, materials and outputs (only applicable to the Contract if this box is checked)

15.1 The Supplier confirms and agrees that all Intellectual Property Rights in and to the deliverables, material and any other output developed by the Supplier as part of the Services in accordance with the Specification and Tender Response Document, shall be owned by the Authority. The Supplier hereby assigns with full title guarantee by way of present and future assignment all Intellectual Property Rights in and to such deliverables, material and other outputs. The Supplier shall ensure that all Staff assign any Intellectual Property Rights they may have in and to such deliverables, material and other outputs to the Supplier to give effect to Clause 15 of this Schedule 1 and that such Staff absolutely and irrevocably waive their moral rights in relation to such deliverables, material and other outputs. Clause 15 of this Schedule 1 shall continue notwithstanding the expiry or earlier termination of this Contract.

Guidance: Schedule 2 is structured so that the Supplier owns any intellectual property rights in the output of the Services and the Authority is granted a licence of the necessary usage rights. For most projects this will be the approach that attracts the most suppliers to bid and provides best value for money.

In exceptional circumstances, it may be appropriate for your contracting authority to own the intellectual property rights in the outputs of the Services. For example, if the Supplier is developing a bespoke approach to service delivery based on your specification, you may wish to have the rights to commercially exploit the outputs of this work, and the price for the Services will reflect this position. If

there will be intellectual property created as part of the Services and it is appropriate for you to own such rights, check the box above.

16 Inclusion of a Change Control Process ☒ (only applicable to the Contract if this box is checked and the Schedule inserted)

- 16.1 Any changes to this Contract, including to the Services, may only be agreed in accordance with the Change Control Process set out in Schedule **[insert schedule number]**.

Guidance: Clause 21 of Schedule 2 states that any changes to the Services or other parts of the Contract can only be implemented if agreed between the Authority and the Supplier. In large projects where complex changes may be required then a more detailed change control process might be appropriate. Where you require a detailed change control process, check the box above and insert a Schedule number in this Clause and a corresponding numbered Schedule at the back of the Services Contract called "Change Control Process".

You must then refer to this Schedule in the Table of Schedules on the front page of this Contract.

17 Authority step-in rights ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)

- 17.1 If the Supplier is unable to provide the Services then the Authority shall be entitled to exercise Step In Rights set out in Schedule **[insert schedule number]**.

Guidance: Exceptionally, for certain types of business critical services, if the Supplier cannot provide the Services or fails to provide them to an acceptable standard, you may want the right to step into the position of the Supplier to provide the Services yourself or to appoint a third party to do so.

Before including this right in the Contract you need to consider if in practice it is possible to step into the shoes of the Supplier and provide the Services yourself or through a third party. If not, the inclusion of this right may attract a pricing premium from suppliers to account for the risk of step in being triggered, but with no corresponding benefit as the right is unlikely to be used.

Where step in rights are considered proportionate to the risks of critical service failure and are thought to be a realistic, practical and a value for money solution to mitigating these risks, check the box above and insert a Schedule number in this Clause and a numbered Schedule at the back of the Services Contract called "Step in Rights". This Schedule must include the rights required and set out how the step-in process will operate.

You must then refer to this Schedule in the Table of Schedules on the front page of this Contract.

18 Grant of lease or licence ☐ (only applicable to the Contract if this box is checked)

- 18.1 Promptly following execution of this Contract, the Supplier shall enter into the **[lease/licence]**. Failure to comply with this Key Provision shall be an irremediable breach of this Contract.

Guidance: Clause 2 of Schedule 2 allows for the Supplier to have general access to the Authority's premises and locations within such premises to provide the Services.

Depending on the type of services being provided, the Supplier may need to be granted rights to occupy certain premises and/or locations. If this is the case you will need to decide if this is by way of a lease or a licence (see Clause 2.4 of Schedule 2), check the box above and insert a Schedule number in this Clause and a numbered Schedule at the back of the Services Contract called "Form of [Lease/Licence]".

You must then refer to this Schedule in the Table of Schedules on the front page of this Contract.

The lease or licence should be issued with the tender documentation.

19 Guarantee ☐ (only applicable to the Contract if this box is checked)

- 19.1 Promptly following the execution of this Contract, the Supplier shall, if it has not already delivered an executed deed of guarantee to the Authority, deliver the executed deed of guarantee to the Authority as required by the procurement process followed by the

Authority. Failure to comply with this Key Provision shall be an irremediable breach of this Contract.

Guidance: If you require that a third party guarantees the Supplier's performance, this must be in the tender documentation and you should check the box above. This Clause then protects your NHS body should signature of the guarantee be delayed.

20 Data Protection Protocol ☒ (only applicable to the Contract if this box is checked)

20.1 The Parties shall comply with their respective obligations under the Data Protection Protocol.

Guidance: If the Personal Data is being processed by the Supplier and/or otherwise shared between the Parties in connection with this contract, an appropriate Data Protection Protocol should be completed and the above box checked accordingly. The agreed Data Protection Protocol can then be appended to Schedule 3 in the final Contract

21 Purchase Orders ☒ (only applicable to the Contract if this box is checked)

21.1 The Authority shall issue a Purchase Order to the Supplier in respect of any Services to be supplied to the Authority under this Contract. The Supplier shall comply with the terms of such Purchase Order as a term of this Contract. For the avoidance of doubt, any actions or work undertaken by the Supplier under this Contract prior to the receipt of a Purchase Order covering the relevant Services shall be undertaken at the Supplier's risk and expense and the Supplier shall only be entitled to invoice for Services covered by a valid Purchase Order.

Guidance: If your financial systems and/or governance arrangements require you to issue a purchase order to the Supplier prior to the commencement of delivery of the Services as is good practice, then this Clause is needed to set out the timing and status of these purchase orders and the box above should be checked accordingly.

22 Monthly payment profile ☒ (only applicable to the Contract if this box is checked)

22.1 The payment profile for this Contract shall be monthly in arrears.

Guidance: If the payment profile for invoicing purposes is to be monthly in arrears, this Clause should be included for the purposes of Clause 9.3 of Schedule 2 and the box above checked accordingly. Otherwise, the Supplier may invoice either at any point following the supply of the Services in compliance with the Contract or as set out in the Commercial Schedule at Schedule 6.

23 Termination for convenience ☐ (only applicable to the Contract if this box is checked and Clause 23.1 of this Schedule 1 is completed)

23.1 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier at any time on **[one (1)/three (3)/six (6) months']** written notice. [Such notice shall not be served within one (1) year of the Actual Services Commencement Date].

23.2 [Should the Authority terminate this Contract in accordance with Clause 23.1 of this Schedule 1, then the Authority shall pay to the Supplier the termination sum calculated in accordance with Schedule] **[insert schedule number]**.

Guidance: This Clause entitles you, as the Authority, to terminate the Contract for no reason on a given period of notice (e.g. 1 month, 3 months or 6 months), as proportionate to the particular Services. Where it is important for NHS bodies to have this flexibility in contracts, for example when you are anticipating potential business change, this Clause can be used and the box above checked accordingly. The Clause should not be used as a matter of course, but exceptionally where the contracting authority considers that such flexibility is reasonable and proportionate in the given circumstances.

You can provide that this right commences after the Services have been supplied for twelve months or a longer period where this is considered reasonable to give the Supplier at least some certainty at the start of the Contract. The relevant part of the highlighted text can be retained or deleted accordingly.

For some services, particularly where there is an initial investment from the Supplier which will be recovered in monthly charges over the contract term, Suppliers will expect to be able to recover some costs should you terminate without cause. This is reasonable and if this is not included you may find that the price of the Services is higher than anticipated to offset this risk.

Where it is appropriate for the contracting authority to pay certain costs should you terminate without cause, you will need to include the highlighted text at Clause 23.2 above (and remove the brackets) referring to this and set out in Schedule 6 what these costs will cover and how these costs will be calculated. If for your project it would not be appropriate to pay such costs, delete Clause 23.2 from the Key Provisions, but retain Clause 23.1

24 Right to terminate following a specified number of material breaches ☒ (only applicable to the Contract if this box is checked and Clause 24.1 of this Schedule 1 is completed)

- 24.1 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of this Contract in circumstances where it is served with a valid Breach Notice having already been served with at least [two (2)] previous valid Breach Notices within the last twelve (12) calendar month rolling period as a result of any previous material breaches of this Contract which are capable of remedy (whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal). The twelve (12) month rolling period is the twelve (12) months immediately preceding the date of the [third] Breach Notice.

Guidance: This Clause is aimed at providing a termination right where one of the Parties has committed a number of material breaches whether or not they have been remedied. The aim of this Clause is to avoid a situation where one Party can keep breaching the Contract so long as it rectifies each material breach, as this can lead to nagging poor performance and additional time and resources being incurred by the non-breaching Party to manage such breaches. The numbers in square brackets can be changed to suit the requirements of the particular contract. The square brackets should then be removed prior to issue.

25 Expert Determination ☐ (only applicable to the Contract if this box is checked)

- 25.1 Any Dispute between the Authority and the Supplier shall be dealt in accordance with the expert determination process as specified at Schedule 8.
- 25.2 For the avoidance of doubt, where Clause 25 of this Schedule 1 is checked, all Disputes shall be dealt in accordance with Clause 25.1 of this Schedule 1 above and the entirety of Clause 22 of Schedule 2 shall be deemed not to apply and deleted in its entirety from this Contract.

Guidance: This clause should be checked when the expert determination process at Schedule 8 is to be adopted in place of the dispute process set out at clause 22 of Schedule 2. Further guidance on the use of expert determination can be found at [\[INSERT LINK TO GUIDANCE NOTE\]](#)

26 COVID-19 related enhanced business continuity provisions ☒ (only applicable to the Contract if this box is checked)

- 26.1 Subject to Clause 26.2 of this Schedule 1, the Supplier's Business Continuity Plan and, where required, its implementation must ensure the continuity of the provision of the Services under this Contract in all circumstances where there is a COVID-19 related Business Continuity Event and the text in Clause 6.6 of Schedule 2 to "use reasonable endeavours to" shall be deemed deleted for the purposes of any COVID-19 related Business Continuity Events. For the avoidance of doubt, to the extent that the Supplier fails to ensure such continuity, it shall be deemed not to have fulfilled its business

continuity obligations pursuant to Clause 6 of Schedule 2 for the purposes of Clause 23.2.1 of Schedule 2.

- 26.2 To the extent only that the Supplier is prohibited from implementing its Business Continuity Plan (in full or part) due to any Laws or Guidance, it shall be relieved of its obligations under Clause 26.1 of this Schedule 1

Guidance: This Clause should only be used for Contracts where the Supplier is required to supply COVID-19 related Services in all circumstances during a pandemic and so needs to have in place appropriate enhanced business continuity plans to enable it to do so.

Extra Key Provisions

Guidance: Insert extra project specific Key Provisions (if any) as required. For example, you may have a project where the supplier is responsible for undertaking detailed pre-contract due diligence to verify any information provided by the Authority and/or any aspects of the Premises and Locations relevant to the provision of the Services. This will almost certainly require a project specific extra Key Provision to make clear the scope of the Supplier's due diligence responsibilities, any associated Supplier warranties and any consequent limitations / exclusions of the Authority's liability for information that it may have or may not have provided to the Supplier.

Where the detail of the issue will be dealt with in a Schedule, remember to cross reference the Schedule in the Key Provisions and refer to it in the Table of Schedules on the front page of this Contract. Also remember to draft and add to Schedule 4 any new definitions as required for any extra Key Provisions added.

Schedule 2

General Terms and Conditions

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1 Provision of Services

- 1.1 The Authority appoints the Supplier and the Supplier agrees to provide the Services:
 - 1.1.1 promptly and in any event within any time limits as may be set out in this Contract;
 - 1.1.2 in accordance with all other provisions of this Contract;
 - 1.1.3 with reasonable skill and care and in accordance with any quality assurance standards as set out in the Key Provisions and/or the Specification and Tender Response Document;
 - 1.1.4 in accordance with the Law and with Guidance;
 - 1.1.5 in accordance with Good Industry Practice;
 - 1.1.6 in accordance with the Policies; and
 - 1.1.7 in a professional and courteous manner.
 - 1.1.8 In complying with its obligations under this Contract, the Supplier shall, and shall procure that all Staff shall, act in accordance with the NHS values as set out in the NHS Constitution from time to time.
- 1.2 The Supplier shall comply with the Implementation Requirements (if any) in accordance with any timescales as may be set out in the Specification and Tender Response Document., Without limitation to the foregoing provisions of this Clause 1.2 of this Schedule 2, the Supplier shall, if specified in the Key Provisions, implement the Services fully in accordance with the Implementation Plan. If the Implementation Plan is an outline plan, the Supplier shall, as part of implementation, develop the outline plan into a full plan and agree this with the Authority. Once this is agreed, the Supplier shall comply with the full Implementation Plan.
- 1.3 The Supplier shall commence delivery of the Services on the Services Commencement Date.
- 1.4 The Supplier shall comply fully with its obligations set out in the Specification and Tender Response Document, including without limitation the KPIs.
- 1.5 The Supplier shall ensure that all relevant consents, authorisations, licences and accreditations required to provide the Services are in place at the Actual Services Commencement Date and are maintained throughout the Term.
- 1.6 If the Services, or any part of them, are regulated by any regulatory body, the Supplier shall ensure that at the Actual Services Commencement Date it has in place all relevant registrations and shall maintain such registrations during the Term. The Supplier shall notify the Authority forthwith in writing of any changes to such registration or any other matter relating to its registration that would affect the delivery or the quality of Services.
- 1.7 The Supplier shall notify the Authority forthwith in writing:
 - 1.7.1 of any pending inspection of the Services, or any part of them, by a regulatory body immediately upon the Supplier becoming aware of such inspection; and
 - 1.7.2 of any failure of the Services, or any part of them, to meet the quality standards required by a regulatory body, promptly and in any event within two (2) Business Days of the Supplier becoming aware of any such failure. This shall include without limitation any informal feedback received during or following an inspection raising concerns of any nature regarding the provision of the Services.

- 1.8 Following any inspection of the Services, or any part of them, by a regulatory body, the Supplier shall provide the Authority with a copy of any report or other communication published or provided by the relevant regulatory body in relation to the provision of the Services.
- 1.9 Upon receipt of notice pursuant to Clause 1.7 of this Schedule 2 or any report or communication pursuant to Clause 1.8 of this Schedule 2, the Authority shall be entitled to request further information from the Supplier and/or a meeting with the Supplier, and the Supplier shall cooperate fully with any such request.
- 1.10 Where applicable, the Supplier shall implement and comply with the Policies on reporting and responding to all incidents and accidents, including serious incidents requiring investigation, shall complete the Authority's incident and accident forms in accordance with the Policies and provide reasonable support and information as requested by the Authority to help the Authority deal with any incident or accident relevant to the Services. The Supplier shall ensure that its Contract Manager informs the Authority's Contract Manager in writing forthwith upon (a) becoming aware that any serious incidents requiring investigation and/or notifiable accidents have occurred; or (b) the Supplier's Contract Manager having reasonable cause to believe any serious incidents and/or notifiable accidents requiring investigation have occurred. The Supplier shall ensure that its Contract Manager informs the Authority's Contract Manager in writing within forty eight (48) hours of all other incidents and/or accidents that have or may have an impact on the Services.
- 1.11 Should the Authority be of the view, acting reasonably, that the Supplier can no longer provide the Services, then without prejudice to the Authority's rights and remedies under this Contract, the Authority shall be entitled to exercise its Step In Rights if the Key Provisions refer to the Authority having such rights under this Contract.
- 1.12 The Supplier shall be relieved from its obligations under this Contract to the extent that it is prevented from complying with any such obligations due to any acts, omissions or defaults of the Authority. To qualify for such relief, the Supplier must notify the Authority promptly (and in any event within five (5) Business Days) in writing of the occurrence of such act, omission, or default of the Authority together with the potential impact on the Supplier's obligations.

2 Premises, locations and access

- 2.1 The Services shall be provided at such Authority premises and at such locations within those premises, as may be set out in the Specification and Tender Response Document or as otherwise agreed by the Parties in writing ("**Premises and Locations**").
- 2.2 Subject to the Supplier and its Staff complying with all relevant Policies applicable to such Premises and Locations, the Authority shall grant reasonable access to the Supplier and its Staff to such Premises and Locations to enable the Supplier to provide the Services.
- 2.3 Subject to Clause 2.4 of this Schedule 2, any access granted to the Supplier and its Staff under Clause 2.2 of this Schedule 2 shall be non-exclusive and revocable. Such access shall not be deemed to create any greater rights or interest than so granted (to include, without limitation, any relationship of landlord and tenant) in the Premises and Locations. The Supplier warrants that it shall carry out all such reasonable further acts to give effect to this Clause 2.3 of this Schedule 2.
- 2.4 Where, in order to provide the Services, the Supplier requires any greater rights to use or occupy any specific Premises and Locations over and above such reasonable access rights granted in accordance with Clause 2.2 and Clause 2.3 of this Schedule

2, such further rights shall be limited to any rights granted to the Supplier by the Authority in accordance with any licence and/or lease entered into by the Supplier in accordance with the Key Provisions.

- 2.5 Where it is provided for by a specific mechanism set out in the Specification and Tender Response Document, the Authority may increase, reduce or otherwise vary the Premises and Locations in accordance with such mechanism subject to the provisions of any licence or lease entered into by the Parties as referred to at Clause 2.4 of this Schedule 2. Where there is no such specific mechanism set out in the Specification and Tender Response Document, any variations to the Premises and Locations where the Services are to be provided shall be agreed by the Parties in accordance with Clause 21 of this Schedule 2. If agreement cannot be reached the matter shall be referred to, and resolved in accordance with, the Dispute Resolution Procedure.

3 Cooperation with third parties

- 3.1 The Supplier shall, as reasonably required by the Authority, cooperate with any other service providers to the Authority and/or any other third parties as may be relevant in the provision of the Services.

4 Use of Authority equipment

- 4.1 Unless otherwise set out in the Specification and Tender Response Document or otherwise agreed by the Parties in writing, any equipment or other items provided by the Authority for use by the Supplier:

- 4.1.1 shall be provided at the Authority's sole discretion;
- 4.1.2 shall be inspected by the Supplier in order that the Supplier can confirm to its reasonable satisfaction that such equipment and/or item is fit for its intended use and shall not be used by the Supplier until it has satisfied itself of this;
- 4.1.3 must be returned to the Authority within any agreed timescales for such return or otherwise upon the request of the Authority; and
- 4.1.4 shall be used by the Supplier at the Supplier's risk and the Supplier shall upon written request by the Authority reimburse the Authority for any loss or damage relating to such equipment or other items caused by the Supplier (fair wear and tear exempted).

5 Staff and Lifescience Industry Accredited Credentialing Register

- 5.1 Subject to the requirements of this Contract and any Law, the Supplier shall be entirely responsible for the employment and conditions of service of Staff. The Supplier shall ensure that such conditions of employment are consistent with its obligations under this Contract.
- 5.2 The Supplier will employ sufficient Staff to ensure that it complies with its obligations under this Contract. This will include, but not be limited to, the Supplier providing a sufficient reserve of trained and competent Staff to provide the Services during Staff holidays or absence.
- 5.3 The Supplier shall use reasonable endeavours to ensure the continuity of all Staff in the provision of the Services and, where any member of Staff is designated as key to the provision of the Services as set out in the Specification and Tender Response Document or as otherwise agreed between the Parties in writing, any redeployment and/or replacement of such member of Staff by the Supplier shall be subject to the prior written approval of the Authority, such approval not to be unreasonably withheld or delayed.

- 5.4 The Supplier shall ensure that all Staff are aware of, and at all times comply with, the Policies.
- 5.5 The Supplier shall:
 - 5.5.1 employ only those Staff who are careful, skilled and experienced in the duties required of them;
 - 5.5.2 ensure that every member of Staff is properly and sufficiently trained and instructed;
 - 5.5.3 ensure all Staff have the qualifications to carry out their duties;
 - 5.5.4 maintain throughout the Term all appropriate licences and registrations with any relevant bodies (at the Supplier's expense) in respect of the Staff; and
 - 5.5.5 ensure all Staff comply with such registration, continuing professional development and training requirements or recommendations appropriate to their role including those from time to time issued by the Department of Health and Social Care or any relevant regulatory body or any industry body in relation to such Staff.
- 5.6 The Supplier shall not deploy in the provision of the Services any person who has suffered from, has signs of, is under treatment for, or who is suffering from any medical condition which is known to, or does potentially, place the health and safety of the Authority's staff, patients, service users or visitors at risk unless otherwise agreed in writing with the Authority.
- 5.7 The Supplier shall ensure that all potential Staff or persons performing any of the Services during the Term who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with children or other vulnerable persons and/or have access to or come into contact with persons receiving health care services:
 - 5.7.1 are questioned concerning their Convictions; and
 - 5.7.2 obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) as required by Law and/or the Policies before the Supplier engages the potential staff or persons in the provision of the Services.
- 5.8 The Supplier shall take all necessary steps to ensure that such potential staff or persons obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Supplier's cost and expense.
- 5.9 The Supplier shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Authority's prior written consent if:
 - 5.9.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with Clause 5.7.1 of this Schedule 2;
 - 5.9.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with Clause 5.7.2 of this Schedule 2; or
 - 5.9.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Supplier in accordance with Clause 5.7.2 of this Schedule 2.

- 5.10 In addition to the requirements of Clause 5.7 to Clause 5.9 of this Schedule 2, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Supplier:
- 5.10.1 warrants that it shall comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
 - 5.10.2 warrants that at all times it has and will have no reason to believe that any member of Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
 - 5.10.3 shall ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person.
- 5.11 The Supplier shall ensure that the Authority is kept advised at all times of any member of Staff who, subsequent to their commencement of employment as a member of Staff receives a Conviction or whose previous Convictions become known to the Supplier or whose conduct or records indicate that they are not suitable to carry out any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person. The Supplier shall only be entitled to continue to engage or employ such member of Staff with the Authority's written consent and with such safeguards being put in place as the Authority may reasonably request. Should the Authority withhold consent the Supplier shall remove such member of Staff from the provision of the Services forthwith.
- 5.12 The Supplier shall immediately provide to the Authority any information that the Authority reasonably requests to enable the Authority to satisfy itself that the obligations set out in Clause 5.7 to Clause 5.11 of this Schedule 2 have been met.
- 5.13 The Authority may at any time request that the Supplier remove and replace any member of Staff from the provision of the Services, provided always that the Authority will act reasonably in making such a request. Prior to making any such request the Authority shall raise with the Supplier the Authority's concerns regarding the member of Staff in question with the aim of seeking a mutually agreeable resolution. The Authority shall be under no obligation to have such prior discussion should the Authority have concerns regarding patient or service user safety.
- 5.14 Unless otherwise confirmed by the Authority in writing, the Supplier shall ensure full compliance (to include with any implementation timelines) with any Guidance issued by the Department of Health and Social Care and/or any requirements and/or Policies issued by the Authority (to include as may be set out as part of any procurement documents leading to the award of this Contract) in relation to the adoption of, and compliance with, any scheme or schemes to verify the credentials of Supplier representatives that visit NHS premises (to include use of the Lifescience Industry Accredited Credentialing Register). Once compliance with any notified implementation timelines has been achieved by the Supplier, the Supplier shall, during the Term, maintain the required level of compliance in accordance with any such Guidance, requirements and Policies.
- 6 Business continuity**
- 6.1 The Supplier shall use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside the Authority's business continuity plan where relevant to the provision of the Services. The Supplier shall also ensure that its Business

Continuity Plan complies on an ongoing basis with any specific business continuity requirements, as may be set out in the Specification and Tender Response Document.

- 6.2 Throughout the Term, the Supplier will ensure its Business Continuity Plan provides for continuity during a Business Continuity Event. The Supplier confirms and agrees such Business Continuity Plan details and will continue to detail robust arrangements that are reasonable and proportionate to:

6.2.1 the criticality of this Contract to the Authority; and

6.2.2 the size and scope of the Supplier's business operations,

regarding continuity of the provision of the Services during and following a Business Continuity Event.

- 6.3 The Supplier shall test its Business Continuity Plan at reasonable intervals, and in any event no less than once every twelve (12) months or such other period as may be agreed between the Parties taking into account the criticality of this Contract to the Authority and the size and scope of the Supplier's business operations. The Supplier shall promptly provide to the Authority, at the Authority's written request, copies of its Business Continuity Plan, reasonable and proportionate documentary evidence that the Supplier tests its Business Continuity Plan in accordance with the requirements of this Clause 6.3 of this Schedule 2 and reasonable and proportionate information regarding the outcome of such tests. The Supplier shall provide to the Authority a copy of any updated or revised Business Continuity Plan within fourteen (14) Business Days of any material update or revision to the Business Continuity Plan.

- 6.4 The Authority may suggest reasonable and proportionate amendments to the Supplier regarding the Business Continuity Plan at any time. Where the Supplier, acting reasonably, deems such suggestions made by the Authority to be relevant and appropriate, the Supplier will incorporate into the Business Continuity Plan all such suggestions made by the Authority in respect of such Business Continuity Plan. Should the Supplier not incorporate any suggestion made by the Authority into such Business Continuity Plan it will explain the reasons for not doing so to the Authority.

- 6.5 Should a Business Continuity Event occur at any time, the Supplier shall implement and comply with its Business Continuity Plan and provide regular written reports to the Authority on such implementation.

- 6.6 During and following a Business Continuity Event, the Supplier shall use reasonable endeavours to continue to provide the Services in accordance with this Contract.

7 The Authority's obligations

- 7.1 Subject to the Supplier providing the Services in accordance with this Contract, the Authority will pay the Supplier for the Services in accordance with Clause 9 of this Schedule 2.

- 7.2 The Authority shall, as appropriate, provide copies of or give the Supplier access to such of the Policies that are relevant to the provision of the Services.

- 7.3 The Authority shall comply with the Authority's Obligations, as may be referred to in the Key Provisions.

- 7.4 The Authority shall provide the Supplier with any reasonable and proportionate cooperation necessary to enable the Supplier to comply with its obligations under this Contract. The Supplier shall at all times provide reasonable advance written notification to the Authority of any such cooperation necessary in circumstances where such cooperation will require the Authority to plan for and/or allocate specific resources in order to provide such cooperation.

8 Contract management

- 8.1 Each Party shall appoint and retain a Contract Manager who shall be the primary point of contact for the other Party in relation to matters arising from this Contract. Should the Contract Manager be replaced, the Party replacing the Contract Manager shall promptly inform the other Party in writing of the name and contact details for the new Contract Manager. Any Contract Manager appointed shall be of sufficient seniority and experience to be able to make decisions on the day to day operation of the Contract. The Supplier confirms and agrees that it will be expected to work closely and cooperate fully with the Authority's Contract Manager.
- 8.2 Each Party shall ensure that its representatives (to include, without limitation, its Contract Manager) shall attend review meetings on a regular basis to review the performance of the Supplier under this Contract and to discuss matters arising generally under this Contract. Each Party shall ensure that those attending such meetings have the authority to make decisions regarding the day to day operation of the Contract. Review meetings shall take place at the frequency specified in the Specification and Tender Response Document. Should the Specification and Tender Response Document not state the frequency, then the first such meeting shall take place on a date to be agreed on or around the end of the first month after the Commencement Date. Subsequent meetings shall take place at monthly intervals or as may otherwise be agreed in writing between the Parties.
- 8.3 Two weeks prior to each review meeting (or at such time and frequency as may be specified in the Specification and Tender Response Document) the Supplier shall provide a written contract management report to the Authority regarding the provision of the Services and the operation of this Contract. Unless otherwise agreed by the Parties in writing, such contract management report shall contain:
 - 8.3.1 details of the performance of the Supplier when assessed in accordance with the KPIs since the last such performance report;
 - 8.3.2 details of any complaints from or on behalf of patients or other service users, their nature and the way in which the Supplier has responded to such complaints since the last review meeting written report;
 - 8.3.3 the information specified in the Specification and Tender Response Document;
 - 8.3.4 a status report in relation to the implementation of any current Remedial Proposals by either Party; and
 - 8.3.5 such other information as reasonably required by the Authority.
- 8.4 Unless specified otherwise in the Specification and Tender Response Document, the Authority shall take minutes of each review meeting and shall circulate draft minutes to the Supplier within a reasonable time following such review meeting. The Supplier shall inform the Authority in writing of any suggested amendments to the minutes within five (5) Business Days of receipt of the draft minutes. If the Supplier does not respond to the Authority within such five (5) Business Days the minutes will be deemed to be approved. Where there are any differences in interpretation of the minutes, the Parties will use their reasonable endeavours to reach agreement. If agreement cannot be reached the matter shall be referred to, and resolved in accordance with, the Dispute Resolution Procedure.
- 8.5 The Supplier shall provide such management information as the Authority may request from time to time within seven (7) Business Days of the date of the request. The Supplier shall supply the management information to the Authority in such form as may be specified by the Authority and, where requested to do so, the Supplier shall also

provide such management information to another Contracting Authority, whose role it is to analyse such management information in accordance with UK government policy (to include, without limitation, for the purposes of analysing public sector expenditure and planning future procurement activities) ("**Third Party Body**"). The Supplier confirms and agrees that the Authority may itself provide the Third Party Body with management information relating to the Services purchased, any payments made under this Contract, and any other information relevant to the operation of this Contract.

8.6 Upon receipt of management information supplied by the Supplier to the Authority and/or the Third Party Body, or by the Authority to the Third Party Body, the Parties hereby consent to the Third Party Body and the Authority:

8.6.1 storing and analysing the management information and producing statistics; and

8.6.2 sharing the management information or any statistics produced using the management information with any other Contracting Authority.

8.7 If the Third Party Body and/or the Authority shares the management information or any other information provided under Clause 8.6 of this Schedule 2, any Contracting Authority receiving the management information shall, where such management information is subject to obligations of confidence under this Contract and such management information is provided direct by the Authority to such Contracting Authority, be informed of the confidential nature of that information by the Authority and shall be requested by the Authority not to disclose it to any body that is not a Contracting Authority (unless required to do so by Law).

8.8 The Authority may make changes to the type of management information which the Supplier is required to supply and shall give the Supplier at least one (1) month's written notice of any changes.

9 Price and payment

9.1 The Contract Price shall be calculated as set out in the Commercial Schedule.

9.2 Unless otherwise stated in the Commercial Schedule the Contract Price:

9.2.1 shall be payable from the Actual Services Commencement Date;

9.2.2 shall remain fixed during the Term; and

9.2.3 is the entire price payable by the Authority to the Supplier in respect of the Services and includes, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses, the cost of Staff and all appropriate taxes (excluding VAT), duties and tariffs and any expenses arising from import and export administration.

9.3 Unless stated otherwise in the Commercial Schedule:

9.3.1 where the Key Provisions confirm that the payment profile for this Contract is monthly in arrears, the Supplier shall invoice the Authority, within fourteen (14) days of the end of each calendar month, the Contract Price in respect of the Services provided in compliance with this Contract in the preceding calendar month; or

9.3.2 where Clause 9.3.1 of this Schedule 2 does not apply, the Supplier shall invoice the Authority for Services at any time following completion of the provision of the Services in compliance with this Contract.

- 9.3.3 Each invoice shall contain such information and be addressed to such individual as the Authority may inform the Supplier from time to time. Each invoice may be submitted electronically by the Supplier if it complies with the standard on electronic invoicing as set out in the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/2870.
- 9.4 The Contract Price is exclusive of VAT, which, if properly chargeable, the Authority shall pay at the prevailing rate subject to receipt from the Supplier of a valid and accurate VAT invoice. Such VAT invoices shall show the VAT calculations as a separate line item.
- 9.5 The Authority shall verify and pay each valid and undisputed invoice received in accordance with Clause 9.3 of this Schedule 2 within thirty (30) days of receipt of such invoice at the latest. However, the Authority shall use its reasonable endeavours to pay such undisputed invoices sooner in accordance with any applicable government prompt payment targets. If there is undue delay in verifying the invoice in accordance with this Clause 9.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purposes of this Clause 9.5 of this Schedule 2 after a reasonable time has passed.
- 9.6 Where the Authority raises a query with respect to an invoice the Parties shall liaise with each other and agree a resolution to such query within thirty (30) days of the query being raised. If the Parties are unable to agree a resolution within thirty (30) days the query shall be referred to dispute resolution in accordance with the Dispute Resolution Procedure. For the avoidance of doubt, the Authority shall not be in breach of any of any of its payment obligations under this Contract in relation to any queried or disputed invoice sums unless the process referred to in this Clause 9.6 of this Schedule 2 has been followed and it has been determined that the queried or disputed invoice amount is properly due to the Supplier and the Authority has then failed to pay such sum within a reasonable period following such determination.
- 9.7 The Supplier shall pay to the Authority any service credits and/or other sums and/or deductions (to include, without limitation, deductions relating to a reduction in the Contract Price) that may become due in accordance with the provisions of the Specification and Tender Response Document. For the avoidance of doubt, the Authority may invoice the Supplier for such sums or deductions at any time in the event that they have not automatically been credited to the Authority in accordance with the provisions of the Specification and Tender Response Document. Such invoice shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.8 The Authority reserves the right to set-off:
- 9.8.1 any monies due to the Supplier from the Authority as against any monies due to the Authority from the Supplier under this Contract; and
- 9.8.2 any monies due to the Authority from the Supplier as against any monies due to the Supplier from the Authority under this Contract.
- 9.9 Where the Authority is entitled to receive any sums (including, without limitation, any costs, charges or expenses) from the Supplier under this Contract, the Authority may invoice the Supplier for such sums. Such invoices shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.10 If a Party fails to pay any undisputed sum properly due to the other Party under this Contract, the Party due such sum shall have the right to charge interest on the overdue amount at the applicable rate under the Late Payment of Commercial Debts (Interest)

Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

10 Warranties

10.1 The Supplier warrants and undertakes that:

- 10.1.1 it has, and shall ensure its Staff shall have, and shall maintain throughout the Term, all appropriate licences and registrations with the relevant bodies to fulfil its obligations under this Contract;
- 10.1.2 it has all rights, consents, authorisations, licences and accreditations required to provide the Services and shall maintain such consents, authorisations, licences and accreditations throughout the Term;
- 10.1.3 it has and shall maintain a properly documented system of quality controls and processes covering all aspects of its obligations under this Contract and/or under Law, Guidance and Good Industry Practice and shall at all times comply with such quality controls and processes;
- 10.1.4 it shall not make any significant changes to its system of quality controls and processes in relation to the Services without notifying the Authority in writing at least twenty one (21) days in advance of such change (such notice to include the details of the consequences which follow such change being implemented);
- 10.1.5 where any act of the Supplier requires the notification to and/or approval by any regulatory or other competent body in accordance with any Law, Guidance, and/or Good Industry Practice, the Supplier shall comply fully with such notification and/or approval requirements;
- 10.1.6 receipt of the Services by or on behalf of the Authority and use of the deliverables or of any other item or information supplied or made available to the Authority as part of the Services will not infringe any third party rights, to include without limitation any Intellectual Property Rights;
- 10.1.7 it will comply with all Law, Guidance, Good Industry Practice, Policies and the Supplier Code of Conduct in so far as is relevant to the provision of the Services;
- 10.1.8 it will provide the Services using reasonable skill and care and in accordance with Good Industry Practice and shall fulfil all requirements of this Contract using appropriately skilled, trained and experienced staff;
- 10.1.9 unless otherwise set out in the Specification and Tender Response Document and/or as otherwise agreed in writing by the Parties, it has and/or shall procure all resources, equipment, consumables and other items and facilities required to provide the Services;
- 10.1.10 without limitation to the generality of Clause 10.1.7 of this Schedule 2, it shall comply with all health and safety processes, requirements safeguards, controls, and training obligations in accordance with its own operational procedures, Law, Guidance, Policies, Good Industry Practice, the requirements of the Specification and Tender Response Document and any notices or instructions given to the Supplier by the Authority and/or any competent body, as relevant to the provision of the Services and the Supplier's access to the Premises and Locations in accordance with this Contract;

- 10.1.11 without prejudice to any specific notification requirements set out in this Contract, it will promptly notify the Authority of any health and safety hazard which has arisen, or the Supplier is aware may arise, in connection with the performance of the Services and take such steps as are reasonably necessary to ensure the health and safety of persons likely to be affected by such hazards;
- 10.1.12 any equipment it uses in the provision of the Services shall comply with all relevant Law, Guidance, and Good Industry Practice, be fit for its intended purpose and maintained fully in accordance with the manufacturer's specification and shall remain the Supplier's risk and responsibility at all times;
- 10.1.13 unless otherwise confirmed by the Authority in writing (to include, without limitation, as part of the Specification and Tender Response Document), it will ensure that any products purchased by the Supplier partially or wholly for the purposes of providing the Services will comply with requirements five (5) to eight (8), as set out in Annex 1 of the Cabinet Office Procurement Policy Note - Implementing Article 6 of the Energy Efficiency Directive (Action Note 07/14 3rd June 2014), to the extent such requirements apply to the relevant products being purchased;
- 10.1.14 it shall use Good Industry Practice to ensure that any information and communications technology systems and/or related hardware and/or software it uses are free from corrupt data, viruses, worms and any other computer programs or code which might cause harm or disruption to the Authority's information and communications technology systems;
- 10.1.15 it shall (comply with its Net Zero and Social Value Commitments;
- 10.1.16 it shall provide to the Authority any information that the Authority may request as evidence of the Supplier's compliance with Clause 10.1.15 of this Schedule 2;
- 10.1.17 it will fully and promptly respond to all requests for information and/or requests for answers to questions regarding this Contract, the provision of the Services, any complaints and any Disputes at the frequency, in the timeframes and in the format as requested by the Authority from time to time (acting reasonably);
- 10.1.18 all information included within the Supplier's responses to any documents issued by the Authority as part of the procurement relating to the award of this Contract (to include, without limitation, as referred to in the Specification and Tender Response Document and Commercial Schedule) and all accompanying materials is accurate;
- 10.1.19 it has the right and authority to enter into this Contract and that it has the capability and capacity to fulfil its obligations under this Contract;
- 10.1.20 it is a properly constituted entity and it is fully empowered by the terms of its constitutional documents to enter into and to carry out its obligations under this Contract and the documents referred to in this Contract;
- 10.1.21 all necessary actions to authorise the execution of and performance of its obligations under this Contract have been taken before such execution;
- 10.1.22 there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Supplier;

- 10.1.23 there are no material agreements existing to which the Supplier is a party which prevent the Supplier from entering into or complying with this Contract;
- 10.1.24 it has and will continue to have the capacity, funding and cash flow to meet all its obligations under this Contract; and
- 10.1.25 it has satisfied itself as to the nature and extent of the risks assumed by it under this Contract and has gathered all information necessary to perform its obligations under this Contract and all other obligations assumed by it.
- 10.2 The Supplier warrants that all information, data and other records and documents required by the Authority as set out in the Specification and Tender Response Document shall be submitted to the Authority in the format and in accordance with any timescales set out in the Specification and Tender Response Document.
- 10.3 Without prejudice to the generality of Clause 10.2 of this Schedule 2, the Supplier acknowledges that a failure by the Supplier following the Actual Services Commencement Date to submit accurate invoices and other information on time to the Authority may result in the commissioner of health services, or other entity responsible for reimbursing costs to the Authority, delaying or failing to make relevant payments to the Authority. Accordingly, the Supplier warrants that, from the Actual Services Commencement Date, it shall submit accurate invoices and other information on time to the Authority.
- 10.4 The Supplier warrants and undertakes to the Authority that it shall comply with any eProcurement Guidance as it may apply to the Supplier and shall carry out all reasonable acts required of the Supplier to enable the Authority to comply with such eProcurement Guidance.
- 10.5 The Supplier warrants and undertakes to the Authority that, as at the Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance. If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
 - 10.5.1 notify the Authority in writing of such fact within five (5) Business Days of its occurrence; and
 - 10.5.2 promptly provide to the Authority:
 - (i) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
 - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.
- 10.6 The Supplier further warrants and undertakes to the Authority that it will inform the Authority in writing immediately upon becoming aware that any of the warranties set out in Clause 10 of this Schedule 2 have been breached or there is a risk that any warranties may be breached.
- 10.7 Any warranties provided under this Contract are both independent and cumulative and may be enforced independently or collectively at the sole discretion of the enforcing Party.
- 11 Intellectual property**
- 11.1 The Supplier warrants and undertakes to the Authority that either it owns or is entitled to use and will continue to own or be entitled to use all Intellectual Property Rights

used in the development and provision of the Services and/or necessary to give effect to the Services and/or to use any deliverables, material or any other output supplied to the Authority as part of the Services.

- 11.2 Unless specified otherwise in the Key Provisions and/or in the Specification and Tender Response Document or elsewhere in this Contract, the Supplier hereby grants to the Authority, for the life of the use by the Authority of any deliverables, material or any other output supplied to the Authority in any format as part of the Services, an irrevocable, royalty-free, non-exclusive licence (with the right to sub-license to any supplier or other third party contracted by, engaged by and/or collaborating with the Authority) to use, modify, adapt or enhance such items in the course of the Authority's normal business operations. For the avoidance of doubt, unless specified otherwise in the Key Provisions and/or in the Specification and Tender Response Document and/or elsewhere in this Contract, the Authority shall have no rights to commercially exploit (e.g. by selling to third parties) any deliverables, material or any other output supplied to the Authority in any format as part of the Services.

12 Indemnity

- 12.1 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings in respect of:

- 12.1.1 any injury or allegation of injury to any person, including injury resulting in death;
- 12.1.2 any loss of or damage to property (whether real or personal);
- 12.1.3 any breach of Clause 10.1.6 and/or Clause 11 of this Schedule 2; and/or
- 12.1.4 any failure by the Supplier to commence the delivery of the Services by the Services Commencement Date;

that arise or result from the Supplier's negligent acts or omissions or breach of contract in connection with the performance of this Contract including the provision of the Services, except to the extent that such loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings have been caused by any act or omission by, or on behalf of, or in accordance with the instructions of, the Authority.

- 12.2 Liability under Clauses 12.1.1, 12.1.3 and 17.13 of this Schedule 2 and Clause 2.6 of Schedule 3 shall be unlimited. Liability under Clauses 12.1.2 and 12.1.4 of this Schedule 2 shall be subject to the limitation of liability set out in Clause 13 of this Schedule 2.

- 12.3 In relation to all third party claims against the Authority, which are the subject of any indemnity given by the Supplier under this Contract, the Authority shall use its reasonable endeavours, upon a written request from the Supplier, to transfer the conduct of such claims to the Supplier unless restricted from doing so. Such restrictions may include, without limitation, any restrictions:

- 12.3.1 relating to any legal, regulatory, governance, information governance, or confidentiality obligations on the Authority; and/or
- 12.3.2 relating to the Authority's membership of any indemnity and/or risk pooling arrangements.

Such transfer shall be subject to the Parties agreeing appropriate terms for such conduct of the third party claim by the Supplier (to include, without limitation, the right of the Authority to be informed and consulted on the ongoing conduct of the claim

following such transfer and any reasonable cooperation required by the Supplier from the Authority).

13 Limitation of liability

- 13.1 Nothing in this Contract shall exclude or restrict the liability of either Party:
- 13.1.1 for death or personal injury resulting from its negligence;
 - 13.1.2 for fraud or fraudulent misrepresentation; or
 - 13.1.3 in any other circumstances where liability may not be limited or excluded under any applicable law.
- 13.2 Subject to Clauses 12.2, 13.1, 13.3 and 13.5 of this Schedule 2, the total liability of each Party to the other under or in connection with this Contract whether arising in contract, tort, negligence, breach of statutory duty or otherwise shall be limited in aggregate to the greater of: (a) five million GBP (£5,000,000); or (b) one hundred and twenty five percent (125%) of the total Contract Price paid or payable by the Authority to the Supplier for the Services.
- 13.3 There shall be no right to claim losses, damages and/or other costs and expenses under or in connection with this Contract whether arising in contract (to include, without limitation, under any relevant indemnity), tort, negligence, breach of statutory duty or otherwise to the extent that any losses, damages and/or other costs and expenses claimed are in respect of loss of production, loss of business opportunity or are in respect of indirect loss of any nature suffered or alleged. For the avoidance of doubt, without limitation, the Parties agree that for the purposes of this Contract the following costs, expenses and/or loss of income shall be direct recoverable losses (to include under any relevant indemnity) provided such costs, expenses and/or loss of income are properly evidenced by the claiming Party:
- 13.3.1 extra costs incurred purchasing replacement or alternative services;
 - 13.3.2 costs associated with advising, screening, testing, treating, retreating or otherwise providing healthcare to patients;
 - 13.3.3 the costs of extra management time; and/or
 - 13.3.4 loss of income due to an inability to provide health care services,
- in each case to the extent to which such costs, expenses and/or loss of income arise or result from the other Party's breach of contract, negligent act or omission, breach of statutory duty, and/or other liability under or in connection with this Contract.
- 13.4 Each Party shall at all times take all reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other pursuant to this Contract.
- 13.5 If the total Contract Price paid or payable by the Authority to the Supplier over the Term:
- 13.5.1 is less than or equal to one million pounds (£1,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with one million pounds (£1,000,000);
 - 13.5.2 is less than or equal to three million pounds (£3,000,000) but greater than one million pounds (£1,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with three million pounds (£3,000,000);

- 13.5.3 is equal to, exceeds or will exceed ten million pounds (£10,000,000), but is less than fifty million pounds (£50,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with ten million pounds (£10,000,000) and the figure of one hundred and twenty five percent (125%) at Clause 13.2 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and fifteen percent (115%); and
- 13.5.4 is equal to, exceeds or will exceed fifty million pounds (£50,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with fifty million pounds (£50,000,000) and the figure of one hundred and twenty five percent (125%) at Clause 13.2 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and five percent (105%).
- 13.6 Clause 13 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

14 Insurance

- 14.1 Subject to Clauses 14.2 and 14.3 of this Schedule 2 and unless otherwise confirmed in writing by the Authority, as a minimum level of protection, the Supplier shall put in place and/or maintain in force at its own cost with a reputable commercial insurer, insurance arrangements in respect of employer's liability, public liability and professional indemnity in accordance with Good Industry Practice with the minimum cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by Law unless otherwise agreed with the Authority in writing. These requirements shall not apply to the extent that the Supplier is a member and maintains membership of each of the indemnity schemes run by the NHS Litigation Authority.
- 14.2 Without limitation to any insurance arrangements as required by Law, the Supplier shall put in place and/or maintain the different types and/or levels of indemnity arrangements explicitly required by the Authority, if specified in the Key Provisions.
- 14.3 Provided that the Supplier maintains all indemnity arrangements required by Law, the Supplier may self insure in order to meet other relevant requirements referred to at Clauses 14.1 and 14.2 of this Schedule 2 on condition that such self insurance arrangements offer the appropriate levels of protection and are approved by the Authority in writing prior to the Commencement Date.
- 14.4 The amount of any indemnity cover and/or self insurance arrangements shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to determine the amount of indemnity and/or self insurance cover that will be adequate to enable it to satisfy its potential liabilities under this Contract. Accordingly, the Supplier shall be liable to make good any deficiency if the proceeds of any indemnity cover and/or self insurance arrangement is insufficient to cover the settlement of any claim.
- 14.5 The Supplier warrants that it shall not take any action or fail to take any reasonable action or (in so far as it is reasonable and within its power) permit or allow others to take or fail to take any action, as a result of which its insurance cover may be rendered void, voidable, unenforceable, or be suspended or impaired in whole or in part, or which may otherwise render any sum paid out under such insurances repayable in whole or in part.
- 14.6 The Supplier shall from time to time and in any event within five (5) Business Days of written demand provide documentary evidence to the Authority that insurance arrangements taken out by the Supplier pursuant to Clause 14 of this Schedule 2 and

the Key Provisions are fully maintained and that any premiums on them and/or contributions in respect of them (if any) are fully paid.

- 14.7 Upon the expiry or earlier termination of this Contract, the Supplier shall ensure that any ongoing liability it has or may have arising out of this Contract shall continue to be the subject of appropriate indemnity arrangements for the period of twenty one (21) years from termination or expiry of this Contract or until such earlier date as that liability may reasonably be considered to have ceased to exist.

15 Term and termination

- 15.1 This Contract shall commence on the Commencement Date and, unless terminated earlier in accordance with the terms of this Contract or the general law, shall continue until the end of the Term.

- 15.2 The Authority shall be entitled to extend the Term 2 occasions (each occasion 12 months in length) by giving the Supplier written notice no less than three (3) months prior to the date on which this Contract would otherwise have expired, provided that the duration of this Contract shall be no longer than the total term specified in the Key Provisions.

- 15.3 In the case of a breach of any of the terms of this Contract by either Party that is capable of remedy (including, without limitation any breach of any KPI and, subject to Clause 9.6 of this Schedule 2, any breach of any payment obligations under this Contract), the non-breaching Party may, without prejudice to its other rights and remedies under this Contract, issue a Breach Notice and shall allow the Party in breach the opportunity to remedy such breach in the first instance via a remedial proposal put forward by the Party in breach ("**Remedial Proposal**") before exercising any right to terminate this Contract in accordance with Clause 15.4.2 of this Schedule 2. Such Remedial Proposal must be agreed with the non-breaching Party (such agreement not to be unreasonably withheld or delayed) and must be implemented by the Party in breach in accordance with the timescales referred to in the agreed Remedial Proposal. Once agreed, any changes to a Remedial Proposal must be approved by the Parties in writing. Any failure by the Party in breach to:

15.3.1 put forward and agree a Remedial Proposal with the non-breaching Party in relation to the relevant default or breach within a period of ten (10) Business Days (or such other period as the non-breaching Party may agree in writing) from written notification of the relevant default or breach from the non-breaching Party;

15.3.2 comply with such Remedial Proposal (including, without limitation, as to its timescales for implementation, which shall be thirty (30) days unless otherwise agreed between the Parties); and/or

15.3.3 remedy the default or breach notwithstanding the implementation of such Remedial Proposal in accordance with the agreed timescales for implementation,

shall be deemed, for the purposes of Clause 15.4.2 of this Schedule 2, a material breach of this Contract by the Party in breach not remedied in accordance with an agreed Remedial Proposal.

- 15.4 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of any of the terms of this Contract which is:

15.4.1 not capable of remedy; or

- 15.4.2 in the case of a breach capable of remedy, which is not remedied in accordance with a Remedial Proposal.
- 15.5 The Authority may terminate this Contract forthwith by issuing a Termination Notice to the Supplier:
- 15.5.1 if the Supplier does not commence delivery of the Services by any Long Stop Date;
 - 15.5.2 if the Supplier, or any third party guaranteeing the obligations of the Supplier under this Contract, ceases or threatens to cease carrying on its business; suspends making payments on any of its debts or announces an intention to do so; is, or is deemed for the purposes of any Law to be, unable to pay its debts as they fall due or insolvent; enters into or proposes any composition, assignment or arrangement with its creditors generally; takes any step or suffers any step to be taken in relation to its winding-up, dissolution, administration (whether out of court or otherwise) or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) otherwise than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation; has a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, administrator or similar officer appointed (in each case, whether out of court or otherwise) in respect of it or any of its assets; has any security over any of its assets enforced; or any analogous procedure or step is taken in any jurisdiction;
 - 15.5.3 if the Supplier undergoes a change of control within the meaning of sections 450 and 451 of the Corporation Tax Act 2010 (other than for an intra-group change of control) without the prior written consent of the Authority and the Authority shall be entitled to withhold such consent if, in the reasonable opinion of the Authority, the proposed change of control will have a material impact on the performance of this Contract or the reputation of the Authority;
 - 15.5.4 if the Supplier purports to assign, Sub-contract, novate, create a trust in or otherwise transfer or dispose of this Contract in breach of Clause 28.1 of this Schedule 2;
 - 15.5.5 if the NHS Business Services Authority has notified the Authority that the Supplier or any Sub-contractor of the Supplier has, in the opinion of the NHS Business Services Authority, failed in any material respect to comply with its obligations in relation to the NHS Pension Scheme (including those under any Direction Letter) as assumed pursuant to the provisions of Part D of Schedule 7;
 - 15.5.6 pursuant to and in accordance with the Key Provisions and Clauses 15.6, 19.7.2, 23.8, 25.2, 25.4 and 29.2 of this Schedule 2;
 - 15.5.7 if the warranty given by the Supplier pursuant to Clause 10.5 of this Schedule 2 is materially untrue, the Supplier commits a material breach of its obligation to notify the Authority of any Occasion of Tax Non-Compliance as required by Clause 10.5 of this Schedule 2, or the Supplier fails to provide details of proposed mitigating factors as required by Clause 10.5 of this Schedule 2 that in the reasonable opinion of the Authority are acceptable; or
 - 15.5.8 pursuant to and in accordance with any termination rights set out in the Data Protection Protocol, as applicable to this Contract.
- 15.6 If the Authority, acting reasonably, has good cause to believe that there has been a material deterioration in the financial circumstances of the Supplier and/or any third party guaranteeing the obligations of the Supplier under this Contract and/or any

material Sub-contractor of the Supplier when compared to any information provided to and/or assessed by the Authority as part of any procurement process or other due diligence leading to the award of this Contract to the Supplier or the entering into a Sub-contract by the Supplier, the following process shall apply:

- 15.6.1 the Authority may (but shall not be obliged to) give notice to the Supplier requesting adequate financial or other security and/or assurances for due performance of its material obligations under this Contract on such reasonable and proportionate terms as the Authority may require within a reasonable time period as specified in such notice;
- 15.6.2 a failure or refusal by the Supplier to provide the financial or other security and/or assurances requested in accordance with Clause 15.6 of this Schedule 2 in accordance with any reasonable timescales specified in any such notice issued by the Authority shall be deemed a breach of this Contract by the Supplier and shall be referred to and resolved in accordance with the Dispute Resolution Procedure; and
- 15.6.3 a failure to resolve such breach in accordance with such Dispute Resolution Procedure by the end of the escalation stage of such process shall entitle, but shall not compel, the Authority to terminate this Contract in accordance with Clause 15.4.1 of this Schedule 2.

In order that the Authority may act reasonably in exercising its discretion in accordance with Clause 15.6 of this Schedule 2, the Supplier shall provide the Authority with such reasonable and proportionate up-to-date financial or other information relating to the Supplier or any relevant third party entity upon request.

- 15.7 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier where:
 - 15.7.1 the Contract has been substantially amended to the extent that the Public Contracts Regulations 2015 require a new procurement procedure;
 - 15.7.2 the Authority has become aware that the Supplier should have been excluded under Regulation 57(1) or (2) of the Public Contracts Regulations 2015 from the procurement procedure leading to the award of this Contract; or
 - 15.7.3 there has been a failure by the Supplier and/or one its Sub-contractors to comply with legal obligations in the fields of environmental, social or labour Law. Where the failure to comply with legal obligations in the fields of environmental, social or labour Law is a failure by one of the Supplier's Sub-contractors, the Authority may request the replacement of such Sub-contractor and the Supplier shall comply with such request as an alternative to the Authority terminating this Contract under this Clause 15.7.3 of this Schedule 2.
- 15.8 If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the rights of the Authority to terminate this Contract in accordance with Clause 15.5.2 to Clause 15.5.4 of this Schedule 2 shall be deemed mutual termination rights and the Supplier may terminate this Contract by issuing a Termination Notice to the entity assuming the position of the Authority if any of the circumstances referred to in such Clauses apply to the entity assuming the position of the Authority.
- 15.9 Within three (3) months of the Commencement Date the Supplier shall develop and agree an exit plan with the Authority consistent with the Exit Requirements, which shall ensure continuity of the Services on expiry or earlier termination of this Contract. The

Supplier shall provide the Authority with the first draft of an exit plan within one (1) month of the Commencement Date. The Parties shall review and, as appropriate, update the exit plan on each anniversary of the Commencement Date of this Contract. If the Parties cannot agree an exit plan in accordance with the timescales set out in this Clause 15.9 of this Schedule 2 (such agreement not to be unreasonably withheld or delayed), such failure to agree shall be deemed a Dispute, which shall be referred to and resolved in accordance with the Dispute Resolution Procedure.

16 Consequences of expiry or early termination of this Contract

- 16.1 Upon expiry or earlier termination of this Contract, the Authority agrees to pay the Supplier for the Services which have been completed by the Supplier in accordance with this Contract prior to expiry or earlier termination of this Contract.
 - 16.2 Immediately following expiry or earlier termination of this Contract and/or in accordance with any timescales as set out in the agreed exit plan:
 - 16.2.1 the Supplier shall comply with its obligations under any agreed exit plan;
 - 16.2.2 all data, excluding Personal Data, documents and records (whether stored electronically or otherwise) relating in whole or in part to the Services, including without limitation relating to patients or other service users, and all other items provided on loan or otherwise to the Supplier by the Authority shall be delivered by the Supplier to the Authority provided that the Supplier shall be entitled to keep copies to the extent that: (a) the content does not relate solely to the Services; (b) the Supplier is required by Law and/or Guidance to keep copies; or (c) the Supplier was in possession of such data, documents and records prior to the Commencement Date; and
 - 16.2.3 any Personal Data Processed by the Supplier on behalf of the Authority shall be returned to the Authority or destroyed in accordance with the relevant provisions of the Data Protection Protocol.
 - 16.3 The Supplier shall retain all data relating to the provision of the Services that are not transferred or destroyed pursuant to Clause 16.2 of this Schedule 2 for the period set out in Clause 24.1 of this Schedule 2.
 - 16.4 The Supplier shall cooperate fully with the Authority or, as the case may be, any replacement supplier during any re-procurement and handover period prior to and following the expiry or earlier termination of this Contract. This cooperation shall extend to providing access to all information relevant to the operation of this Contract, as reasonably required by the Authority to achieve a fair and transparent re-procurement and/or an effective transition without disruption to routine operational requirements.
 - 16.5 Immediately upon expiry or earlier termination of this Contract any licence or lease entered into in accordance with the Key Provisions shall automatically terminate.
 - 16.6 The expiry or earlier termination of this Contract for whatever reason shall not affect any rights or obligations of either Party which accrued prior to such expiry or earlier termination.
 - 16.7 The expiry or earlier termination of this Contract shall not affect any obligations which expressly or by implication are intended to come into or continue in force on or after such expiry or earlier termination.
- ## **17 Staff information and the application of TUPE at the end of the Contract**
- 17.1 Upon the day which is no greater than nine (9) months before the expiry of this Contract or as soon as the Supplier is aware of the proposed termination of the Contract, the

Supplier shall, within twenty eight (28) days of receiving a written request from the Authority and to the extent permitted by Law, supply to the Authority and keep updated all information required by the Authority as to the terms and conditions of employment and employment history of any Supplier Personnel (including all employee liability information identified in regulation 11 of TUPE) and the Supplier shall warrant such information is full, complete and accurate.

- 17.2 No later than twenty eight (28) days prior to the Subsequent Transfer Date, the Supplier shall or shall procure that any Sub-contractor shall provide a final list to the Successor and/or the Authority, as appropriate, containing the names of all the Subsequent Transferring Employees whom the Supplier or Sub-contractor expects will transfer to the Successor or the Authority and all employee liability information identified in regulation 11 of TUPE in relation to the Subsequent Transferring Employees.
- 17.3 If the Supplier shall, in the reasonable opinion of the Authority, deliberately not comply with its obligations under Clauses 17.1 and 17.2 of this Schedule 2, the Authority may withhold payment under Clause 9 of this Schedule 2.
- 17.4 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings that arise or result from any deficiency or inaccuracy in the information which the Supplier is required to provide under Clauses 17.1 and 17.2 of this Schedule 2.
- 17.5 Subject to Clauses 17.6 and 17.7 of this Schedule 2, during the period of nine (9) months preceding the expiry of this Contract or after notice of termination of this Contract has been served by either Party, the Supplier shall not, and shall procure that any Sub-contractor shall not, without the prior written consent of the Authority, such consent not to be unreasonably withheld or delayed:
 - 17.5.1 make, propose or permit any material changes to the terms and conditions of employment or other arrangements of any of the Supplier Personnel;
 - 17.5.2 increase or seek to increase the emoluments (excluding cost of living increases awarded in the ordinary course of business) payable to any of the Supplier Personnel;
 - 17.5.3 replace any of the Supplier Personnel or increase the total number of employees providing the Services;
 - 17.5.4 deploy any person other than the Supplier Personnel to perform the Services;
 - 17.5.5 terminate or give notice to terminate the employment or arrangements of any of the Supplier Personnel;
 - 17.5.6 increase the proportion of working time spent on the Services by any of the Supplier Personnel; or
 - 17.5.7 introduce any new contractual term or customary practice concerning the making of any lump sum payment on the termination of employment of any of the Supplier Personnel.
- 17.6 Clause 17.5 of this Schedule 2 shall not prevent the Supplier or any Sub-contractor from taking any of the steps prohibited in that Clause in circumstances where the Supplier or Sub-contractor is required to take such a step pursuant to any changes in legislation or pursuant to a collective agreement in force at that time.
- 17.7 Where the obligations on the Supplier under Clause 17 of this Schedule 2 are subject to the Data Protection Legislation, the Supplier will, and shall procure that any Sub-

contractor will, use its best endeavours to seek the consent of the Supplier Personnel to disclose any information covered under the Data Protection Legislation and utilise any other exemption or provision within the Data Protection Legislation which would allow such disclosure.

- 17.8 Having as appropriate gained permission from any Sub-contractor, the Supplier hereby permits the Authority to disclose information about the Supplier Personnel to any Interested Party provided that the Authority informs the Interested Party in writing of the confidential nature of the information.
- 17.9 The Parties agree that where a Successor or the Authority provides the Services or services which are fundamentally the same as the Services in the immediate or subsequent succession to the Supplier or Sub-contractor (in whole or in part) on expiry or early termination of this Contract (howsoever arising) TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions may apply in respect of the subsequent provision of the Services or services which are fundamentally the same as the Services. If TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions apply then Clause 17.11 to Clause 17.14 of this Schedule 2 and (where relevant) the provisions of Clause 1.15 of Part D of Schedule 7 shall apply.
- 17.10 If on the termination or at the end of the Contract TUPE does not apply, then all Employment Liabilities and any other liabilities in relation to the Supplier Personnel shall remain with the Supplier or Sub-contractor as appropriate. The Supplier will, and shall procure that any Sub-contractor shall, indemnify and keep indemnified the Authority in relation to any Employment Liabilities arising out of or in connection with any allegation or claim raised by any Supplier Personnel.
- 17.11 In accordance with TUPE, and any other policy or arrangement applicable, the Supplier shall, and will procure that any Sub-contractor shall, comply with its obligations to inform and consult with the appropriate representatives of any of its employees affected by the subsequent transfer of the Services or services which are fundamentally the same as the Services.
- 17.12 The Supplier will and shall procure that any Sub-contractor will on or before any Subsequent Transfer Date:
 - 17.12.1 pay all wages, salaries and other benefits of the Subsequent Transferring Employees and discharge all other financial obligations (including reimbursement of any expenses and any contributions to retirement benefit schemes) in respect of the period between the Transfer Date and the Subsequent Transfer Date;
 - 17.12.2 account to the proper authority for all PAYE, tax deductions and national insurance contributions payable in respect of the Subsequent Transferring Employees in the period between the Transfer Date and the Subsequent Transfer Date;
 - 17.12.3 pay any Successor or the Authority, as appropriate, the amount which would be payable to each of the Subsequent Transferring Employees in lieu of accrued but untaken holiday entitlement as at the Subsequent Transfer Date;
 - 17.12.4 pay any Successor or the Authority, as appropriate, the amount which fairly reflects the progress of each of the Subsequent Transferring Employees towards achieving any commission, bonus, profit share or other incentive payment payable after the Subsequent Transfer Date wholly or partly in respect of a period prior to the Subsequent Transfer Date; and
 - 17.12.5 subject to any legal requirement, provide to the Successor or the Authority, as appropriate, all personnel records relating to the Subsequent Transferring

Employees including, without prejudice to the generality of the foregoing, all records relating to national insurance, PAYE and income tax. The Supplier shall for itself and any Sub-contractor warrant that such records are accurate and up to date.

- 17.13 The Supplier will and shall procure that any Sub-contractor will indemnify and keep indemnified the Authority and/or a Successor in relation to any Employment Liabilities arising out of or in connection with any claim arising from:
- 17.13.1 the Supplier's or Sub-contractor's failure to perform and discharge its obligations under Clause 17.12 of this Schedule 2;
 - 17.13.2 any act or omission by the Supplier or Sub-contractor in respect of the Subsequent Transferring Employees occurring on or before the Subsequent Transfer Date;
 - 17.13.3 any allegation or claim by any person who is not a Subsequent Transferring Employee but who alleges that their employment should transfer or has transferred to the Successor or the Authority, as appropriate;
 - 17.13.4 any emoluments payable to a person employed or engaged by the Supplier or Sub-contractor (including without limitation all wages, any accrued or unpaid holiday pay, bonuses, commissions, PAYE, national insurance contributions, pension contributions and other contributions) payable in respect of any period on or before the Subsequent Transfer Date;
 - 17.13.5 any allegation or claim by any of the Subsequent Transferring Employees on the grounds that the Successor or Authority, as appropriate, has failed to continue a benefit provided by the Supplier or Sub-contractor as a term of such Subsequent Transferring Employee's contract as at the Subsequent Transfer Date where it was not reasonably practicable for the Successor or Authority, as appropriate, to provide an identical benefit but where the Successor or Authority, as appropriate, has provided (or offered to provide where such benefit is not accepted by the Subsequent Transferring Employee) an alternative benefit which, taken as a whole, is no less favourable to such Subsequent Transferring Employee; and
 - 17.13.6 any act or omission of the Supplier or any Sub-contractor in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Successor's or Authority's failure to comply with regulation 13(4) of TUPE.
- 17.14 The Supplier will, or shall procure that any Sub-contractor will, on request by the Authority provide a written and legally binding indemnity in the same terms as set out in Clause 17.13 of this Schedule 2 to any Successor in relation to any Employment Liabilities arising up to and including the Subsequent Transfer Date.
- 17.15 The Supplier will indemnify and keep indemnified the Authority and/or any Successor in respect of any Employment Liabilities arising from any act or omission of the Supplier or Sub-contractor in relation to any other Supplier Personnel who is not a Subsequent Transferring Employee arising during any period whether before, on or after the Subsequent Transfer Date.
- 17.16 If any person who is not a Subsequent Transferring Employee claims or it is determined that their contract of employment has been transferred from the Supplier or any Sub-contractor to the Authority or Successor pursuant to TUPE or claims that their employment would have so transferred had they not resigned, then:

- 17.16.1 the Authority will, or shall procure that the Successor will, within seven (7) days of becoming aware of that fact, give notice in writing to the Supplier;
- 17.16.2 the Supplier may offer (or may procure that a Sub-contractor may offer) employment to such person within twenty eight (28) days of the notification by the Authority or Successor;
- 17.16.3 if such offer of employment is accepted, the Authority will, or shall procure that the Successor will, immediately release the person from their employment; and
- 17.16.4 if after the period in Clause 17.16.2 of this Schedule 2 has elapsed, no such offer of employment has been made or such offer has been made but not accepted, the Authority will, or shall procure that the Successor will (whichever is the provider of the Services or services of the same or similar nature to the Services), employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person after the Subsequent Transfer Date.

18 Complaints

- 18.1 To the extent relevant to the Services, the Supplier shall have in place and operate a complaints procedure which complies with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- 18.2 Each Party shall inform the other of all complaints from or on behalf of patients or other service users arising out of or in connection with the provision of the Services within twenty four (24) hours of receipt of each complaint and shall keep the other Party updated on the manner of resolution of any such complaints.

19 Modern slavery and environmental, social, and labour laws

Environmental, social and labour law requirements

- 19.1 The Supplier shall comply in all material respects with applicable environmental and social and labour Law requirements in force from time to time in relation to the Services. Where the provisions of any such Law are implemented by the use of voluntary agreements, the Supplier shall comply with such agreements as if they were incorporated into English law subject to those voluntary agreements being cited in the Specification and Tender Response Document. Without prejudice to the generality of the foregoing, the Supplier shall:
 - 19.1.1 comply with all Policies and/or procedures and requirements set out in the Specification and Tender Response Document in relation to any stated environmental and social and labour requirements, characteristics and impacts of the Services and the Supplier's supply chain;
 - 19.1.2 maintain relevant policy statements documenting the Supplier's significant labour, social and environmental aspects as relevant to the Services being provided and as proportionate to the nature and scale of the Supplier's business operations; and
 - 19.1.3 maintain plans and procedures that support the commitments made as part of the Supplier's significant labour, social and environmental policies, as referred to at Clause 19.1.2 of this Schedule 2.

Modern slavery

- 19.2 The Supplier shall, and shall procure that each of its Sub-contractors shall, comply with:

- 19.2.1 the Modern Slavery Act 2015 ("**Slavery Act**"); and
 - 19.2.2 the Authority's anti-slavery policy as provided to the Supplier by the Authority from time to time ("**Anti-Slavery Policy**").
- 19.3 The Supplier shall:
- 19.3.1 implement due diligence procedures for its Sub-contractors and other participants in its supply chains in accordance with Good Industry Practice with the aim of avoiding slavery or trafficking in its supply chains;
 - 19.3.2 respond promptly to all slavery and trafficking due diligence questionnaires issued to it by the Authority from time to time and shall ensure that its responses to all such questionnaires are complete and accurate;
 - 19.3.3 upon request from the Authority, prepare and deliver to the Authority each year, an annual slavery and trafficking report setting out the steps it has taken to ensure that slavery and trafficking is not taking place in any of its supply chains or in any part of its business;
 - 19.3.4 maintain a complete set of records to trace the supply chain of all goods and services purchased and/or supplied by the Supplier in connection with all contracts or framework agreements with the Authority;
 - 19.3.5 implement a system of training for its employees to ensure compliance with the Slavery Act; and
 - 19.3.6 ensure that any Sub-contracts contain anti-slavery provisions consistent with the Supplier's obligations under this 19 of this Schedule 2
- 19.4 The Supplier undertakes on an ongoing basis that:
- 19.4.1 it conducts its business in a manner consistent with all applicable Laws including the Slavery Act and all analogous legislation in place in any part of the world in which its supply chain operates;
 - 19.4.2 its responses to all slavery and trafficking due diligence questionnaires issued to it by the Authority from time to time are complete and accurate; and
 - 19.4.3 neither the Supplier nor any of its Sub-contractors, nor any other persons associated with it (including any Staff):
 - (i) has been convicted of any offence involving slavery or trafficking; or
 - (ii) has been, or is currently, the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body relating to any offence committed regarding slavery or trafficking,
 not already notified to the Authority in writing in accordance with Clause 19.5 of this Schedule 2
- 19.5 The Supplier shall notify the Authority as soon as it becomes aware of:
- 19.5.1 any breach, or potential breach, of the Anti-Slavery Policy; or
 - 19.5.2 any actual or suspected slavery or trafficking in its supply chain.
- 19.6 If the Supplier notifies the Authority pursuant to Clause 19.5 of this Schedule 2, it shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, premises, facilities, records and/or any other relevant documentation in accordance with this Contract.

19.7 If the Supplier is in breach of Clause 19.3 of this Schedule 2 or the undertaking at Clause 19.4 of this Schedule 2 in addition to its other rights and remedies provided under this Contract, the Authority may:

19.7.1 by written notice require the Supplier to remove from performance of any contract or framework agreement with the Authority (including this Contract) any Sub-contractor, Staff or other persons associated with it whose acts or omissions have caused the breach; or

19.7.2 terminate this Contract by issuing a Termination Notice to the Supplier.

Further corporate social responsibility requirements

19.8 The Supplier shall comply with any further corporate social responsibility requirements set out in the Specification and Tender Response Document.

Provision of further information

19.9 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 19 of this Schedule 2. For the avoidance of doubt, the Authority may audit the Supplier's compliance with this Clause 19 of this Schedule 2 in accordance with Clause 24 of this Schedule 2.

20 Electronic services information

20.1 Where requested by the Authority, the Supplier shall provide the Authority the Services Information in such manner and upon such media as agreed between the Supplier and the Authority from time to time for the sole use by the Authority.

20.2 The Supplier warrants that the Services Information is complete and accurate as at the date upon which it is delivered to the Authority and that the Services Information shall not contain any data or statement which gives rise to any liability on the part of the Authority following publication of the same in accordance with Clause 20 of this Schedule 2.

20.3 If the Services Information ceases to be complete and accurate, the Supplier shall promptly notify the Authority in writing of any modification or addition to or any inaccuracy or omission in the Services Information.

20.4 The Supplier grants the Authority a perpetual, non-exclusive, royalty free licence to use and exploit the Services Information and any Intellectual Property Rights in the Services Information for the purpose of illustrating the range of goods and services (including, without limitation, the Services) available pursuant to the Authority's contracts from time to time. Subject to Clause 20.5 of this Schedule 2, no obligation to illustrate or advertise the Services Information is imposed on the Authority, as a consequence of the licence conferred by this Clause 20.4 of this Schedule 2.

20.5 The Authority may reproduce for its sole use the Services Information provided by the Supplier in the Authority's services catalogue from time to time which may be made available on any NHS communications networks in electronic format and/or made available on the Authority's external website and/or made available on other digital media from time to time.

20.6 Before any publication of the Services Information (electronic or otherwise) is made by the Authority, the Authority will submit a copy of the relevant sections of the Authority's services catalogue to the Supplier for approval, such approval not to be unreasonably withheld or delayed. For the avoidance of doubt the Supplier shall have no right to compel the Authority to exhibit the Services Information in any services catalogue as a result of the approval given by it pursuant to this Clause 20.6 of this Schedule 2 or otherwise under the terms of this Contract.

- 20.7 If requested in writing by the Authority, and to the extent not already agreed as part of the Specification and Tender Response Document, the Supplier and the Authority shall discuss and seek to agree in good faith arrangements to use any Electronic Trading System.

21 Change management

- 21.1 The Supplier acknowledges to the Authority that the Authority's requirements for the Services may change during the Term and the Supplier shall not unreasonably withhold or delay its consent to any reasonable variation or addition to the Specification and Tender Response Document, as may be requested by the Authority from time to time.
- 21.2 Subject to Clause 21.3 of this Schedule 2, any change to the Services or other variation to this Contract shall only be binding once it has been agreed either: (a) in accordance with the Change Control Process if the Key Provisions specify that changes are subject to a formal change control process; or (b) if the Key Provisions make no such reference, in writing and signed by an authorised representative of both Parties.
- 21.3 Any change to the Data Protection Protocol shall be made in accordance with the relevant provisions of that protocol.
- 21.4 The Supplier shall neither be relieved of its obligations to provide the Services in accordance with the terms and conditions of this Contract nor be entitled to an increase in the Contract Price as the result of:
- 21.4.1 a General Change in Law; or
 - 21.4.2 a Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Commencement Date.

22 Dispute resolution

- 22.1 During any Dispute, including a Dispute as to the validity of this Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 22.2 In the case of a Dispute arising out of or in connection with this Contract the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and follow the procedure set out in Clause 22.3 of this Schedule 2 as the first stage in the Dispute Resolution Procedure.
- 22.3 If any Dispute arises out of the Contract either Party may serve a notice on the other Party to commence formal resolution of the Dispute. The Parties shall first seek to resolve the Dispute by escalation in accordance with the management levels as set out in Clause 5 of the Key Provisions. Respective representatives at each level, as set out in Clause 5 of the Key Provisions, shall have five (5) Business Days at each level during which they will use their reasonable endeavours to resolve the Dispute before escalating the matter to the next levels until all level have been exhausted. Level 1 will commence on the date of service of the Dispute Notice. The final level of the escalation process shall be deemed exhausted on the expiry of five (5) Business Days following escalation to that level unless otherwise agreed by the Parties in writing.
- 22.4 If the procedure set out in Clause 22.3 of this Schedule 2 above has been exhausted and fails to resolve such Dispute, as part of the Dispute Resolution Procedure, the Parties will attempt to settle it by mediation. The Parties, shall acting reasonably, attempt to agree upon a mediator. In the event that the Parties fail to agree a mediator within five (5) Business Days following the exhaustion of all levels of the escalation procedure at Clause 22.3 of this Schedule 2, the mediator shall be nominated and confirmed by the Centre for Effective Dispute Resolution, London.

- 22.5 The mediation shall commence within twenty eight (28) days of the confirmation of the mediator in accordance with Clause 22.4 of this Schedule 2 or at such other time as may be agreed by the Parties in writing. Neither Party will terminate such mediation process until each Party has made its opening presentation and the mediator has met each Party separately for at least one hour or one Party has failed to participate in the mediation process. After this time, either Party may terminate the mediation process by notification to the other Party (such notification may be verbal provided that it is followed up by written confirmation). The Authority and the Supplier will cooperate with any person appointed as mediator providing them with such information and other assistance as they shall require and will pay their costs, as they shall determine or in the absence of such determination such costs will be shared equally.
- 22.6 Nothing in this Contract shall prevent:
- 22.6.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
 - 22.6.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party or that relates to the safety of patients and other service users or the security of Confidential Information, pending resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 22.7 Clause 22 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.
- 23 Force majeure**
- 23.1 Subject to Clause 23.2 of this Schedule 2 neither Party shall be liable to the other for any failure to perform all or any of its obligations under this Contract nor liable to the other Party for any loss or damage arising out of the failure to perform its obligations to the extent only that such performance is rendered impossible by a Force Majeure Event.
- 23.2 The Supplier shall only be entitled to rely on a Force Majeure Event and the relief set out in Clause 23 of this Schedule 2 and will not be considered to be in default or liable for breach of any obligations under this Contract if:
- 23.2.1 the Supplier has fulfilled its obligations pursuant to Clause 6 of this Schedule 2;
 - 23.2.2 the Force Majeure Event does not arise directly or indirectly as a result of any wilful or negligent act or default of the Supplier; and
 - 23.2.3 the Supplier has complied with the procedural requirements set out in Clause 23 of this Schedule 2.
- 23.3 Where a Party is (or claims to be) affected by a Force Majeure Event it shall use reasonable endeavours to mitigate the consequences of such a Force Majeure Event upon the performance of its obligations under this Contract, and to resume the performance of its obligations affected by the Force Majeure Event as soon as practicable.
- 23.4 Where the Force Majeure Event affects the Supplier's ability to perform part of its obligations under the Contract the Supplier shall fulfil all such contractual obligations that are not so affected and shall not be relieved from its liability to do so.
- 23.5 If either Party is prevented or delayed in the performance of its obligations under this Contract by a Force Majeure Event, that Party shall as soon as reasonably practicable

serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to its failure to perform or any anticipated delay in performance of its obligations.

- 23.6 Subject to service of such notice, the Party affected by such circumstances shall have no liability for its failure to perform or for any delay in performance of its obligations affected by the Force Majeure Event only for so long as such circumstances continue and for such time after they cease as is necessary for that Party, using its best endeavours, to recommence its affected operations in order for it to perform its obligations.
- 23.7 The Party claiming relief shall notify the other in writing as soon as the consequences of the Force Majeure Event have ceased and of when performance of its affected obligations can be resumed.
- 23.8 If the Supplier is prevented from performance of its obligations as a result of a Force Majeure Event, the Authority may at any time, if the Force Majeure Event subsists for thirty (30) days or more, terminate this Contract by issuing a Termination Notice to the Supplier.
- 23.9 Following such termination in accordance with Clause 23.8 of this Schedule 2 and subject to Clause 23.10 of this Schedule 2, neither Party shall have any liability to the other.
- 23.10 Any rights and liabilities of either Party which have accrued prior to such termination in accordance with Clause 23.8 of this Schedule 2 shall continue in full force and effect unless otherwise specified in this Contract.

24 Records retention and right of audit

- 24.1 Subject to any statutory requirement and Clause 24.2 of this Schedule 2, the Supplier shall keep secure and maintain for the Term and six (6) years afterwards, or such longer period as may be agreed between the Parties, full and accurate records of all matters relating to this Contract.
- 24.2 Where any records could be relevant to a claim for personal injury such records shall be kept secure and maintained for a period of twenty one (21) years from the date of expiry or earlier termination of this Contract.
- 24.3 The Authority shall have the right to audit the Supplier's compliance with this Contract. The Supplier shall permit or procure permission for the Authority or its authorised representative during normal business hours having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records reasonably required to audit the Supplier's compliance with its obligations under this Contract.
- 24.4 Should the Supplier Sub-contract any of its obligations under this Contract, the Authority shall have the right to audit and inspect such third party. The Supplier shall procure permission for the Authority or its authorised representative during normal business hours no more than once in any twelve (12) months, having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records used in the performance of the Supplier's obligations under this Contract that are Sub-contracted to such third party. The Supplier shall cooperate with such audit and inspection and accompany the Authority or its authorised representative if requested.
- 24.5 The Supplier shall grant to the Authority or its authorised representative, such access to those records as they may reasonably require in order to check the Supplier's compliance with this Contract for the purposes of:

- 24.5.1 the examination and certification of the Authority's accounts; or
- 24.5.2 any examination pursuant to section 6(1) of the National Audit Act 1983 of the economic efficiency and effectiveness with which the Authority has used its resources.
- 24.6 The Comptroller and Auditor General may examine such documents as they may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to provide such oral and/or written explanations as they consider necessary. Clause 24 of this Schedule 2 does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Supplier under sections 6(3)(d) and 6(5) of the National Audit Act 1983.
- 24.7 The Supplier shall provide reasonable cooperation to the Authority, its representatives and any regulatory body in relation to any audit, review, investigation or enquiry carried out in relation to the subject matter of this Contract.
- 24.8 The Supplier shall provide all reasonable information as may be reasonably requested by the Authority to evidence the Supplier's compliance with the requirements of this Contract.

25 Conflicts of interest and the prevention of fraud

- 25.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Staff are placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The Supplier will disclose to the Authority full particulars of any such conflict of interest which may arise.
- 25.2 The Authority reserves the right to terminate this Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The actions of the Authority pursuant to this Clause 25.2 of this Schedule 2 shall not prejudice or affect any right of action or remedy which shall have accrued or shall subsequently accrue to the Authority.
- 25.3 The Supplier shall take all reasonable steps to prevent Fraud by Staff and the Supplier (including its owners, members and directors). The Supplier shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- 25.4 If the Supplier or its Staff commits Fraud the Authority may terminate this Contract and recover from the Supplier the amount of any direct loss suffered by the Authority resulting from the termination.

26 Equality and human rights

- 26.1 The Supplier shall:
 - 26.1.1 ensure that (a) it does not, whether as employer or as provider of the Services, engage in any act or omission that would contravene the Equality Legislation, and (b) it complies with all its obligations as an employer or provider of the Services as set out in the Equality Legislation and take reasonable endeavours to ensure its Staff do not unlawfully discriminate within the meaning of the Equality Legislation;
 - 26.1.2 in the management of its affairs and the development of its equality and diversity policies, cooperate with the Authority in light of the Authority's

obligations to comply with its statutory equality duties whether under the Equality Act 2010 or otherwise. The Supplier shall take such reasonable and proportionate steps as the Authority considers appropriate to promote equality and diversity, including race equality, equality of opportunity for disabled people, gender equality, and equality relating to religion and belief, sexual orientation and age; and

- 26.1.3 the Supplier shall impose on all its Sub-contractors and suppliers, obligations substantially similar to those imposed on the Supplier by Clause 26 of this Schedule 2.
- 26.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 26 of this Schedule 2.

27 Notice

- 27.1 Subject to Clause 22.5 of Schedule 2, any notice required to be given by either Party under this Contract shall be in writing quoting the date of the Contract and shall be delivered by hand or sent by prepaid first class recorded delivery or by email to the person referred to in the Key Provisions or such other person as one Party may inform the other Party in writing from time to time.
- 27.2 A notice shall be treated as having been received:
- 27.2.1 if delivered by hand within normal business hours when so delivered or, if delivered by hand outside normal business hours, at the next start of normal business hours; or
 - 27.2.2 if sent by first class recorded delivery mail on a normal Business Day, at 9.00 am on the second Business Day subsequent to the day of posting, or, if the notice was not posted on a Business Day, at 9.00 am on the third Business Day subsequent to the day of posting; or
 - 27.2.3 if sent by email, if sent within normal business hours when so sent or, if sent outside normal business hours, at the next start of normal business hours provided the sender has either received an electronic confirmation of delivery or has telephoned the recipient to inform the recipient that the email has been sent.

28 Assignment, novation and Sub-contracting

- 28.1 The Supplier shall not, except where Clause 28.2 of this Schedule 2 applies, assign, Sub-contract, novate, create a trust in, or in any other way dispose of the whole or any part of this Contract without the prior consent in writing of the Authority such consent not to be unreasonably withheld or delayed. If the Supplier Sub-contracts any of its obligations under this Contract, every act or omission of the Sub-contractor shall for the purposes of this Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Authority as if such act or omission had been committed or omitted by the Supplier itself.
- 28.2 Notwithstanding Clause 28.1 of this Schedule 2, the Supplier may assign to a third party ("**Assignee**") the right to receive payment of any sums due and owing to the Supplier under this Contract for which an invoice has been issued. Any assignment under this Clause 28.2 of this Schedule 2 shall be subject to:
- 28.2.1 the deduction of any sums in respect of which the Authority exercises its right of recovery under Clause 9.8 of this Schedule 2;

- 28.2.2 all related rights of the Authority in relation to the recovery of sums due but unpaid;
 - 28.2.3 the Authority receiving notification of the assignment and the date upon which the assignment becomes effective together with the Assignee's contact information and bank account details to which the Authority shall make payment;
 - 28.2.4 the provisions of Clause 9 of this Schedule 2 continuing to apply in all other respects after the assignment which shall not be amended without the prior written approval of the Authority; and
 - 28.2.5 payment to the Assignee being full and complete satisfaction of the Authority's obligation to pay the relevant sums in accordance with this Contract.
- 28.3 Any authority given by the Authority for the Supplier to Sub-contract any of its obligations under this Contract shall not impose any duty on the Authority to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with this Contract.
- 28.4 Where the Supplier enters into a Sub-contract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such Sub-contract, unless otherwise agreed with the Authority in writing, which:
- 28.4.1 contain at least equivalent obligations as set out in this Contract in relation to the performance of the Services to the extent relevant to such Sub-contracting;
 - 28.4.2 contain at least equivalent obligations as set out in this Contract in respect of confidentiality, information security, data protection, Intellectual Property Rights, compliance with Law, Guidance, and Good Industry Practice, and record keeping;
 - 28.4.3 contain a prohibition on the Sub-contractor Sub-contracting, assigning or novating any of its rights or obligations under such Sub-contract without the prior written approval of the Authority (such approval not to be unreasonably withheld or delayed);
 - 28.4.4 contain a right for the Authority to take an assignment or novation of the Sub-contract (or part of it) upon expiry or earlier termination of this Contract;
 - 28.4.5 requires the Supplier or other party receiving services under the contract to consider and verify invoices under that contract in a timely fashion;
 - 28.4.6 provides that if the Supplier or other party fails to consider and verify an invoice in accordance with Clause 28.4.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purpose of Clause 28.4.7 of this Schedule 2 after a reasonable time has passed;
 - 28.4.7 requires the Supplier or other party to pay any undisputed sums which are due from it to the Sub-contractor within a specified period not exceeding thirty (30) days of verifying that the invoice is valid and undisputed;
 - 28.4.8 permitting the Supplier to terminate, or procure the termination of, the relevant Sub-contract in the event the Sub-contractor fails to comply in the performance of its Sub-contract with legal obligations in the fields of

- environmental, social or labour Law where the Supplier is required to replace such Sub-contractor in accordance with Clause 15.7.3 of this Schedule 2;
- 28.4.9 permitting the Supplier to terminate, or to procure the termination of, the relevant Sub-contract where the Supplier is required to replace such Sub-contractor in accordance with Clause 28.5 of this Schedule 2; and
- 28.4.10 requires the Sub-contractor to include a clause to the same effect as this Clause 28.4 of this Schedule 2 in any Sub-contract which it awards.
- 28.5 Where the Authority considers that the grounds for exclusion under Regulation 57 of the Public Contracts Regulations 2015 apply to any Sub-contractor, then:
- 28.5.1 if the Authority finds there are compulsory grounds for exclusion, the Supplier shall ensure, or shall procure, that such Sub-contractor is replaced or not appointed; or
- 28.5.2 if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Supplier to ensure, or to procure, that such Sub-contractor is replaced or not appointed and the Supplier shall comply with such a requirement.
- 28.6 The Supplier shall pay any undisputed sums which are due from it to a Sub-contractor within thirty (30) days of verifying that the invoice is valid and undisputed. Where the Authority pays the Supplier's valid and undisputed invoices earlier than thirty (30) days from verification in accordance with any applicable government prompt payment targets, the Supplier shall use its reasonable endeavours to pay its relevant Sub-contractors within a comparable timeframe from verifying that an invoice is valid and undisputed.
- 28.7 The Authority shall upon written request have the right to review any Sub-contract entered into by the Supplier in respect of the provision of the Services and the Supplier shall provide a certified copy of any Sub-contract within five (5) Business Days of the date of a written request from the Authority. For the avoidance of doubt, the Supplier shall have the right to redact any confidential pricing information in relation to such copies of Sub-contracts.
- 28.8 The Authority may at any time transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract and the Supplier warrants that it will carry out all such reasonable further acts required to effect such transfer, assignment, novation, sub-contracting or disposal. If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the party assuming the position of the Authority shall not further transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract without the prior written consent of the Supplier, such consent not to be unreasonably withheld or delayed by the Supplier.

29 Prohibited Acts

- 29.1 The Supplier warrants and represents that:
- 29.1.1 it has not committed any offence under the Bribery Act 2010 or done any of the following ("**Prohibited Acts**"):
- (i) offered, given or agreed to give any officer or employee of the Authority any gift or consideration of any kind as an inducement or reward for doing or not doing or for having done or not having done any act in relation to the obtaining or performance of this or any other agreement with the Authority or for showing or not showing

favour or disfavour to any person in relation to this or any other agreement with the Authority; or

- (ii) in connection with this Contract paid or agreed to pay any commission other than a payment, particulars of which (including the terms and conditions of the agreement for its payment) have been disclosed in writing to the Authority; and

29.1.2 it has in place adequate procedures to prevent bribery and corruption, as contemplated by section 7 of the Bribery Act 2010.

29.2 If the Supplier or its Staff (or anyone acting on its or their behalf) has done or does any of the Prohibited Acts or has committed or commits any offence under the Bribery Act 2010 with or without the knowledge of the Supplier in relation to this or any other agreement with the Authority:

29.2.1 the Authority shall be entitled:

- (i) to terminate this Contract and recover from the Supplier the amount of any loss resulting from the termination;
- (ii) to recover from the Supplier the amount or value of any gift, consideration or commission concerned; and
- (iii) to recover from the Supplier any other loss or expense sustained in consequence of the carrying out of the Prohibited Act or the commission of the offence under the Bribery Act 2010;

29.2.2 any termination under Clause 29.2.1 of this Schedule 2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the Authority; and

29.2.3 notwithstanding the Dispute Resolution Procedure, any Dispute relating to:

- (i) the interpretation of Clause 29 of this Schedule 2; or
 - (ii) the amount or value of any gift, consideration or commission,
- shall be determined by the Authority, acting reasonably, and the decision shall be final and conclusive.

30 General

30.1 Each of the Parties is independent of the other and nothing contained in this Contract shall be construed to imply that there is any relationship between the Parties of partnership or of principal/agent or of employer/employee nor are the Parties hereby engaging in a joint venture and accordingly neither of the Parties shall have any right or authority to act on behalf of the other nor to bind the other by agreement or otherwise, unless expressly permitted by the terms of this Contract.

30.2 Failure or delay by either Party to exercise an option or right conferred by this Contract shall not of itself constitute a waiver of such option or right.

30.3 The delay or failure by either Party to insist upon the strict performance of any provision, term or condition of this Contract or to exercise any right or remedy consequent upon such breach shall not constitute a waiver of any such breach or any subsequent breach of such provision, term or condition.

30.4 Any provision of this Contract which is held to be invalid or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions of this Contract and

any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.

- 30.5 Each Party acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the subject matter of this Contract and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the other Party for any misrepresentation or undertaking (whether made carelessly or not) or for breach of any warranty unless the representation, undertaking or warranty relied upon is set out in this Contract or unless such representation, undertaking or warranty was made fraudulently.
- 30.6 Each Party shall bear its own expenses in relation to the preparation and execution of this Contract including all costs, legal fees and other expenses so incurred.
- 30.7 The rights and remedies provided in this Contract are independent, cumulative and not exclusive of any rights or remedies provided by general law, any rights or remedies provided elsewhere under this Contract or by any other contract or document. In this Clause 30.7 of this Schedule 2, right includes any power, privilege, remedy, or proprietary or security interest.
- 30.8 Unless otherwise expressly stated in this Contract, a person who is not a party to this Contract shall have no right to enforce any terms of it which confer a benefit on such person except that a Successor and/or a Third Party may directly enforce any indemnities or other rights provided to it under this Contract. No such person shall be entitled to object to or be required to consent to any amendment to the provisions of this Contract.
- 30.9 This Contract, any variation in writing signed by an authorised representative of each Party and any document referred to (explicitly or by implication) in this Contract or any variation to this Contract, contain the entire understanding between the Supplier and the Authority relating to the Services to the exclusion of all previous agreements, confirmations and understandings and there are no promises, terms, conditions or obligations whether oral or written, express or implied other than those contained or referred to in this Contract. Nothing in this Contract seeks to exclude either Party's liability for Fraud. Any tender conditions and/or disclaimers set out in the Authority's procurement documentation leading to the award of this Contract shall form part of this Contract.
- 30.10 This Contract, and any Dispute or claim arising out of or in connection with it or its subject matter (including any non-contractual claims), shall be governed by, and construed in accordance with, the laws of England and Wales.
- 30.11 Subject to Clause 22 of this Schedule 2, the Parties irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any Dispute or claim that arises out of or in connection with this Contract or its subject matter.
- 30.12 All written and oral communications and all written material referred to under this Contract shall be in English.

Schedule 3

Information and Data Provisions

1 Confidentiality

- 1.1 In respect of any Confidential Information it may receive directly or indirectly from the other Party ("**Discloser**") and subject always to the remainder of Clause 1 of this Schedule 3, each Party ("**Recipient**") undertakes to keep secret and strictly confidential and shall not disclose any such Confidential Information to any third party without the Discloser's prior written consent provided that:
- 1.1.1 the Recipient shall not be prevented from using any general knowledge, experience or skills which were in its possession prior to the Commencement Date;
 - 1.1.2 the provisions of Clause 1 of this Schedule 3 shall not apply to any Confidential Information:
 - (i) which is in or enters the public domain other than by breach of this Contract or other act or omissions of the Recipient;
 - (ii) which is obtained from a third party who is lawfully authorised to disclose such information without any obligation of confidentiality;
 - (iii) which is authorised for disclosure by the prior written consent of the Discloser;
 - (iv) which the Recipient can demonstrate was in its possession without any obligation of confidentiality prior to receipt of the Confidential Information from the Discloser; or
 - (v) which the Recipient is required to disclose purely to the extent to comply with the requirements of any relevant stock exchange.
- 1.2 Nothing in Clause 1 of this Schedule 3 shall prevent the Recipient from disclosing Confidential Information where it is required to do so by judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim or otherwise by applicable Law, including the Freedom of Information Act 2000 ("**FOIA**"), Codes of Practice on Access to Government Information, on the Discharge of Public Authorities' Functions or on the Management of Records ("**Codes of Practice**") or the Environmental Information Regulations 2004 ("**Environmental Regulations**").
- 1.3 The Authority may disclose the Supplier's Confidential Information:
- 1.3.1 on a confidential basis, to any Contracting Authority (the Parties agree that all Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority);
 - 1.3.2 on a confidential basis, to any consultant, contractor or other person engaged by the Authority and/or the Contracting Authority receiving such information;
 - 1.3.3 to any relevant party for the purpose of the examination and certification of the Authority's accounts;
 - 1.3.4 to any relevant party for any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;

- 1.3.5 to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirements; or
- 1.3.6 on a confidential basis to a proposed successor body in connection with any proposed or actual, assignment, novation or other disposal of rights, obligations, liabilities or property in connection with this Contract;

and for the purposes of this Contract, references to disclosure "on a confidential basis" shall mean the Authority making clear the confidential nature of such information and that it must not be further disclosed except in accordance with Law or this Clause 1.3 of this Schedule 3.

- 1.4 The Supplier may only disclose the Authority's Confidential Information, and any other information provided to the Supplier by the Authority in relation this Contract, to the Supplier's Staff or professional advisors who are directly involved in the performance of or advising on the Supplier's obligations under this Contract. The Supplier shall ensure that such Staff or professional advisors are aware of and shall comply with the obligations in Clause 1 of this Schedule 3 as to confidentiality and that all information, including Confidential Information, is held securely, protected against unauthorised use or loss and, at the Authority's written discretion, destroyed securely or returned to the Authority when it is no longer required. The Supplier shall not, and shall ensure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of performing the Supplier's obligations in this Contract.
- 1.5 For the avoidance of doubt, save as required by Law or as otherwise set out in this Schedule 3, the Supplier shall not, without the prior written consent of the Authority (such consent not to be unreasonably withheld or delayed), announce that it has entered into this Contract and/or that it has been appointed as a Supplier to the Authority and/or make any other announcements about this Contract.
- 1.6 Clause 1 of this Schedule 3 shall remain in force:
 - 1.6.1 without limit in time in respect of Confidential Information which comprises Personal Data or which relates to national security; and
 - 1.6.2 for all other Confidential Information for a period of three (3) years after the expiry or earlier termination of this Contract unless otherwise agreed in writing by the Parties.

2 Data protection

- 2.1 The Parties acknowledge their respective duties under Data Protection Legislation and shall give each other all reasonable assistance as appropriate or necessary to enable each other to comply with those duties. For the avoidance of doubt, the Supplier shall take reasonable steps to ensure it is familiar with the Data Protection Legislation and any obligations it may have under such Data Protection Legislation and shall comply with such obligations.
- 2.2 Where the Supplier is Processing Personal Data and/or the Parties are otherwise sharing Personal Data under or in connection with this Contract, the Parties shall comply with the Data Protection Protocol in respect of such matters.
- 2.3 The Supplier and the Authority shall ensure that patient related Personal Data is safeguarded at all times in accordance with the Law, and this obligation will include (if transferred electronically) only transferring patient related Personal Data (a) if essential, having regard to the purpose for which the transfer is conducted; and (b) that is encrypted in accordance with any international data encryption standards for healthcare, and as otherwise required by those standards applicable to the Authority

under any Law and Guidance (this includes, data transferred over wireless or wired networks, held on laptops, CDs, memory sticks and tapes).

- 2.4 Where, as a requirement of this Contract, the Supplier is Processing Personal Data relating to NHS patients and/or service users and/or has access to NHS systems as part of the Services, the Supplier shall:
 - 2.4.1 complete and publish an annual information governance assessment using the Data Security and Protection toolkit;
 - 2.4.2 achieve all relevant requirements in the relevant Data Security and Protection toolkit;
 - 2.4.3 nominate an information governance lead able to communicate with the Supplier's board of directors or equivalent governance body, who will be responsible for information governance and from whom the Supplier's board of directors or equivalent governance body will receive regular reports on information governance matters including, but not limited to, details of all incidents of data loss and breach of confidence;
 - 2.4.4 report all incidents of data loss and breach of confidence in accordance with Department of Health and Social Care and/or the NHS England and/or Health and Social Care Information Centre guidelines;
 - 2.4.5 put in place and maintain policies that describe individual personal responsibilities for handling Personal Data and apply those policies vigorously;
 - 2.4.6 put in place and maintain a policy that supports its obligations under the NHS Care Records Guarantee (being the rules which govern information held in the NHS Care Records Service, which is the electronic patient/service user record management service providing authorised healthcare professionals access to a patient's integrated electronic care record);
 - 2.4.7 put in place and maintain agreed protocols for the lawful sharing of Personal Data with other NHS organisations and (as appropriate) with non-NHS organisations in circumstances in which sharing of that data is required under this Contract;
 - 2.4.8 where appropriate, have a system in place and a policy for the recording of any telephone calls in relation to the Services, including the retention and disposal of those recordings;
 - 2.4.9 at all times comply with any information governance requirements and/or processes as may be set out in the Specification and Tender Response Document; and
 - 2.4.10 comply with any new and/or updated requirements, Guidance and/or Policies notified to the Supplier by the Authority from time to time (acting reasonably) relating to the Processing and/or protection of Personal Data.
- 2.5 Where any Personal Data is Processed by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 2 of this Schedule 3, and any relevant Data Protection Protocol, as if such Sub-contractor were the Supplier.
- 2.6 The Supplier shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings whatsoever or howsoever arising from the Supplier's unlawful

or unauthorised Processing, destruction and/or damage to Personal Data in connection with this Contract.

3 Freedom of Information and Transparency

- 3.1 The Parties acknowledge the duties of Contracting Authorities under the FOIA, Codes of Practice and Environmental Regulations and shall give each other all reasonable assistance as appropriate or necessary to enable compliance with those duties.
- 3.2 The Supplier shall assist and cooperate with the Authority to enable it to comply with its disclosure obligations under the FOIA, Codes of Practice and Environmental Regulations. The Supplier agrees:
 - 3.2.1 that this Contract and any recorded information held by the Supplier on the Authority's behalf for the purposes of this Contract are subject to the obligations and commitments of the Authority under the FOIA, Codes of Practice and Environmental Regulations;
 - 3.2.2 that the decision on whether any exemption to the general obligations of public access to information applies to any request for information received under the FOIA, Codes of Practice and Environmental Regulations is a decision solely for the Authority;
 - 3.2.3 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier itself is subject to the FOIA, Codes of Practice and Environmental Regulations it will liaise with the Authority as to the contents of any response before a response to a request is issued and will promptly (and in any event within two (2) Business Days) provide a copy of the request and any response to the Authority;
 - 3.2.4 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier is not itself subject to the FOIA, Codes of Practice and Environmental Regulations, it will not respond to that request (unless directed to do so by the Authority) and will promptly (and in any event within two (2) Business Days) transfer the request to the Authority;
 - 3.2.5 that the Authority, acting in accordance with the Codes of Practice issued and revised from time to time under both section 45 of FOIA, and regulation 16 of the Environmental Regulations, may disclose information concerning the Supplier and this Contract; and
 - 3.2.6 to assist the Authority in responding to a request for information, by processing information or environmental information (as the same are defined in FOIA and the Environmental Regulations) in accordance with a records management system that complies with all applicable records management recommendations and codes of conduct issued under section 46 of FOIA, and providing copies of all information requested by the Authority within five (5) Business Days of that request and without charge.
- 3.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations, the content of this Contract is not Confidential Information.
- 3.4 Notwithstanding any other term of this Contract, the Supplier consents to the publication of this Contract in its entirety (including variations), subject only to the redaction of information that is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations.

- 3.5 In preparing a copy of this Contract for publication under Clause 3.4 of this Schedule 3, the Authority may consult with the Supplier to inform decision making regarding any redactions but the final decision in relation to the redaction of information will be at the Authority's absolute discretion.
- 3.6 The Supplier shall assist and cooperate with the Authority to enable the Authority to publish this Contract.
- 3.7 Where any information is held by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 3 of this Schedule 3, as if such Sub-contractor were the Supplier.

4 Information Security

- 4.1 Without limitation to any other information governance requirements set out in this Schedule 3, the Supplier shall:
 - 4.1.1 notify the Authority forthwith of any information security breaches or near misses (including without limitation any potential or actual breaches of confidentiality or actual information security breaches) in line with the Authority's information governance Policies; and
 - 4.1.2 fully cooperate with any audits or investigations relating to information security and any privacy impact assessments undertaken by the Authority and shall provide full information as may be reasonably requested by the Authority in relation to such audits, investigations and assessments.
- 4.2 Where required in accordance with the Specification and Tender Response Document, the Supplier will ensure that it puts in place and maintains an information security management plan appropriate to this Contract, the type of Services being provided and the obligations placed on the Supplier. The Supplier shall ensure that such plan is consistent with any relevant Policies, Guidance, Good Industry Practice and with any relevant quality standards as may be set out in the Key Provisions and/or the Specification and Tender Response Document.
- 4.3 Where required in accordance with the Specification and Tender Response Document, the Supplier shall obtain and maintain certification under the HM Government Cyber Essentials Scheme at the level set out in the Specification and Tender Response Document.

Schedule 4

Definitions and Interpretations

1 Definitions

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

“Actual Services Commencement Date”	means the date the Supplier actually commences delivery of the Services;
“Actuary”	means a Fellow of the Institute and Faculty of Actuaries;
“Anti-Slavery Policy”	has the meaning given under Clause 19.2.2 of Schedule 2;
“Authority”	means the authority named on the form of Contract on the first page;
“Authority’s Actuary”	means the Government Actuaries Department;
“Authority’s Obligations”	means the Authority’s further obligations, if any, referred to in the Key Provisions;
“Breach Notice”	means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;
“Broadly Comparable”	means certified by an Actuary as satisfying the condition that there are no identifiable Eligible Employees who would overall suffer material detriment in terms of their future accrual of Pension Benefits under the scheme compared with the NHS Pension Scheme assessed in accordance with Annex A of Fair Deal for Staff Pensions;
“Business Continuity Event”	means any event or issue that could impact on the operations of the Supplier and its ability to provide the Services including a pandemic and any Force Majeure Event;
“Business Continuity Plan”	means the Supplier’s business continuity plan which includes its plans for continuity of the Services during a Business Continuity Event;
“Business Day”	means any day other than Saturday, Sunday, Christmas Day, Good Friday or a statutory bank holiday in England and Wales;
“Cabinet Office Statement”	the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;
“Change Control Process”	means the change control process, if any, referred to in the Key Provisions;

“Change in Law”	means any change in Law which impacts on the provision of the Services which comes into force after the Commencement Date;
“Codes of Practice”	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
“Commencement Date”	means the date of this Contract;
“Commercial Schedule”	means the document set out at Schedule 6;
“Comparable Supply”	means the supply of services to another customer of the Supplier that are the same or similar to any of the Services;
“Confidential Information”	means information, data and material of any nature, which either Party may receive or obtain in connection with the conclusion and/or operation of the Contract including any procurement process which is: (a) Personal Data including without limitation which relates to any patient or other service user or his or her treatment or clinical or care history; (b) designated as confidential by either party or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored); and/or (c) Policies and such other documents which the Supplier may obtain or have access to through the Authority’s intranet;
“Contract”	means the form of contract at the front of this document and all schedules attached to the form of contract;
“Contracting Authority”	means any contracting authority as defined in Regulation 2 (1) of the Public Contracts Regulations 2015 (SI 2015/102) (as amended), other than the Authority;
“Contract Manager”	means for the Authority and for the Supplier the individuals specified in the Key Provisions; or such other person notified by a Party to the other Party from time to time in accordance with Clause 8.1 of Schedule 2;
“Contract Price”	means the price exclusive of VAT that is payable to the Supplier by the Authority under the Contract for the full and proper performance by the Supplier of its obligations under the Contract;
“Controller”	shall have the same meaning as set out in the UK GDPR;
“Convictions”	means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and

	binding-over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act);
“Cost Increase”	shall have the meaning given to the term in Clause 1.3.2 of Part D of Schedule 7;
“Cost Saving”	shall have the meaning given to the term in Clause 1.3.4 of Part D of Schedule 7;
“Data Protection Legislation”	means the Data Protection Act 2018 and the UK GDPR and any other applicable laws of England and Wales relating to the protection of Personal Data and the privacy of individuals (all as amended, updated, replaced or re-enacted from time to time);
“Data Protection Protocol”	means any document of that name as provided to the Supplier by the Authority (as amended from time to time in accordance with its terms), which shall include, without limitation, any such document appended to Schedule 3 (Information and Data Provisions) of this Contract;
“Direction Letter”	means an NHS Pensions Direction letter issued by the Secretary of State in exercise of the powers conferred by section 7 of the Superannuation (Miscellaneous Provisions) Act 1967 and issued to the Supplier or a Sub-contractor of the Supplier (as appropriate) relating to the terms of participation of the Supplier or Sub-contractor in the NHS Pension Scheme in respect of the Eligible Employees;
“Dispute(s)”	means any dispute, difference or question of interpretation or construction arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, any matters of contractual construction and interpretation relating to the Contract, or any matter where this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
“Dispute Notice”	means a written notice served by one Party to the other stating that the Party serving the notice believes there is a Dispute;
“Dispute Resolution Procedure”	means the process for resolving Disputes as set out in Clause 22 of Schedule 2 or, where Clause 25 of Schedule 1 of the Contract applies, the process for resolving Disputes as set out in Schedule 8. For the avoidance of doubt, the Dispute Resolution Procedure is subject to Clause 29.2.3 of Schedule 2;
“DOTAS”	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under

	vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992;
“Electronic Trading System(s)”	means such electronic data interchange system and/or world wide web application and/or other application with such message standards and protocols as the Authority may specify from time to time;
“Eligible Employees”	means each of the Transferred Staff who immediately before the Employee Transfer Date was a member of, or was entitled to become a member of, or but for their compulsory transfer of employment would have been entitled to become a member of, either the NHS Pension Scheme or a Broadly Comparable scheme as a result of their employment or former employment with an NHS Body (or other employer which participates automatically in the NHS Pension Scheme) and being continuously engaged for more than 50% of their employed time with the Authority (in the case of Transferring Employees) or a Third Party (in the case of Third Party Employees) in the delivery of services the same as or similar to the Services. For the avoidance of doubt a member of Staff who is or is entitled to become a member of the NHS Pension Scheme as a result of being engaged in the Services and being covered by an “open” Direction Letter or other NHS Pension Scheme “access” facility but who has never been employed directly by an NHS Body (or other body which participates automatically in the NHS Pension Scheme) is not an Eligible Employee entitled to Fair Deal for Staff Pensions protection under Part D of Schedule 7;
“Employee Transfer Date”	means the Transferred Staff’s first day of employment with the Supplier (or its Sub-contractor);
“Employment Liabilities”	means all claims, demands, actions, proceedings, damages, compensation, tribunal awards, fines, costs (including but not limited to reasonable legal costs), expenses and all other liabilities whatsoever;
“Environmental Regulations”	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
“eProcurement Guidance”	means the NHS eProcurement Strategy available via: http://www.gov.uk/government/collections/nhs-procurement together with any further Guidance issued by the Department of Health and Social Care in connection with it;
“Equality Legislation”	means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non-discrimination and human rights as may be in force in England

	and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;
“EU References”	shall have the meaning given to the term in Clause 1.17 of this Schedule 4;
“Evergreen Supplier Assessment”	shall have the meaning given to the term in Clause 8.1 of Schedule 1;
“Exit Day”	shall have the meaning in the European Union (Withdrawal) Act 2018;
“Exit Requirements”	means the Authority’s exit requirements, as set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with during the Term and/or in relation to any expiry or early termination of this Contract;
“Fair Deal for Staff Pensions”	means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);
“FOIA”	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
“Force Majeure Event”	means any event beyond the reasonable control of the Party in question to include, without limitation: (a) war including civil war (whether declared or undeclared), riot, civil commotion or armed conflict materially affecting either Party’s ability to perform its obligations under this Contract; (b) acts of terrorism; (c) flood, storm or other natural disasters; (d) fire; (e) unavailability of public utilities and/or access to transport networks to the extent no diligent supplier could reasonably have planned for such unavailability as part of its business continuity planning; (f) government requisition or impoundment to the extent such requisition or impoundment does not result from any failure by the Supplier to comply with any relevant regulations, laws or procedures (including such laws or regulations relating to the payment of any duties or taxes) and subject to the Supplier having used all reasonable legal means to resist such requisition or impoundment;

	(g) compliance with any local law or governmental order, rule, regulation or direction applicable outside of England and Wales that could not have been reasonably foreseen; (h) industrial action which affects the ability of the Supplier to provide the Services, but which is not confined to the workforce of the Supplier or the workforce of any Sub-contractor of the Supplier; and (i) a failure in the Supplier's and/or Authority's supply chain to the extent that such failure is due to any event suffered by a member of such supply chain, which would also qualify as a Force Majeure Event in accordance with this definition had it been suffered by one of the Parties, but excluding, for the avoidance of doubt, any event or other consequence arising as a result of or in connection with the withdrawal of the United Kingdom from the European Union;
"Fraud"	means any offence under any law in respect of fraud in relation to this Contract or defrauding or attempting to defraud or conspiring to defraud the government, parliament or any Contracting Authority;
"General Anti-Abuse Rule"	means (a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
"General Change in Law"	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"Good Industry Practice"	means the exercise of that degree of skill, diligence, prudence, risk management, quality management and foresight which would reasonably and ordinarily be expected from a skilled and experienced service provider engaged in the provision of services similar to the Services under the same or similar circumstances as those applicable to this Contract, including in accordance with any codes of practice published by relevant trade associations;
"Guidance"	means any applicable guidance, supplier code of conduct, direction or determination and any policies, advice or industry alerts which apply to the Services, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Authority and/or have been published and/or notified to the Supplier by the Department of Health and Social Care, NHS England and NHS Improvement, the Medicines and Healthcare products Regulatory Agency, the European Medicines Agency,

	the European Commission, the Care Quality Commission, the National Institute for Health and Care Excellence and/or any other regulator or competent body;
“Halifax Abuse Principle”	means the principle explained in the CJEU Case C-255/02 Halifax and others;
“HM Government Cyber Essentials Scheme”	means the HM Government Cyber Essentials Scheme as further defined in the documents relating to this scheme published at: https://www.gov.uk/government/publications/cyber-essentials-scheme-overview ;
“Implementation Plan”	means the implementation plan, if any, referred to in the Key Provisions;
“Implementation Requirements”	means the Authority’s implementation and mobilisation requirements (if any), as may be set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;
“Intellectual Property Rights”	means all patents, copyright, design rights, registered designs, trade marks, know-how, database rights, confidential formulae and any other intellectual property rights and the rights to apply for patents and trade marks and registered designs;
“Interested Party”	means any organisation which has a legitimate interest in providing services of the same or similar nature to the Services in immediate or proximate succession to the Supplier or any Sub-contractor and who had confirmed such interest in writing to the Authority;
“Key Provisions”	means the key provisions set out in Schedule 1;
“KPI”	means the key performance indicators as set out in Schedule 5;
“Law”	means any applicable legal requirements including, without limitation: (a) any applicable statute or proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument as applicable in England and Wales; (b) any applicable European Union obligation, directive, regulation, decision, law or right (including any such obligations, directives, regulations, decisions, laws or rights that are incorporated into the law of England and Wales or given effect in England and Wales by any applicable statute, proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument);

	(c) any enforceable community right within the meaning of section 2(1) European Communities Act 1972; (d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales; (e) requirements set by any regulatory body as applicable in England and Wales; (f) any relevant code of practice as applicable in England and Wales; and (g) any relevant collective agreement and/or international law provisions (to include, without limitation, as referred to in (a) to (f) above);
“Long Stop Date”	means the date, if any, specified in the Key Provisions;
“Losses”	all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law;
“Net Zero and Social Value Commitments”	means the Supplier’s net zero and social value commitments, each as set out in the Key Provisions and/or the Specification and Tender Response Document;
“Net Zero and Social Value Contract Commitments”	shall have the meaning given in Clause 8.4 of Schedule 1;
“Measures”	means any measures proposed by the Supplier or any Sub-contractor within the meaning of regulation 13(2)(d) of TUPE;
“NHS”	means the National Health Service;
“NHS Body”	has the meaning given to it in section 275 of the National Health Service Act 2006 as amended by section 138(2)(c) of Schedule 4 to the Health and Social Care Act 2012;
“NHS Pensions”	means NHS Pensions (being a division of the NHS Business Services Authority) acting on behalf of the Secretary of State as the administrators of the NHS Pension Scheme or such other body as may from time to time be responsible for relevant administrative functions of the NHS Pension Scheme, including the Pensions Division of the NHS Business Services Authority;
“NHS Pension Scheme”	means the National Health Service Pension Scheme for England and Wales, established pursuant to the Superannuation Act 1972 and governed by subsequent regulations under that Act including the NHS Pension Scheme Regulations;
“NHS Pension Scheme Arrears”	means any failure on the part of the Supplier or any Sub-contractor to pay employer’s contributions or deduct and pay across employee’s contributions to the NHS Pension Scheme or meet any other financial obligations under the NHS Pension

	Scheme or any Direction Letter in respect of the Eligible Employees;
"NHS Pension Scheme Regulations"	means, as appropriate, any or all of the National Health Service Pension Scheme Regulations 1995 (SI 1995/300), the National Health Service Pension Scheme Regulations 2008 (SI 2008/653) and any subsequent regulations made in respect of the NHS Pension Scheme, each as amended from time to time;
"Occasion of Tax Non-Compliance"	means: (a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: (i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or (b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;
"Party"	means the Authority or the Supplier as appropriate and Parties means both the Authority and the Supplier;
"Payment Date"	means twenty (20) Business Days after the last of the conditions in Clause 1.7 of Part D of Schedule 7 has been satisfied;
"Pension Benefits"	any benefits (including but not limited to pensions related allowances and lump sums) relating to old age, invalidity or survivor's benefits provided under an occupational pension scheme;
"Personal Data"	shall have the same meaning as set out in the UK GDPR;
"Policies"	means the policies, rules and procedures of the Authority as notified to the Supplier from time to time;
"Premature Retirement Rights"	rights to which any Transferred Staff (had they remained in the employment of an NHS Body or other employer which participates automatically in the NHS Pension Scheme) would have been or is entitled under the NHS Pension Scheme Regulations, the NHS Compensation for Premature Retirement

	Regulations 2002 (SI 2002/1311), the NHS (Injury Benefits) Regulations 1995 (SI 1995/866) and section 45 of the General Whitley Council conditions of service, or any other legislative or contractual provision which replaces, amends, extends or consolidates the same from time to time;
“Premises and Locations”	has the meaning given under Clause 2.1 of Schedule 2;
“Process”	shall have the same meaning as set out in the UK GDPR. Processing and Processed shall be construed accordingly;
“Purchase Order”	means the purchase order required by the Authority’s financial systems, if a purchase order is referred to in the Key Provisions;
“Relevant Tax Authority”	means HM Revenue and Customs, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;
“Remedial Proposal”	has the meaning given under Clause 15.3 of Schedule 2;
“Services”	means the services set out in this Contract (including, without limitation, Schedule 5 which sets out the requirements of the Authority as issued to tenderers as part of the procurement process and the Supplier’s response to these requirements);
“Services Commencement Date”	means the date delivery of the Services shall commence as specified in the Key Provisions. If no date is specified in the Key Provisions this date shall be the Commencement Date;
“Services Information”	means information concerning the Services as may be reasonably requested by the Authority and supplied by the Supplier to the Authority in accordance with Clause 20.1 of Schedule 2 for inclusion in the Authority’s services catalogue from time to time;
“Slavery Act”	has the meaning given in Clause 19.2.1 of Schedule 2;
“Specification and Tender Response Document”	means the document set out in Schedule 5 as amended and/or updated in accordance with this Contract;
“Specific Change in Law”	means a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;
“Staff”	means all persons employed or engaged by the Supplier to perform its obligations under this Contract including any Sub-contractors and person employed or engaged by such Sub-contractors;
“Step In Rights”	means the step in rights, if any, referred to in the Key Provisions;

“Sub-contract”	means a contract between two or more suppliers, at any stage of remoteness from the Supplier in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract;
Sub-contractor	means a party to a Sub-contract other than the Supplier;
“Subsequent Transfer Date”	means the point in time, if any, at which services which are fundamentally the same as the Services (either in whole or in part) are first provided by a Successor or the Authority, as appropriate, giving rise to a relevant transfer under TUPE;
“Subsequent Transferring Employees”	means any employee, agent, consultant and/or contractor who, immediately prior to the Subsequent Transfer Date, is wholly or mainly engaged in the performance of services fundamentally the same as the Services (either in whole or in part) which are to be undertaken by the Successor or Authority, as appropriate;
“Successor”	means any third party who provides services fundamentally the same as the Services (either in whole or in part) in immediate or subsequent succession to the Supplier upon the expiry or earlier termination of this Contract;
“Supplier”	means the supplier named on the form of Contract on the first page;
“Supplier Code of Conduct”	means the code of that name published by the Government Commercial Function originally dated September 2017, as may be amended, restated, updated, re-issued or re-named from time to time;
“Supplier Net Zero Corporate Champion”	shall have the meaning given to the term in Clause 8.3 of Schedule 1;
“Supplier Personnel”	means any employee, agent, consultant and/or contractor of the Supplier or Sub-contractor who is either partially or fully engaged in the performance of the Services;
“Supplier Net Zero and Social Value Contract Champion”	shall have the meaning given to the term in Clause 8.6 of Schedule 1;
“Term”	means the term as set out in the Key Provisions;
“Termination Notice”	means a written notice of termination given by one Party to the other notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract on a specified date and setting out the grounds for termination;
“Third Party”	means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Transfer Date;

“Third Party Body”	has the meaning given under Clause 8.5 of Schedule 2;
“Third Party Employees”	means all those employees, if any, assigned by a Third Party to the provision of a service that is fundamentally the same as the Services immediately before the Transfer Date;
“Transfer Amount”	an amount paid in accordance with Clause 1.7 of Part D of Schedule 7 and calculated in accordance with the assumptions, principles and timing adjustment referred to in Clause 1.6 of Part D of Schedule 7 in relation to those Eligible Employees who have accrued defined benefit rights in the NHS Pension Scheme or a Third Party’s Broadly Comparable scheme and elected to transfer them to the Supplier’s Broadly Comparable scheme or the NHS Pension Scheme under the Transfer Option;
“Transfer Date”	means the Actual Services Commencement Date;
“Transfer Option”	an option given to each Eligible Employee with either: (a) accrued rights in the NHS Pension Scheme; or (b) accrued rights in a Broadly Comparable scheme, as at the Employee Transfer Date, to transfer those rights to the Supplier’s (or its Sub-contractor’s) Broadly Comparable scheme or back into the NHS Pension Scheme (as appropriate), to be exercised by the Transfer Option Deadline, to secure year-for-year day-for-day service credits in the relevant scheme (or actuarial equivalent, where there are benefit differences between the two schemes);
“Transfer Option Deadline”	the first Business Day to fall at least three (3) months after the notice detailing the Transfer Option has been sent to each Eligible Employee;
“Transferred Staff”	means those employees (including Transferring Employees and any Third Party Employees) whose employment compulsorily transfers to the Supplier or to a Sub-contractor by operation of TUPE, the Cabinet Office Statement or for any other reasons, as a result of the award of this Contract;
“Transferring Employees”	means all those employees, if any, assigned by the Authority to the provision of a service that is fundamentally the same as the Services immediately before the Transfer Date;

"TUPE"	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law;
"UK GDPR"	has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018; and
"VAT"	means value added tax chargeable under the Value Added Tax Act 1994 or any similar, replacement or extra tax.

- 1.2 References to any Law shall be deemed to include a reference to that Law as amended, extended, consolidated, re-enacted, restated, implemented or transposed from time to time.
- 1.3 References to any legal entity shall include any body that takes over responsibility for the functions of such entity.
- 1.4 References in this Contract to a "Schedule", "Appendix", "Paragraph" or to a "Clause" are to schedules, appendices, paragraphs and clauses of this Contract.
- 1.5 References in this Contract to a day or to the calculation of time frames are references to a calendar day unless expressly specified as a Business Day.
- 1.6 Unless set out in the Commercial Schedule as a chargeable item and subject to Clause 30.6 of Schedule 2, the Supplier shall bear the cost of complying with its obligations under this Contract.
- 1.7 The headings are for convenience only and shall not affect the interpretation of this Contract.
- 1.8 Words denoting the singular shall include the plural and vice versa.
- 1.9 Where a term of this Contract provides for a list of one or more items following the word "including" or "includes" then such list is not to be interpreted as an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.
- 1.10 Where there is a conflict between the Supplier's responses to the Authority's requirements (the Supplier's responses being set out in Schedule 5) and any other part of this Contract, such other part of this Contract shall prevail.
- 1.11 Where a document is required under this Contract, the Parties may agree in writing that this shall be in electronic format only.
- 1.12 Where there is an obligation on the Authority to procure any course of action from any third party, this shall mean that the Authority shall use its reasonable endeavours to procure such course of action from that third party.
- 1.13 Any guidance notes in grey text do not form part of this Contract.
- 1.14 Any Breach Notice issued by a Party in connection with this Contract shall not be invalid due to it containing insufficient information. A Party receiving a Breach Notice ("**Receiving Party**") may ask the Party that issued the Breach Notice ("**Issuing Party**") to provide any further information in relation to the subject matter of the Breach Notice

that it may reasonably require to enable it to understand the Breach Notice and/or to remedy the breach. The Issuing Party shall not unreasonably withhold or delay the provision of such further information as referred to above as may be requested by the Receiving Party but no such withholding or delay shall invalidate the Breach Notice.

- 1.15 Any terms defined as part of a Schedule or other document forming part of this Contract shall have the meaning as defined in such Schedule or document.
- 1.16 For the avoidance of doubt, and to the extent not prohibited by any Law, the term “expenses” (as referred to under any indemnity provisions forming part of this Contract) shall be deemed to include any fine and any related costs imposed by a commissioner, regulator or other competent body.
- 1.17 Any reference in this Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
 - i. any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“EU References”) which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - ii. any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred.

Schedule 5

Specification and Tender Response Document

Background

Sir Robert Francis' [Freedom to Speak Up Review \(2015\)](#) highlighted the importance of enabling NHS workers to raise concerns in their place of work without fear of reprisals. Principle 12 of this review (2015) recommended '*Where an NHS worker who has raised a concern cannot, as a result, continue in their current employment, the NHS should fulfil its moral obligation to offer support*'.

In 2019 NHS Improvement launched the Whistleblowers' Support Scheme to implement this recommendation, which helped current and former NHS workers who had raised concerns to remain in or get back into NHS employment. That scheme found people experienced challenges in moving forward in their professional and personal lives and required support with their health and wellbeing, career coaching and personal development.

Following a review of the former scheme in 2021 we redesigned the Whistleblowers' Support Scheme and renamed this as the **Speaking Up support scheme (2022)**. This new national scheme offers past and present NHS workers who speak up, a structured programme of support, enabling them to move forward in their professional and personal lives after a formal speaking up process.

Context

The NHS along with the National Guardian's Office have established robust speaking up mechanisms to ensure the NHS operates a safe culture of speaking up for its workers.

However, some issues that NHS workers speak up about are very complex and the desired resolution is not always achieved. From experience we know these issues can have a significant adverse impact on NHS workers and organisations.

The inception of the national Freedom to Speak Up (FTSU) Policy and FTSU Guardians within NHS organisations, have achieved positive outcomes for those NHS workers who have utilised a formal process to speak up. However, some NHS workers have experienced significant adverse impact on their professional and personal lives as a result of speaking up. This may be something that they have suffered inadvertently through unintended consequences.

NHS England have developed [a new structured programme](#) to best support past and present NHS workers who have been impacted as a result of raising concerns in their organisation during or after a formal speak up process, and as a result are finding it difficult to move forward in both their professional and personal lives. The scheme strongly aligns with our [NHS People Promise](#) of ensuring 'We each have a voice that counts'.

For the purposes of this scheme, we defined **significant adverse impact** as a person's health and wellbeing being affected as a result of experiencing reprisal

[NHS Terms and Conditions for the Provision of Services \(Contract Version\) \(August 2022\)](#)

and/or disadvantage after speaking up through a formal process. Examples include, but are not limited to:

- leaving the team or organisation because the person felt they had no other option
- being moved to less desirable duties or locations
- being denied the information or resources to do their job properly
- being overlooked or denied access to promotion or training
- being criticised for speaking up
- being refused support to manage the stress associated with speaking up
- being bullied, excluded, or treated negatively
- suffering ill-health as a result

Speaking Up support scheme offer

This scheme will offer an intensive structured programme including:

- an initial health and wellbeing session
- one-to-one psychological wellbeing support
- Group psychological support
- career coaching
- personal development workshops

Potential participants will undertake an application process in which applicants will need to meet the [eligibility criteria](#) as outlined in the application form. Sifting of applications and interviews are undertaken by the Scheme Management Team NHS England (NHSE).

NHS England anticipates that a maximum of 30 Participants will be accepted onto the Scheme for up to 9 months per financial year over the specified contract term of June 2023 to June 2026. Administration of the scheme is undertaken by the NHSE Scheme Management Team (SMT) who work closely with Suppliers to ensure that the scheme is delivered to timescale and budget.

Specification and Requirements

The Supplier shall provide personal development workshops and coaching support services to the NHS England's Speaking Up Support Scheme. The scheme provides support for selected NHS workers and former NHS workers (across primary and secondary care), who can demonstrate that they have experienced challenges as a result of raising a concern in the public interest, ("Participants").

The Scheme has the ultimate aim of supporting participants to improve their wellbeing and to move forward in their lives. The scheme will be delivered by external providers and NHS South, Central and West Commissioning Support Unit (SCW) will deliver the personal development workshops and coaching support sessions required.

Throughout the scheme SCW will be working with other providers which include:

- RESPEO: Scheme Evaluators:

- Aspire4U: Providers for psychological one to one and group support

SCW shall provide high quality personalised personal development workshops and coaching support. Use of technology and innovation to support the Scheme is encouraged and welcomed, as all sessions will need to take place remotely.

NHS England anticipates that a maximum of 30 Participants will be accepted onto the Scheme for up to 9 months per financial year over the specified contract term.

SCW will be fundamental in ensuring the delivery of personal development workshops and coaching support. SCW will be expected to have:

- Undertaken personal development workshops for up to 30 participants up until 31st March each year. These workshops will be titled:
 - Your Story
 - Your Journey
 - Your Potential
- Completed all one-one coaching sessions for a maximum of 30 participants up until 31st March each year.
- Ensured any outcome measures and attendance of sessions are reported to the Scheme Manager on a monthly basis

The Service Provider shall:

1. Provide group personal development workshops for a maximum of 30 Participants who may:
 - a. have suffered from health issues or stress,
 - b. have experienced a traumatic situation
 - c. have been out of the workplace for a period of time
 - d. be considering a change in career.
2. Provide a liaison person for all Scheme participants to ensure personal development workshops dates and times, online joining links and any other logistical arrangement of the personal development workshops are communicated in advance with participants and scheme manager.
3. Provide a liaison person for all participants receiving coaching support to keep in regular contact.
4. Ensure participants receive effective personalised coaching support and ensure participants' experience of the support given is positive and will collect feedback for improvements.

5. SCW facilitators and coaches shall be conversant with NHS Freedom to Speak Up processes and the adverse impacts that can occur as result of speaking up. The Scheme will provide resources to SCW to support this.
6. Provide experienced, highly skilled, qualified, facilitators and coaches.
7. Providing a services that are highly personalised and tailored to the needs of each participant as well as experienced and skilled personal development workshop facilitators and coaches specialised in career coaching. All sessions will be delivered online using SCW's own purpose-built platform.
8. Maintain high levels of confidentiality at all times. Adhere to legislation and Customer policies relating to information governance, safeguarding at all times.
9. Actively support and demonstrate a commitment to equality, diversity and inclusion.
10. Participate in an appropriate, evidenced-based evaluation process which supports formative and summative evaluation. Provide monthly and quarterly reports which include as a minimum; an evidenced assessment of delivery against the Scheme outcomes; Participant satisfaction; participant attendance and any improvements as a result of learning from evaluation and real-time feedback. The Scheme and SCW will agree what outcomes/feedback need to be monitored prior to initiation of the program. The tracked outcome metrics and feedback avenues will also be detailed in the consent signed by the participant.

Work in partnership with NHS England, Participants, other scheme providers commissioned to evaluate and continuously improve the Speaking Up Support Scheme.

Referral Process

NHS England anticipates that a maximum of 30 Participants will be accepted onto the Scheme for up to 9 months per financial year over the specified contract term and will be referred.

Application and Interview process will be undertaken by the NHSE Speaking Up support scheme management team.

Participants shall be referred to the service provider SCW, which will include the following details: participant name, email address, telephone number and authorisation from the participant to be contacted by SCW for personal development workshops and coaching sessions

Consent for all the above will be obtained before any support interventions commence. All information sharing will be governed by an Information Governance Agreement.

The published [NHSE Guide for the Speaking Up support scheme](#) will detail the process in the event a participant wishes to withdraw consent.

SCW shall then send a personal introductory email or letter to the scheme participants informing them of any on-links, pre work required for the personal development workshops.

SCW will also undertake their own arrangements with the participants for the coaching sessions. As a minimum SCW should ensure to inform the participants of

- their named coach with a short biography (check there is no conflict of interest)
- explaining the service and process

SCW must consider any conflicts of interest with the participants when sending details of their facilitators and coaches. It is recommended participants are approached first with the details of the facilitators and coaches and enquire about any conflict of interest before commencing support.

Scheme Induction

SCW attendance will be required at the scheme Induction session, along with all other providers of the scheme. This will be to introduce the support offer to participants and answer any queries participants may have. The scheme manager will work with all suppliers to agree the date of this induction each financial year.

Scheme Evaluation

All participants will engage with the scheme evaluation undertaken by RESPEO. SCW will participate and support the scheme evaluation process and share with RESPEO information and feedback that will be useful for the purpose of the whole scheme evaluation, this must include outcome and impact driven data from participants intervention of the personal development workshops and coaching sessions.

The NHSE Speaking Up support team will have received a signed consent form from the participant prior to commencing the scheme, enabling the scheme providers to share information relevant to the participant for the purposes of the whole scheme evaluation.

Personal Development Workshops

SCW will deliver personal development workshops, one entitled Your Story, the other Your Journey, and the final one Your Potential. These workshops will be delivered for a maximum of 30 participants within each financial year.

This will include:

- The content, length, times, dates and content of these sessions will need to be agreed with the scheme manager, who will provide SCW with previous outcomes and learning from the past personal development workshops.
- These workshops will be delivered in either a large group or smaller groups and will be facilitated with highly skilled and high levels of emotional intelligence will be required from the facilitator(s) given the sensitive nature the Speaking Up support scheme and it's participants. It is recommended that SCW conduct break out sessions with so that participants feel comfortable and safe to speak.
- Outcome and measures will need to be pre agreed with the scheme manager as well as attendance and any emerging themes produced from the workshop delivery.

Coaching Sessions

SCW will deliver 4 sessions of career coaching for each participant within each financial year. These sessions will only commence for each participant once they have individually completed the 8 sessions of 1-1 psychological support with Aspire4U. Psychological sessions must conclude by 30th November with Aspire4U (for each financial year the scheme runs). The scheme manager will refer Participants for coaching support after their 6th psychological support session to enable a timely start for the coaching support to commence.

Should Participants complete their psychological support earlier the scheme manager will refer Participants as soon as possible.

The coaching sessions will include:

- 1-1 personalised effective career coaching
- Goal setting and setting realistic smart goals for individuals in enabling participants to move forward professionally and personally
- SCW should consider ways to collect feedback and any outcome measures and report these to the Scheme Manager for each participant and include attendance of coaching sessions

Service Requirements

The Service Provider shall (as a minimum) meet the targets below. Further SLA's may be agreed between the Parties as the Scheme develops and as part of a commitment to continuous improvement:

1. Acknowledgement of individual 'instruction' for coaching within one business day of referral.
2. Aim to dispatch introductory email and information to Participant: within 1 working day of receipt for coaching.
3. Participants are contacted by supplier not later than three business days after referral for coaching.
4. Organise and confirm the first meeting with a coach (as required), within three working days of the above. This may take longer if a specific specialism or coach is needed. If there is a delay in matching, this will be communicated with the participant.
5. The allocated coach will communicate with the participant as needed. If quality of communication concerns occur, this will be escalated to SWC lead responsible officer for coaching.
8. Collation and production of feedback will be undertaken prior to the completion of the evaluation report for the whole scheme. The Scheme Manager will agree dates with SCW.
9. At the point of leaving the Scheme all Participants will have received personal development workshops as requested by the scheme manager and 4 sessions of coaching. Participants will leave the scheme at the end of each financial year.
10. Participants' satisfaction with the services provided by SCW will be monitored and reported. If satisfaction concerns are raised, this will be reviewed and acted upon by SCW responsible lead officer for the scheme.
11. All sessions provided by SCW will be delivered by 31st March of each financial year.

Reporting Requirements

The Service Provider shall:

1. Provide a named account manager responsible for update and reporting to the Scheme manager
2. SCW will provide an update to the scheme Manager via email each month. This data will be captured on a excel spread sheet. SCW and Scheme Manager will decide and agree the detail required to be share.
3. SCW and Scheme Manager will hold monthly 30minute online catch-up meetings to raise any queries and to ensure all arrangements are operating as outlined

4. SCW will report any concerns as and when required with the Scheme Manager.
5. SCW will ensure outcome measures are reported to the scheme manager (these will be pre-agreed with the Scheme Manager).
6. Monthly itemised invoicing of services will be required. Details, processes of invoicing will be pre agreed with the Scheme Manager
- 7.

Diversity and inclusion

The Service Provider shall ensure compliance at all times with the Equality Act 2010 and shall apply an approach to diversity and inclusion which genuinely respects, promotes, and models good practice in diversity and inclusion.

Safeguarding & Governance

Due to the vulnerable nature of some of the Participants, those providing specialised support will need ensure robust safeguarding measures. These measures will be pre agreed and arranged with the Scheme Manager.

In addition, clinicians providing services for the scheme shall be able to demonstrate membership and adherence with an established supervisory body and code of conduct e.g., Health and Care Professionals Council (HCPC), European Mentoring and Coaching Council (EMCC), Association for Coaching, British Psychological Society (BPS). The Service Provider is responsible for identifying the relevant services and associated bodies in the proposals.

Oversight of the Scheme is provided by the Speaking Up Support Scheme team and the relevant NHSE governance arrangements. This contract should be read in-line with NHSE Terms and Conditions for SCW and the delivery of services SCW will provide for this scheme as outlined above.

Optional Services required

Other public health authorities in England may order from this contract with the written authority of the Customer.

Tender Response (LOT 2 Career Support Services)

1. Please outline your experience working with vulnerable and diverse individuals from NHS background who want to move forward in their personal and professional lives.

Your response should include:

- *A description of your previous experience with specific reference to the requirements of the Lot*
- *skills obtained.*
- *Evidence of working with diverse groups*
- *Evidence of working with NHS workforce*
- *Your commitment to Equality Diversity & Inclusion*

SCW has significant experience of working with vulnerable and diverse individuals from NHS background who want to move forward in their personal and professional lives. We have supported people from minoritised and marginalised communities within NHS Trusts, Integrated Care Boards, and a range of national organisations including Health Education England and NHS England. Our team of specialists in equality, diversity, inclusion and wellbeing come with decades of experience of working with people of Black, Asian and Minority Ethnic backgrounds, women, and people with disabilities to overcome systemic and interpersonal barriers that interfere with their career progression.

An example of previous experience includes work with Gloucestershire ICS who identified an issue, when their staff survey revealed concerns that the ICS did not provide equal opportunities for career progression or promotion across all staff groups and levels. Our challenge was to devise an intervention to support greater levels of sustainable inclusion across the ICS, addressing social, organisational, and psychological barriers, which restricted certain colleagues from progressing in their careers.

SCW was to be responsible for the design, development, delivery, and evaluation, of a learning programme, working in partnership with the ICS OD Team. The members of the SCW delivery team were drawn from across HR, Workforce, EDI, and OD. As a team, we sought to achieve the following:

- *A detailed understanding of the challenges facing racially minoritised staff working in the ICS, using this insight to inform the subsequent design of the programme.*
- *Working with the ICS to co-design the programme in terms of content, delivery, and learning methods.*
- *Delivering the programmes via MS Teams in a way that fulfilled the accessibility and learning needs of all participants.*
- *Evaluating the impact of the programme, with metrics that indicated the effectiveness of the programme in achieving the stated objectives and wider desired outcomes.*

Skills obtained

Our highly qualified team of race, gender and disability equity specialists have gained a range of skills in their delivery of programmes focused on supporting people to move forward in their personal and professional lives.

Skills include:

- *Taking a trauma informed approach to discussing sensitive topics such as discrimination and harassment*
 - *Expert facilitation skills to create psychologically brave and safe spaces to share lived experiences*
- C152213 NHS England Delivery of the National Freedom to Speak Up Support Scheme Framework and a pilot scheme at Integrated Care System level*

South, Central and West CSU response to Question 1

- *Providing a framework for discussions about biases and privilege, to ensure that people from all backgrounds can relate to, and challenge discrimination in all its forms.*

Evidence of working with diverse groups and within the NHS workforce

Our EDI practitioners have worked with colleagues from all walks of life across the NHS. This includes working with Senior Leadership Teams and Non-Executive Directors, and specific staff groups in front line services.

For example, we worked with people from racially minoritised backgrounds at Gloucester ICB and supported them to establish and launch a Black, Asian and Minority Ethnic staff network. We have worked with International Nurses predominantly from India when supporting The Walton Centre NHS Trust to undertaking a review of race related experiences in their clinical settings. We have also supported North Bristol Trust over the last 18 months to support people from across their clinical divisions to Build a Culture of Conscious Inclusion and address discrimination in the workplace.

Our Wellbeing practitioners have experience in supporting Gypsies and Travellers (conducting a Health Needs Assessment) and also established peer support behaviour change (Health Trainer) programmes in the prison, probation and deprived community settings, including training individuals to be able to support others. We offer a Mental Health First Aid (MHFA) Instructor and mindfulness teacher which bring a person-centred approach and understanding of mental wellbeing and ill-health. We understand the intrinsic link between advancing EDI and advancing wellbeing of the whole workforce. In addition, we offer experience of workforce development career conversations for NHS and Public Health workforces, using coaching skills to support people to progress personally and professionally.

We have impacted many hundreds of people from different genders, ethnic backgrounds, abilities and levels of seniority in our EDI & Wellbeing provision.

Other relevant case studies: Helping Health Education England to embrace inclusive recruitment

Our commitment to Equality Diversity & Inclusion

At SCW we truly value equality, diversity and inclusion. We want to ensure that this is an equitable workplace where wellbeing is at the heart of everything we do and employees are encouraged to be their extraordinary selves and thrive.

In September as part of National Inclusion week 2022, we announced our five leading steps towards belonging as key areas of focus, sitting at the heart of our EDI&W strategy. These steps will span the focal point of our work continuing towards building a culture of belonging up to March 31 2024.

We publish a range of information to describe our commitment to equality, diversity and inclusion and the actions we are taking in pursuit of these aims. More information about our commitment to Equality, Diversity & Inclusion

2. Please outline your experience and approach to data collection and analysis and how this relates to the requirements of this programme.

Your response should include:

- *A description of your previous experience of data analysis.*
- *How your experience relates to those who experience challenges in the workplace*
- *How you will work with the Scheme Management Team (NHSE) to ensure appropriate data interpretation and analysis.*

Confidentiality and safeguard measures should also be outlined.

SCW has significant experience of data collection and analysis. Some notable examples are provided below.

Freedom to Speak Up Challenges and Support Needs in Primary Care

To achieve a greater understanding of the Freedom to Speak Up (FTSU) challenges and support needs in primary care, NHS England have conducted a review. That review consisted of further research with FTSU Guardians already working in primary care, to understand the success factors, barriers and support needs for embedding FTSU arrangements in primary care.

NHS South Central and West Commissioning Support Unit (SCW) was commissioned by NHS England as part of the review. SCW's role was to design and carry out the engagement process with stakeholders and deliver an analysis report to present the overall engagement findings.

The method of engagement was a series of focus groups and one-to-one semi-structured interviews.

As part of the research, the project engaged with 47 participants covering:

- *A range of Primary Care organisations (General Practice, Pharmacy, Dentistry and Optometry).*
- *Organisations at different stages of FTSU maturity.*
- *Organisations adopting different FTSU models.*
- *Individuals who are identified FTSU Guardians.*
- *Individuals who are responsible for ensuring FTSU systems and process are in place.*

The topics and structure of the focus groups and one-to-one interviews were co-designed with the involvement of four existing FTSU Guardians.

To ensure the validity and robustness of data gathering during the focus groups and one-to-one interviews, the following measures were put in place:

- 1. Advice was sought from SCW specialists on qualitative and quantitative research to ensure the approach met best practice principles.*
- 2. Several facilitators were involved in the facilitation of the focus groups and one-to-one interviews.*
- 3. Individual facilitators undertook no more than ten hours of interviews to minimise sub-conscious bias and assumption creep.*
- 4. All interviews were recorded (with the permission of the participants) to aid with thematic analysis.*
- 5. Facilitators met weekly during the engagement phase which provided a checkpoint and to act as "critical friends" to the internal project team.*

On completion of focus groups and one-to-one interviews, a thematic analysis of the transcripts and recordings was conducted by the project team. Themes and supporting quotes from participants were identified which were further tested by the facilitators and reviewed by the Working Group.

C152213 NHS England Delivery of the National Freedom to Speak Up Support Scheme Framework

and a pilot scheme at Integrated Care System level

South, Central and West CSU response to Question 2

Six themes emerged following analysis of the data along with successes and barriers for FTSU arrangements. The report concluded by making 11 recommendations building on the successes and addressing the barriers described by participants.

Project governance was provided as follows:

A Monthly Steering Group which approved the project specification and delivery plan, and provided project oversight including key stages and approvals, and the project risk register.

A Weekly Working Group with representatives from the NHS England FTSU team and primary care team, the FTSU National Guardians Office and SCW project team provided support and scrutiny on weekly progress.

The core Project Team consisted of SCW employees. The Project Team was responsible to delivering the project plan. Additional support was provided by SCW subject matter experts as and when the project required. These included a communications specialist, an evaluation specialist, and trained facilitators.

NICE

During 2021-22 NICE conducted research (via listening events) into the views of existing committee members about their experiences as part of this research SCW CSU were commissioned by NICE to run a series of surveys amongst existing and potential committee members.

Specific objectives in relation to diverse representation in committee membership included:

- Understanding challenges experienced by committee members from BAME backgrounds to create a supportive and inclusive culture*
- Addressing disadvantages faced by committee members from diverse backgrounds*
- Creating diverse committees representative of our population*

In support of these objectives NICE commissioned SCW to support and inform the listening events and deliver the following activities:

- 1. Review to understand current committee membership profile and target profile*
- 2. Design a survey to support listening events aimed at current committee membership focusing on enablers and barriers to representation*
- 3. Design survey aimed at potential pool of committee members from diverse background*
- 4. Build and test surveys (mix of quantitative and qualitative questions, balancing brevity with breadth of detail to make it meaningful)*
- 5. Promote surveys via multiple NICE and SCW channels*
- 6. Analyse survey results*
- 7. Write and present report to NICE*

3. Please outline your delivery model for the scope of services required for this Lot.

Your response should include:

How you will work with the Scheme Management Team (NHSE)

[NHS Terms and Conditions for the Provision of Services \(Contract Version\) \(August 2022\)](#)

Your methodology to deliver the Lot.

Who will be involved and their experience.

How you will communicate with vulnerable and diverse individuals

Your communications process in relation to the programme

How you will feedback/evaluate any necessary findings

How you will work efficiently with the Scheme Management Team (NHS) and other providers of the framework, and in a timely manner, including proposed reporting arrangements

NHS SCW (South, Central and West Commissioning Support Unit) has a trusted history of working with NHS organisations to support coaching, mentoring and a speaking up culture. We recently completed a project for NHSE on Freedom to Speak Up in Primary Care, developing an extensive understanding of the aims and objectives, and the sensitivities involved for staff who have experienced it. We have also recently secured a contract in the South-West NHS to deliver 500 hours of coaching for 100 Midwives and Obstetricians, therefore are well placed/qualified to deliver this work for you. We will detail our team and their coaching experience and qualifications in Question 4, with example biographies. We have only detailed a couple of examples of the work that our People Directorate delivers. To read more about our organization and its wider range of services, please click [here](#). We have a bespoke approach with each customer, which fully understands their needs and requirements, aligning with structured phases of discovery, design, delivery, and evaluation. We will support efficient delivery of the programme with resource from a Senior OD (Organisational Development) Programme Manager, OD Partner/s and an OD Coordinator, the latter who will provide administration and organisation expertise. Example biographies are included in our response to question 4.

Discovery phase – May 2023. We would start with a project launch call to scope out and fully plan your requirements. This would include discussing frequency and methods of communication/interactions, regular reporting, a working group and agreed ways of working. We would also complete a thorough stakeholder analysis and discover any senior level sponsorship/championship that will assist engagement of the programme. The aim of the discovery phase will also be to fully understand what the SUSS (Speaking Up Support Scheme) participant coaching needs are. We understand from the brief that the SMT (Scheme Management Team) will have completed an application and interview process of future participants, we would use this data to inform the needs analysis. If further analysis is required, we can use a both quantitative and/or qualitative research methods and practices, depending on what suits you to gather more data. We understand from the brief that there may be sensitivities, vulnerabilities, and diversities in this group, of past and present NHS staff, therefore it will be especially important for us to understand the compassionate approach that may be required, to enable for coaching to begin, and focussing on creating the psychological safety/trust from the outset. In SCW, we have a range of subject matter experts that we can enlist to help us design the best approach for this programme, these are*

[NHS Terms and Conditions for the Provision of Services \(Contract Version\) \(August 2022\)](#)

Equality, Diversity and Inclusion and Health and Well-Being. The brief explains that there is a cohort who have completed the SUSS from the 10th of September 2022 to May 2023, we could also utilise this data to inform what has worked well with coaching, and there any opportunities to improve. All of this will ensure impactful and measurable outcomes are identified and achieved at this early stage, informing the evaluation phase.

Design phase – May/June 2023. This phase would fully involve you in the co-design of the programme, with regular communication and discussions, the frequency of which can be agreed with the SMT. We would incorporate the rich data gained from the discovery phase to inform the design. We would also ensure that the content and feedback from the SUSS Personal Development programme, that would be running concurrently is included. For example, there is a proposal for a group coaching session, where participants could share optionally in a safe space, any learnings from these 121 coaching sessions.*

Delivery phase – June onwards for 2023 (1st cohort), then dates to be agreed for 2 years after. We understand from the brief that there will be 30 participants requiring coaching per year, over a 3-year period until April 2026. Our qualified coaches (Level 5 and 7), utilise several coaching tools and techniques depending on their coachees needs. From the discovery and design phases we would analyse which may or may not be most useful to this group and consider any sensitivities. For each coachee, we propose this virtual approach: - (1) A half an hour initial coaching chemistry session for them to meet, get to know each other and build rapport and establish the comfort and safety required for the relationship to begin. This may include discovering values and themes that are important to the coachee (e.g. openness, safety) and agreeing the frequency and timing of the sessions. (2) The coachee will then receive 4 x 1 hour coaching sessions, we envisage this will be once a month in frequency, but it can be tailored to each coachee (3) Each coach would also require 2 hours of preparation, review and follow up over the 4 sessions. This could include sending useful tools and documents to the coachee as something helpful for them to explore in between each session. (4) Each coach has been costed to provide 6.5 hours of support per coachee overall. Within this delivery phase regular communication and reporting will be occurring with the SMT and SCW teams.*

Evaluation phase – January/February 2024. Evaluation will occur in several ways, firstly as the coaching sessions are being delivered, as the coaches gain feedback and incorporate this into their independent coaching supervision process, which provides a check and balance from their professional coaching organisation. We can centrally gather feedback independently of the coachees, and to complete this at a half-way point when they have had 2 coaching sessions, by way of an online survey or by offering a brief telephone call, depending on their preferences. Then again, once the 4 coaching sessions have been completed. Once this full data has been gathered, an analysis would be completed at the end of the first year, and feedback organised with the SMT. This can be repeated on an annual basis. We could complete some analysis 3,6,12 months later to establish impact.*

**These are indicative timescales and can be adjusted to your needs and requirements*

4. Please summarise your organisation's capacity and resource availability to meet the requirements of this project and describe your project management arrangements (including a 3 year programme outline).

Your response should include:

- Details of your project team, including a summary of relevant skills and experience
- Essential Qualifications
-
- South, Central and West (SCW) is an NHS organisation providing support and transformation services to health and care systems. Our purpose is to support you to achieve the best possible outcomes for people, communities and populations. We are a non-profit making part of the NHS, with shared values and goals for healthier, happier lives. Our 1,500 dedicated staff cover a wide area across the south of England but we also work nationally, acting as system partners, joining the dots between health and care through service transformation and essential system support. With deep roots in the health and social care system, we have a clear perspective on both current and future challenges, and a passion for supporting our customers to address them. We use a matrix working approach which sees staff thrive in multi-disciplinary teams, assigned by customer need, and able to call on colleagues across the organisation for a huge breadth of specialist expertise and support. Our own set of organisational values underpin everything we do. Our philosophy and approach are driven by our values of Patients First, Respectful, Insightful, Aspirational and Collaborative. These are demonstrated through our coaching approach to delivery, focussed on co-design and co-production, and collaborating with kindness and respect. The SCW approach to programme design and delivery reinforces our commitment to our values and we are passionately committed to providing a psychologically safe environment for all participants. In our communication with participants, we will be upfront about these, and use them to frame our ground rules for operating together throughout the design and delivery of your programme of development: SCW's Organisational Development (OD) team consists of more than 20 highly motivated, pragmatic and delivery focused individuals. We work with our customers and partners in a collaborative way, co-designing and co-producing development solutions that enable individuals and teams to achieve their goals. The OD team has a blend of extensive health & care experience as well as commercial experience. We have the expertise to create a bespoke experience for you. Our specialists hold a range of qualifications from master's degrees and Diplomas in OD, as well as qualifications and accreditations for range of tools such as MBTI (Myers Briggs Type Indicator), Belbin Team Roles, Hogan Personality & Development Inventories, Type Coach, Clarity 4D (Communications & Relationships). To deliver your needs, we will call on colleagues from across the breadth of specialist expertise within SCW as needed led by a core delivery team from our OD specialists. More about our OD team: Organisational Development - NHS SCW Support and Transformation for Health and Care (scwcsu.nhs.uk) Some example biographies from our OD team are:
- OD Programme Director - A highly experienced OD & HR practitioner, joining SCW in April 2013, with more than 7 years NHS experience within both healthcare provider and commissioning organisations. In addition, they have over 15 years of commercial and public sector experience in HR, OD, Change Management, Leadership and Management development, including 7 years working for a consultancy firm as a Senior Business Consultant. MSc in Management Development, CIPD qualified, PG Cert in Organisational Leadership. They were Programme Lead for phase 1 of the NICE case study detailed in Section B, which included organisation re-design programme, working

with Executive Team to define future requirements and engage workforce contribution & commitment. They were also Programme Lead for the NHSx Senior Leadership development programme, alongside a variety of other assignments. Senior OD Programme Manager - An OD, LD (Leadership Development) and L&D (Learning and Development) expert, who has over 20 years' experience, both the private and public sectors. Previous role being an OD and L&D Lead for an ICB. Qualifications include (1) BA (Hons) in Business and Quality Management, specialising in Human Resources (2) CIPD - Chartered Institute of Personnel and Development (3) Level 5 - Coaching and Mentoring (4) Qualified to deliver interventions such as MBTI Step 1 & 2, Belbin Team Roles, Affina Team Journey, NHS 360 degree feedback and recently qualified in virtual facilitation skills (Black Gazelle Consulting). They have years of experience facilitating both face to face and virtual sessions, group and 121's, including Action Learning Sets, NHS Leadership Support Circles and a Line Manager Development Programme for an ICB, which included sessions on Personal Development. They have an acute understanding of the full cycle including discovery, design, delivery and evaluation, and the complexities of the implementation of such programmes within the NHS. Recent experience in SCW has included working on a ICB Culture diagnostic. In their ICB role, they successfully delivered multiple projects to support the cultural integration, including building an integrated set of organisational values, a coaching skills programme for leaders and the Staff Engagement Survey results. An advocate of the OD Partner – Affiliate CIPD. NLP Master Practitioner. Qualified Coach – Advanced certificate in Executive Coaching – Human Technics. Insights Practitioner (psychometric profiling). Facilitation, Learning & development – facilitating sessions for a Line Manager Development programme in an ICB. Experienced project manager. OD diagnostic methodologies. OD Coordinator - First Class BSc Degree in Psychology, Distinction graded MSc in Mental Health Studies, Designed, conducted and evaluated peer-led workshops for carers in conjunction with South London and Maudsley NHS' PEACE pathway , Experienced in managing and motivating a team, providing one to one supervision and direction with targeted goals and personal development plans . Conducting service audits and supporting teams to improve overall key performance indicators. Currently completing an Operational Departmental Managing diploma, and Level 5 ILM Qualification

5. Please describe how you will aim to achieve net zero carbon emissions, describing what carbon reduction measures and procedures you have in place/propose to put in place through the life of the contract.

Through the delivery of this contract we will apply the commitments and best practice identified in our Green Plan:

- A strong culture of agile working through web conferencing, teleconferencing and phone calls, and if travel is needed using public transport or car-sharing where possible and monitoring and managing staff travel against mileage limits. This significantly reduces the need for and volume of travel.
- Leading digital transformation projects to facilitate the move to virtual consultations, development of apps for patient care and other areas, improving patient care at the same time as supporting a reduction in travel and associated carbon.

- IT equipment recycling and reuse schemes are in place, for example, laptops are donated to charities to extend their lifespan.
- Energy-saving features including motion sensor lighting fitted in many offices.
- Cutting plastic by removing plastic cups from water dispensers.
- Recycling facilities are available on most sites.
- Actively contributing to a paperless NHS, with a significant reduction seen during 2020/21 associated with the pandemic.

To deliver Net Zero, we will focus our work on four areas:

Reducing as far as possible the resources required in the first place. This includes embracing agile working and route planning for staff to reduce the need for travel and working with our landlords to help reduce the amount of electricity and gas we consume within the buildings we occupy.

Moving away from single-use items to items that can be reused or reprocessed and reusing and redistributing furniture and other items instead of purchasing new.

Where resources use is essential, we must reduce carbon intensity as far as possible. This might include encouraging the use of more sustainable forms of travel, such as cycling and walking, to reduce private vehicle use, or working with landlords to support our buildings to be powered by more sustainable energy sources.

In due course and in line with any government or NHSEI guidance, we will consider the potential for offsetting any emissions that we cannot reduce in other ways, and with a focus on investing in projects that directly benefit patient communities as well as the environment.

Over the longer term, we are working to Net Zero commitments, including:

- Ensuring our office places are low carbon and protect local biodiversity whilst supporting the wellbeing of staff, visitors and our local community.
- Ensuring the transport and travel that links our care and our communities is low cost, low carbon and conducive to good health and wellbeing.
- Respecting our health and natural resources by creating an ethical and circular supply chain. Key success measure to 2025: deliver a measurable reduction in carbon emissions associated with our supply chain.
- Empowering and engaging people to create change towards our path to net-zero..

6. Please demonstrate how you support health and wellbeing, including physical and mental health, for your colleagues and how you identify and tackle inequality in employment, skills and pay within your workforce.

Supporting health and well-being: SCW has a dedicated EDI & Wellbeing team working in collaboration with People Services towards our shared goal of [Building a Culture of Belonging](#). Last year, we released our 5 Leading Steps to achieve this: Equitable, diverse, inclusive recruitment and talent development, Create equality, diversity, inclusion and well-being immersion and enrichment opportunities, Look after our people, Develop an agile and inclusive workplace and Get the basics right. To support employees to maintain their well-being, SCW offers a flexible, hybrid approach to working to support the maintenance of a healthy work-life balance. Within SCW there is a range of mental health and well-being provisions available to colleagues, aimed at tackling a wide range of our workforce's needs. These include Employee Assistance Programme (EAP), a dedicated Wellbeing Portal, My Healthy Advantage App, Mindfulness Sessions and Wellbeing Sessions (A dedicated safe space to openly talk about mental health and wellbeing, therefore removing the stigma). If colleagues are struggling with their well-being, SCW has a host of resources that employees can access, including a suite of well-being and mental health resources and offers on our employee portal and an EAP offering a 24/7 helpline, self-help resources and counselling. We also have Freedom to Speak Up Guardians, a well-being group and over 50 trained Mental Health First Aiders offering many avenues to seek support. We have embedded a guide to having well-being conversations alongside our stress risk assessment tool in our manager's toolkit to help managers support employees. To support colleagues in maintaining good physical health while at work, we also have DSE training, assessment & support for correct work setup at home. In order to keep in tune with our employees' experience, we also have a monthly well-being survey that colleagues can respond to at any time. This gives us insights into trends, topics to include in future Time to Talk sessions and resources to add to our employee portal.

Identifying & tackling inequality: To help us identify and tackle inequality within our workforce, we utilise annual statutory reporting tools including the Gender Pay Gap, Workforce Race Equality Standard and Workforce Disability Equality Standard. These reports review representation of gender, ethnicity, and disability across pay bands as well as additional measures to better understand the different experiences of our employees. Recommendations and actions from these reports have been incorporated into a single action plan agreed through consultation with employee networks to ensure we are addressing issues most pressing to our colleagues. Whilst no national reporting tool currently exists for employees who identify as LGBTQIA+, we intend to establish an annual reporting mechanism to better understand the representation and experiences of LGBTQIA+ colleagues. Alongside this, we complete a deep dive into our annual staff survey insights.

We have also, introduced an accessibility toolbar across our internal platforms which supports various accessibility needs. We also, completed inclusive access audits for our workspaces to reduce barriers for people returning to the office.

7. Please describe how you support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications for your colleagues.

cornerstone of SCW's ethos is the recognition that we are our people. Our diverse, talented workforce is our crown jewel, and SCW strives to foster a purposeful learning culture in which colleagues are continually supported and enabled to expand their capacity and

capability for focused learning and empowered to apply this in the context of their roles to best meet current and future client needs.

There are several recent examples to share relevant to this contract, and these include:

Formalising our expertise in project, programme and change management

SCW provide transformation and support services within health and care systems, and as such, we are extensively experienced in delivering the full life cycle of project, programme and change management. To continue working to best practice and to formalise a collective approach, a significant investment was made in 2021/22 to support the development of over 340 staff in attaining practitioner accreditation for a range of internationally recognised accreditations:

- AGILE Foundation and Practitioner Accreditation*
- Lean Six Sigma Accreditation*
- APMG Change Management Foundation and Practitioner Accreditation*

Embedding evidence-based, improvement approaches for solving complex problems

We have a strong organisational focus on efficiency, effectiveness and improvement, and are proudly accredited by the national Quality, Service Improvement and Service Design (QSIR) team to deliver the wide curriculum of QSIR programmes for SCW staff, embedding continuous improvement approaches and principles within both our internal and external ways of working.

Enabling a coaching and mentoring culture

The development of coaching and mentoring in SCW serves a dual purpose; we have a strong network of accredited coaches and mentors who support and deliver interventions at individual, group and organisational levels, as well as an internal offering to support professional and personal development. Staff within SCW are assigned a career development manager, which looks to build on the traditional line manager relationship and bring a greater focus to talent development.

Investing in personal development at every level for every preference

SCW have partnered with a range of leading providers to enable SCW colleagues to access a wealth of learning, opportunities and current thinking. These include HPMA, NHS Elect, The Leadership Academy, Apprenticeships, Affina Team Journey, Myers Briggs and Clarity 4D psychometric instruments, and a range of internally designed workshops, programmes and resources.

Tender Response (LOT 3 Development Workshops)

1. Please outline your experience working with vulnerable and diverse individuals from NHS background who want to move forward in their personal and professional lives.

Your response should include:

- A description of your previous experience with specific reference to the requirements of the Lot*
- skills obtained.*

- *Evidence of working with diverse groups*
- *Evidence of working with NHS workforce*
- *Your commitment to Equality Diversity & Inclusion*

SCW has significant experience of working with vulnerable and diverse individuals from NHS background who want to move forward in their personal and professional lives. We have supported people from minoritised and marginalised communities within NHS Trusts, Integrated Care Boards, and a range of national organisations including Health Education England and NHS England. Our team of specialists in equality, diversity, inclusion and wellbeing come with decades of experience of working with people of Black, Asian and Minority Ethnic backgrounds, women, and people with disabilities to overcome systemic and interpersonal barriers that interfere with their career progression.

An example of previous experience includes work with Gloucestershire ICS who identified an issue, when their staff survey revealed concerns that the ICS did not provide equal opportunities for career progression or promotion across all staff groups and levels. Our challenge was to devise an intervention to support greater levels of sustainable inclusion across the ICS, addressing social, organisational, and psychological barriers, which restricted certain colleagues from progressing in their careers.

SCW was to be responsible for the design, development, delivery, and evaluation, of a learning programme, working in partnership with the ICS OD Team. The members of the SCW delivery team were drawn from across HR, Workforce, EDI, and OD. As a team, we sought to achieve the following:

- A detailed understanding of the challenges facing racially minoritised staff working in the ICS, using this insight to inform the subsequent design of the programme.
- Working with the ICS to co-design the programme in terms of content, delivery, and learning methods.
- Delivering the programmes via MS Teams in a way that fulfilled the accessibility and learning needs of all participants.
- Evaluating the impact of the programme, with metrics that indicated the effectiveness of the programme in achieving the stated objectives and wider desired outcomes.

Skills obtained

Our highly qualified team of race, gender and disability equity specialists have gained a range of skills in their delivery of programmes focused on supporting people to move forward in their personal and professional lives.

Skills include:

- Taking a trauma informed approach to discussing sensitive topics such as discrimination and harassment
- Expert facilitation skills to create psychologically brave and safe spaces to share lived experiences

C152213 NHS England Delivery of the National Freedom to Speak Up Support Scheme Framework and a pilot scheme at Integrated Care System level South, Central and West CSU response to Question 1

- Providing a framework for discussions about biases and privilege, to ensure that people from all backgrounds can relate to, and challenge discrimination in all its forms.

Evidence of working with diverse groups and within the NHS workforce

Our EDI practitioners have worked with colleagues from all walks of life across the NHS. This includes working with Senior Leadership Teams and Non-Executive Directors, and specific staff groups in front line services.

For example, we worked with people from racially minoritised backgrounds at Gloucester ICB and supported them to establish and launch a Black, Asian and Minority Ethnic staff network. We have worked with International Nurses predominantly from India when supporting The Walton Centre NHS Trust to undertaking a review of race related experiences in their clinical settings. We have also supported North Bristol Trust over the last 18 months to support people from across their clinical divisions to *Build a Culture of Conscious Inclusion* and address discrimination in the workplace.

Our Wellbeing practitioners have experience in supporting Gypsies and Travellers (conducting a Health Needs Assessment) and also established peer support behaviour change (Health Trainer) programmes in the prison, probation and deprived community settings, including training individuals to be able to support others. We offer a Mental Health First Aid (MHFA) Instructor and mindfulness teacher which bring a person-centred approach and understanding of mental wellbeing and ill-health. We understand the intrinsic link between advancing EDI and advancing wellbeing of the whole workforce. In addition, we offer experience of workforce development career conversations for NHS and Public Health workforces, using coaching skills to support people to progress personally and professionally.

We have impacted many hundreds of people from different genders, ethnic backgrounds, abilities and levels of seniority in our EDI & Wellbeing provision.

Other relevant case studies: [Helping Health Education England to embrace inclusive recruitment](#)

Our commitment to Equality Diversity & Inclusion

At SCW we truly value equality, diversity and inclusion. We want to ensure that this is an equitable workplace where wellbeing is at the heart of everything we do and employees are encouraged to be their extraordinary selves and thrive.

In September as part of National Inclusion week 2022, we announced our five leading steps towards belonging as key areas of focus, sitting at the heart of our EDI&W strategy. These steps will span the focal point of our work continuing towards building a culture of belonging up to March 31 2024.

We publish a range of information to describe our commitment to equality, diversity and inclusion and the actions we are taking in pursuit of these aims.

[More information about our commitment to Equality, Diversity & Inclusion](#)

2. Please outline your experience and approach to data collection and analysis and how this relates to the requirements of this programme.

Your response should include:

- *A description of your previous experience of data analysis.*
- *How your experience relates to those who experience challenges in the workplace*
- *How you will work with the Scheme Management Team (NHSE) to ensure appropriate data interpretation and analysis.*
- *Confidentiality and safeguard measures should also be outlined.*

SCW has significant experience of data collection and analysis. Some notable examples are provided below.

Freedom to Speak Up Challenges and Support Needs in Primary Care

To achieve a greater understanding of the Freedom to Speak Up (FTSU) challenges and support needs in primary care, NHS England have conducted a review. That review consisted of further research with FTSU Guardians already working in primary care, to understand the success factors, barriers and support needs for embedding FTSU arrangements in primary care.

NHS South Central and West Commissioning Support Unit (SCW) was commissioned by NHS England as part of the review. SCW's role was to design and carry out the engagement process with stakeholders and deliver an analysis report to present the overall engagement findings.

The method of engagement was a series of focus groups and one-to-one semi-structured interviews.

As part of the research, the project engaged with 47 participants covering:

- A range of Primary Care organisations (General Practice, Pharmacy, Dentistry and Optometry).
- Organisations at different stages of FTSU maturity.
- Organisations adopting different FTSU models.
- Individuals who are identified FTSU Guardians.
- Individuals who are responsible for ensuring FTSU systems and process are in place.

The topics and structure of the focus groups and one-to-one interviews were co-designed with the involvement of four existing FTSU Guardians.

To ensure the validity and robustness of data gathering during the focus groups and one-to-one interviews, the following measures were put in place:

1. Advice was sought from SCW specialists on qualitative and quantitative research to ensure the approach met best practice principles.
2. Several facilitators were involved in the facilitation of the focus groups and one-to-one interviews.
3. Individual facilitators undertook no more than ten hours of interviews to minimise sub-conscious bias and assumption creep.
4. All interviews were recorded (with the permission of the participants) to aid with thematic analysis.
5. Facilitators met weekly during the engagement phase which provided a checkpoint and to act as "critical friends" to the internal project team.

On completion of focus groups and one-to-one interviews, a thematic analysis of the transcripts and recordings was conducted by the project team. Themes and supporting quotes from participants were identified which were further tested by the facilitators and reviewed by the Working Group. C152213 NHS England Delivery of the National Freedom to Speak Up Support Scheme Framework and a pilot scheme at Integrated Care System level South, Central and West CSU response to Question 2

Six themes emerged following analysis of the data along with successes and barriers for FTSU arrangements. The report concluded by making 11 recommendations building on the successes and addressing the barriers described by participants.

Project governance was provided as follows:

A **Monthly Steering Group** which approved the project specification and delivery plan, and provided project oversight including key stages and approvals, and the project risk register.

A **Weekly Working Group** with representatives from the NHS England FTSU team and primary care team, the FTSU National Guardians Office and SCW project team provided support and scrutiny on weekly progress.

The core **Project Team** consisted of SCW employees. The Project Team was responsible to delivering the project plan. Additional support was provided by SCW subject matter experts as and when the project required. These included a communications specialist, an evaluation specialist, and trained facilitators.

NICE

During 2021-22 NICE conducted research (via listening events) into the views of existing committee members about their experiences as part of this research SCW CSU were commissioned by NICE to run a series of surveys amongst existing and potential committee members.

Specific objectives in relation to diverse representation in committee membership included:

- • Understanding challenges experienced by committee members from BAME backgrounds to create a supportive and inclusive culture
- • Addressing disadvantages faced by committee members from diverse backgrounds
- • Creating diverse committees representative of our population

In support of these objectives NICE commissioned SCW to support and inform the listening events and deliver the following activities:

1. Review to understand current committee membership profile and target profile
2. Design a survey to support listening events aimed at current committee membership focusing on enablers and barriers to representation
3. Design survey aimed at potential pool of committee members from diverse background
4. Build and test surveys (mix of quantitative and qualitative questions, balancing brevity with breadth of detail to make it meaningful)
5. Promote surveys via multiple NICE and SCW channels
6. Analyse survey results
7. Write and present report to NICE

3. Please outline your delivery model for the scope of services required for this Lot.

Your response should include:

How you will work with the Scheme Management Team (NHSE)

Your methodology to deliver the Lot.

Who will be involved and their experience.

How you will communicate with vulnerable and diverse individuals

Your communications process in relation to the programme

How you will feedback/evaluate any necessary findings

How you will work efficiently with the Scheme Management Team (NHS) and other providers of the framework, and in a timely manner, including proposed reporting arrangements

Phase One - Discovery in May 2023. We would start with a project launch call with you to scope out and fully plan your requirements. This would include discussing frequency and methods of communications/interactions and ways of working. We would also utilise these introductory calls to complete a thorough stakeholder analysis. The aim of the discovery phase will also be to fully understand what the SUSS (Speaking Up Support Scheme) participant needs are around the topic of Personal Development. We understand from the brief that the SMT (Scheme Management Team) will have completed an application and interview process of future participants, we could use this data to inform the exacting needs. If further analysis is required, we can use a mixture of both quantitative and qualitative research practices, including the following activities: 121 virtual/discovery conversations with structured questions, a bespoke diagnostic online questionnaire and facilitated virtual group listening events and using breakout groups to cater for all learning styles and needs. Should we be successful across Lot 2 and Lot 3, this work could be merged with discovery activities in Lot 3 to co-ordinate efforts. We understand from the brief that there may be sensitivities, vulnerabilities, and diversities in this group of past and present NHS staff attending this SUSS, spending the time to fully understand that is key to successful outcomes and shaping the design and delivery of the programme. The brief also mentions that recent participants have completed the programme from 10th September 2022 to May 2023, we could also utilise this evaluation data, to inform what has worked well and what are opportunities to improve. This data will then inform the design phase, ensuring impactful and measurable outcomes are identified and achieved at this early stage. **Phase Two - Design – May/June 2023 -** Using the diagnostic information gathered as part of the discovery phase, the programme of work will be developed in partnership with you and the SCW OD team. We are well placed to deliver on any number of topics on Personal Development with our wide range of qualifications and experience. **Phase 3 - Delivery – Cohort 1 & 2 - June 2023 – January 2024* and then rolling for the 2 cohorts in the years following.** *Please note that these are indicative timescales, and this can be flexed and adapted depending on your needs. We suggest that it would be most effective to have 2 cohorts of 15 people in a virtual learning setting, totalling 30 people per year for 3 years. The brief states the duration of the programme could be 9 months, so we have developed the proposal on that basis. Example month by month programme delivery schedules are detailed further in this response document, as well as the proposed costs. Throughout the delivery period, we will update the SMT Team, as per the agreed communication periods and mechanisms. **Phase 4 - Evaluation – February 2024 – April 2024.** The SCW OD team would ensure the discovery phase defines clear measures for evaluation, gained from both quantitative and qualitative research practices. This will be underpinned using the Kirkpatrick methodology which evaluates four levels of participant engagement: (1) Reaction – How did the respondents react to the programme? (2) What have they learnt and how have their skills improved? (3) Have the participants applied what they have learnt from the programme? (4) What benefits

have the NHS experienced because of the programme? An example SUSS programme is detailed in the Table below. All workshops are proposed to be delivered virtually and half day in length, but this can be adapted to your needs. Full day virtual workshops can be intense for participants. We therefore suggest making the interactions more “bite-size” to facilitate effective learning and cater for all

learning preferences.

Drawing on our skills and experience, a blended approach to learning could be delivered including combination of virtual group/classroom style learning and independent, online study and making good use of various tools and techniques including breakout rooms, collaborative whiteboards, polling etc. For example, the virtual sessions could be whole group and breakout groups, and then the independent reflective learning in the form of completing pre-work in between before the session. We could also support the independent learning with some online workspaces for the group to post and discuss their learnings, which would also facilitate a support network for the future following the programme ending. Proposed structure and content are provided below noting this should be informed by the findings from the Discovery. Where appropriate and relevant, workshops and content will cross reference other activities running in parallel across the SUSS, for example, career coaching.

1	June 2023	Introduction to the SUSS Personal Development Workshop Programme and introduction to each other: Getting to know each other, creating psychological safety in the group/with the facilitator. Start to build relationships and a network of support with each other. Reflecting on where they have been and where they are now. Sharing what they need from each other. What does Personal Development mean to me? Example activity - Lifeline exercise or my top 3 values?
2	July 2023	Building on my strengths: MBTI (Myers Briggs Type Indicator) online questionnaire completed prior to the session by each participant). Then a qualified MBTI facilitator from the SCW OD team delivers a session, focussing on building on their individual strengths and preferences.
3	September 2023	Building Confidence: Gaining feedback from others. The NHS 360-degree feedback tool could be used for this, or another feedback process could be designed.
4	October 2023	Building Resilience – a workshop focussed on this topic.
5	November 2023	Group Coaching Circle: Participants will have been receiving coaching concurrently alongside this programme. This group coaching circle format will allow them to reflect on their coaching

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January 2024

experience and share
what they have learnt.

**Moving forward and
focussing on the future:**

What's next for me?

What's My Personal

Development plan?

4. Please summarise your organisation's capacity and resource availability to meet the requirements of this project and describe your project management arrangements (including a 3 year programme outline).

Your response should include:

- *Details of your project team, including a summary of relevant skills and experience*
- *Essential Qualifications*
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- South, Central and West (SCW) is an NHS organisation providing support and transformation services to health and care systems. Our purpose is to support you to achieve the best possible outcomes for people, communities and populations.
- We are a non-profit making part of the NHS, with shared values and goals for healthier, happier lives.
- Our 1,500 dedicated staff cover a wide area across the south of England but we also work nationally, acting as system partners, joining the dots between health and care through service transformation and essential system support.
- With deep roots in the health and social care system, we have a clear perspective on both current and future challenges, and a passion for supporting our customers to address them.
- We use a matrix working approach which sees staff thrive in multi-disciplinary teams, assigned by customer need, and able to call on colleagues across the organisation for a huge breadth of specialist expertise and support.
- Our own set of organisational values underpin everything we do. Our philosophy and approach are driven by our values of Patients First, Respectful, Insightful, Aspirational and Collaborative. These are demonstrated through our coaching approach to delivery, focussed on co-design and co-production, and collaborating with kindness and respect.
- The SCW approach to programme design and delivery reinforces our commitment to our values and we are passionately committed to providing a psychologically safe environment for all participants. In our communication with participants, we will be upfront about these, and use them to frame our ground rules for operating together throughout the design and delivery of your programme of development:
- SCW's Organisational Development (OD) team consists of more than 20 highly motivated, pragmatic and delivery focused individuals. We work with our customers and partners in a collaborative way, co-designing and co-producing development solutions that enable individuals and teams to achieve their goals.
- The OD team has a blend of extensive health & care experience as well as commercial experience. We have the expertise to create a bespoke experience for you. Our specialists hold a range of qualifications from master's degrees and Diplomas in OD, as well as qualifications and accreditations for range of tools such as MBTI (Myers Briggs Type Indicator), Belbin Team Roles, Hogan Personality &

Development Inventories, Type Coach, Clarity 4D (Communications & Relationships).

- To deliver your needs, we will call on colleagues from across the breadth of specialist expertise within SCW as needed led by a core delivery team from our OD specialists.
- More about our OD team: [Organisational Development - NHS SCW Support and Transformation for Health and Care \(scwcsu.nhs.uk\)](https://scwcsu.nhs.uk)
- Some example biographies from our OD team are:
- **OD Programme Director** - A highly experienced OD & HR practitioner, joining SCW in April 2013, with more than 7 years NHS experience within both healthcare provider and commissioning organisations. In addition, they have over 15 years of commercial and public sector experience in HR, OD, Change Management, Leadership and Management development, including 7 years working for a consultancy firm as a Senior Business Consultant. MSc in Management Development, CIPD qualified, PG Cert in Organisational Leadership. They were Programme Lead for phase 1 of the NICE case study detailed in Section B, which included organisation re-design programme, working with Executive Team to define future requirements and engage workforce contribution & commitment. They were also Programme Lead for the NHSx Senior Leadership development programme, alongside a variety of other assignments. **Senior OD Programme Manager** - An OD, LD (Leadership Development) and L&D (Learning and Development) expert, who has over 20 years' experience, both the private and public sectors. Previous role being an OD and L&D Lead for an ICB. Qualifications include (1) BA (Hons) in Business and Quality Management, specialising in Human Resources (2) CIPD - Chartered Institute of Personnel and Development (3) Level 5 - Coaching and Mentoring (4) Qualified to deliver interventions such as MBTI Step 1 & 2, Belbin Team Roles, Affina Team Journey, NHS 360 degree feedback and recently qualified in virtual facilitation skills (Black Gazelle Consulting). They have years of experience facilitating both face to face and virtual sessions, group and 121's, including Action Learning Sets, NHS Leadership Support Circles and a Line Manager Development Programme for an ICB, which included sessions on Personal Development. They have an acute understanding of the full cycle including discovery, design, delivery and evaluation, and the complexities of the implementation of such programmes within the NHS. Recent experience in SCW has included working on a ICB Culture diagnostic. In their ICB role, they successfully delivered multiple projects to support the cultural integration, including building an integrated set of organisational values, a coaching skills programme for leaders and the Staff Engagement Survey results. An advocate of the **OD Partner** – Affiliate CIPD. NLP Master Practitioner. Qualified Coach – Advanced certificate in Executive Coaching – Human Technics. Insights Practitioner (psychometric profiling). Facilitation, Learning & development – facilitating sessions for a Line Manager Development programme in an ICB. Experienced project manager. OD diagnostic methodologies. **OD Coordinator** - First Class BSc Degree in Psychology, Distinction graded MSc in Mental Health Studies, Designed, conducted and evaluated peer-led workshops for carers in conjunction with South London and Maudsley NHS' PEACE pathway , Experienced in managing and motivating a team, providing one to one supervision and direction with targeted goals and personal development plans . Conducting service audits and supporting teams to improve overall key performance indicators. Currently completing an Operational Departmental Managing diploma, and Level 5 ILM Qualification

5. Please describe how you will aim to achieve net zero carbon emissions, describing what carbon reduction measures and procedures you have in place/propose to put in place through the life of the contract.

- *Please include:*
- *Information on how you will support collaboration between the NHS and wider partners to deliver wider social and economic outcomes*

Through the delivery of this contract we will apply the commitments and best practice identified in our [Green Plan](#):

- A strong culture of agile working through web conferencing, teleconferencing and phone calls, and if travel is needed using public transport or car-sharing where possible and monitoring and managing staff travel against mileage limits. This significantly reduces the need for and volume of travel.
- Leading digital transformation projects to facilitate the move to virtual consultations, development of apps for patient care and other areas, improving patient care at the same time as supporting a reduction in travel and associated carbon.
- IT equipment recycling and reuse schemes are in place, for example, laptops are donated to charities to extend their lifespan.
- Energy-saving features including motion sensor lighting fitted in many offices.
- Cutting plastic by removing plastic cups from water dispensers.
- Recycling facilities are available on most sites.
- Actively contributing to a paperless NHS, with a significant reduction seen during 2020/21 associated with the pandemic.

To deliver Net Zero, we will focus our work on four areas:

Reducing as far as possible the resources required in the first place. This includes embracing agile working and route planning for staff to reduce the need for travel and working with our landlords to help reduce the amount of electricity and gas we consume within the buildings we occupy.

Moving away from single-use items to items that can be reused or reprocessed and reusing and redistributing furniture and other items instead of purchasing new.

Where resources use is essential, we must reduce carbon intensity as far as possible. This might include encouraging the use of more sustainable forms of travel, such as cycling and walking, to reduce private vehicle use, or working with landlords to support our buildings to be powered by more sustainable energy sources.

In due course and in line with any government or NHSEI guidance, we will consider the potential for offsetting any emissions that we cannot reduce in other ways, and with a focus on investing in projects that directly benefit patient communities as well as the environment.

Over the longer term, we are working to Net Zero commitments, including:

- Ensuring our office places are low carbon and protect local biodiversity whilst supporting the wellbeing of staff, visitors and our local community.
- Ensuring the transport and travel that links our care and our communities is low cost, low carbon and conducive to good health and wellbeing.
- Respecting our health and natural resources by creating an ethical and circular supply chain. Key success measure to 2025: deliver a measurable reduction in carbon emissions associated with our supply chain.

- Empowering and engaging people to create change towards our path to net-zero.

6. Please demonstrate how you support health and wellbeing, including physical and mental health, for your colleagues and how you identify and tackle inequality in employment, skills and pay within your workforce.

Supporting health and well-being: SCW has a dedicated EDI & Wellbeing team working in collaboration with People Services towards our shared goal of [Building a Culture of Belonging](#). Last year, we released our 5 Leading Steps to achieve this: Equitable, diverse, inclusive recruitment and talent development, Create equality, diversity, inclusion and well-being immersion and enrichment opportunities, Look after our people, Develop an agile and inclusive workplace and Get the basics right. To support employees to maintain their well-being, SCW offers a flexible, hybrid approach to working to support the maintenance of a healthy work-life balance. Within SCW there is a range of mental health and well-being provisions available to colleagues, aimed at tackling a wide range of our workforce's needs. These include Employee Assistance Programme (EAP), a dedicated Wellbeing Portal, My Healthy Advantage App, Mindfulness Sessions and Wellbeing Sessions (A dedicated safe space to openly talk about mental health and wellbeing, therefore removing the stigma). If colleagues are struggling with their well-being, SCW has a host of resources that employees can access, including a suite of well-being and mental health resources and offers on our employee portal and an EAP offering a 24/7 helpline, self-help resources and counselling. We also have Freedom to Speak Up Guardians, a well-being group and over 50 trained Mental Health First Aiders offering many avenues to seek support. We have embedded a guide to having well-being conversations alongside our stress risk assessment tool in our manager's toolkit to help managers support employees. To support colleagues in maintaining good physical health while at work, we also have DSE training, assessment & support for correct work setup at home. In order to keep in tune with our employees' experience, we also have a monthly well-being survey that colleagues can respond to at any time. This gives us insights into trends, topics to include in future Time to Talk sessions and resources to add to our employee portal.

Identifying & tackling inequality: To help us identify and tackle inequality within our workforce, we utilise annual statutory reporting tools including the Gender Pay Gap, Workforce Race Equality Standard and Workforce Disability Equality Standard. These reports review representation of gender, ethnicity, and disability across pay bands as well as additional measures to better understand the different experiences of our employees. Recommendations and actions from these reports have been incorporated into a single action plan agreed through consultation with employee networks to ensure we are addressing issues most pressing to our colleagues. Whilst no national reporting tool currently exists for employees who identify as LGBTQIA+, we intend to establish an annual reporting mechanism to better understand the representation and experiences of LGBTQIA+ colleagues. Alongside this, we complete a deep dive into our annual staff survey insights.

We have also, introduced an accessibility toolbar across our internal platforms which supports various accessibility needs. We also, completed inclusive access audits for our workspaces to reduce barriers for people returning to the office.

7. Please describe how you support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications for your colleagues.

A cornerstone of SCW's ethos is the recognition that we are our people. Our diverse, talented workforce is our crown jewel, and SCW strives to foster a purposeful learning culture in which colleagues are continually supported and enabled to expand their capacity and capability for focused learning and empowered to apply this in the context of their roles to best meet current and future client needs.

There are several recent examples to share relevant to this contract, and these include:

Formalising our expertise in project, programme and change management

SCW provide transformation and support services within health and care systems, and as such, we are extensively experienced in delivering the full life cycle of project, programme and change management. To continue working to best practice and to formalise a collective approach, a significant investment was made in 2021/22 to support the development of over 340 staff in attaining practitioner accreditation for a range of internationally recognised accreditations:

- • AGILE Foundation and Practitioner Accreditation
- • Lean Six Sigma Accreditation
- • APMG Change Management Foundation and Practitioner Accreditation

Embedding evidence-based, improvement approaches for solving complex problems

We have a strong organisational focus on efficiency, effectiveness and improvement, and are proudly accredited by the national Quality, Service Improvement and Service Design (QSIR) team to deliver the wide curriculum of QSIR programmes for SCW staff, embedding continuous improvement approaches and principles within both our internal and external ways of working.

Enabling a coaching and mentoring culture

The development of coaching and mentoring in SCW serves a dual purpose; we have a strong network of accredited coaches and mentors who support and deliver interventions at individual, group and organisational levels, as well as an internal offering to support professional and personal development. Staff within SCW are assigned a career development manager, which looks to build on the traditional line manager relationship and bring a greater focus to talent development.

Investing in personal development at every level for every preference

SCW have partnered with a range of leading providers to enable SCW colleagues to access a wealth of learning, opportunities and current thinking. These include HPMA, NHS Elect, The Leadership Academy, Apprenticeships, Affina Team Journey, Myers Briggs and Clarity 4D psychometric instruments, and a range of internally designed workshops, programmes and resources.

Schedule 6

Commercial Schedule (LOT 2)

Commercial Schedule (LOT 3)

Schedule 7

Staff transfer

The optional parts of this Schedule 7 below shall only apply to this Contract where such parts have been checked.

Guidance: Four different scenarios could apply regarding staff transfer at the start of service delivery:

- 1. No staff transfer;*
- 2. Staff transfer from the Authority;*
- 3. Staff transfer from a third party supplier providing services which are fundamentally the same as the Services immediately before start of service delivery under this Contract; or*
- 4. Staff transfer both from the Authority and from a third party supplier.*

This Schedule contains wording depending on which circumstances apply and the notes below explain which wording to use for which scenarios.

If no staff transfer to the Supplier under TUPE check the box at Part A only.

If staff transfer from the Authority under TUPE check the boxes at Parts B and D.

If staff transfer from a current provider under TUPE (i.e. this is a second or third generation TUPE transfer) check the boxes at Parts C and D.

If staff transfer both from the Authority under TUPE and from a current provider under TUPE: check the boxes at Parts B, C and D.

Part A ☒ No staff transfer to the Supplier under TUPE (only applicable to the Contract if this box is checked)

- 1.1 The Parties agree that at the commencement of the provision of Services by the Supplier TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier.
- 1.2 If any person who is an employee of the Authority or a Third Party claims, or it is determined, that their contract of employment has been transferred from the Authority or Third Party to the Supplier or a Sub-contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned, then:
 - 1.2.1 the Supplier will, within seven (7) days of becoming aware of that fact, give notice in writing to the Authority;
 - 1.2.2 the Authority or Third Party may offer employment to such person within twenty-eight (28) days of the notification by the Supplier;
 - 1.2.3 if such offer of employment is accepted, the Supplier or a Sub-contractor shall immediately release the person from their employment;
 - 1.2.4 if after that period specified in Clause 1.2.2 of Part A of this Schedule 7 has elapsed, no offer of employment has been made by the Authority or Third Party, or such offer has been made by the Authority or Third Party but not accepted within a reasonable time, the Supplier or Sub-contractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person and shall (where relevant) be bound to apply Fair Deal for Staff Pensions in respect of any such person in accordance with the provisions of Part D of this Schedule 7.

Part B ☐ Staff transfer from the Authority under TUPE (only applicable to the Contract if this box is checked)

- 1.1 The Parties agree that the commencement of the provision of Services under this Contract shall give rise to a relevant transfer as defined in TUPE. Accordingly the contracts of employment of the Transferring Employees will transfer on the Transfer Date to the Supplier or any Sub-contractor pursuant to TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions.
- 1.2 The Supplier agrees, or shall ensure by written agreement that any Sub-contractor shall agree, to accept the Transferring Employees into its employment on the Transfer Date upon their then current terms and conditions of employment (including the right to continued access to the NHS Pension Scheme or access to a Broadly Comparable pension scheme which shall be dealt with in accordance with Part D of this Schedule 7) and with full continuity of employment.
- 1.3 The Supplier's agreement in Clause 1.2 of Part B of this Schedule 7 (and any subsequent agreement by any Sub-contractor), is subject to the right of any employee identified as a Transferring Employee to object to being transferred to the Supplier or any Sub-contractor.
- 1.4 The Supplier will, or shall ensure by written agreement that any Sub-contractor will:
 - 1.4.1 not later than twenty eight (28) days after issue of a written notice in writing to it from the Authority, provide the Authority with the information required under regulation 13(4) of TUPE. The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings that arise or result from any breach of this obligation;
 - 1.4.2 provide such assistance and information to the Authority as it may reasonably request to facilitate a smooth and efficient handover of the Transferring Employees to the Supplier or any Sub-contractor (including attendance at any meetings with Transferring Employees, trade unions and employee representatives);
 - 1.4.3 comply with its obligations to inform and, if necessary, consult with the appropriate representatives of any employees who are affected by the relevant transfer in accordance with regulation 13 of TUPE; and
 - 1.4.4 immediately following the Transfer Date comply with its obligation to consult with the appropriate representatives of the Transferring Employees about any Measures in accordance with regulation 13(6) of TUPE.
- 1.5 The Authority will on or before the Transfer Date:
 - 1.5.1 pay all wages, salaries and other benefits of the Transferring Employees (including any contributions to retirement benefit schemes) and discharge all other financial obligations (including reimbursement of any expenses) owing to the Transferring Employees in respect of the period before the Transfer Date;
 - 1.5.2 procure that any loans or advances made to the Transferring Employees before the Transfer Date are repaid to it;
 - 1.5.3 account to the proper authority for all PAYE tax deductions and national insurance contributions payable in respect of the Transferring Employees in the period before the Transfer Date; and

- 1.5.4 pay the Supplier the amount which would be payable to each of the Transferring Employees in lieu of accrued but untaken holiday entitlement as at the Transfer Date.
- 1.6 The Authority will:
 - 1.6.1 provide such assistance and information to the Supplier as it may reasonably request to facilitate a smooth and efficient handover of the Transferring Employees to the Supplier or any Sub-contractor, including the provision of all employee liability information identified in regulation 11 of TUPE in relation to the Transferring Employees; and
 - 1.6.2 comply with its obligations to inform and, if necessary, consult with the appropriate representatives of any employees who are affected by the relevant transfer in accordance with regulation 13 of TUPE.
- 1.7 The Authority shall indemnify and keep indemnified the Supplier in relation to any Employment Liabilities arising out of or in connection with any claim which arises as a result of any act or omission of the Authority in relation to the Transferring Employees prior to the Transfer Date save for where such act or omission results from complying with the instructions of the Supplier or Sub-contractor, including the Supplier or Sub-contractor failing to comply with its obligations under regulation 13 of TUPE, but only to the extent that such claim is brought by:
 - 1.7.1 any of the Transferring Employees (whether on their own behalf or in their capacity as employee representatives); or
 - 1.7.2 any trade union, staff association or staff body recognised by the Authority in respect of any of the Transferring Employees or any employee representatives acting on behalf of any of the Transferring Employees.
- 1.8 The Supplier shall be responsible for or shall procure that any relevant Sub-contractor shall be responsible from the Transfer Date for all remuneration, benefits, entitlements and outgoings in respect of the Transferring Employees and other Staff.
- 1.9 The Supplier shall indemnify and will keep indemnified the Authority in relation to any Employment Liabilities arising out of or in connection with:
 - 1.9.1 any act or omission of the Supplier or Sub-contractor on or after the Transfer Date (or any other event or occurrence after the Transfer Date) in respect of any Transferring Employee or Staff (including but not limited to any liability which arises because a Transferring Employee's employment with the Supplier or Sub-contractor is deemed to include their previous continuous employment with the Authority);
 - 1.9.2 any act or omission of the Supplier or Sub-contractor in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Authority's failure to comply with regulation 13 of TUPE;
 - 1.9.3 any allegation or claim by a Transferring Employee or any other employee of the Authority that in consequence of the transfer of Services to the Supplier

or Sub-contractor there has or will be a substantial change in such Transferring Employee's working conditions to their detriment within regulation 4(9) of TUPE; and

- 1.9.4 any allegation or claim that the termination of employment of any of the Transferring Employees or any other employee of the Authority whether on or before the Transfer Date which arises as a result of any act or omission by the Supplier or Sub-contractor save for where such act or omission results from complying with the instructions of the Authority.
- 1.10 If any person who is an employee of the Authority who is not a Transferring Employee claims or it is determined that their contract of employment has been transferred from the Authority to the Supplier or any Sub-contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned:
 - 1.10.1 the Supplier will, within seven (7) days of becoming aware of that fact, give notice in writing to the Authority;
 - 1.10.2 the Authority may offer employment to such person within twenty eight (28) days of the notification by the Supplier;
 - 1.10.3 if such offer of employment is accepted, the Supplier or Sub-contractor shall immediately release the person from their employment; and
 - 1.10.4 if after the period specified in Clause 1.10.2 of Part B of this Schedule 7 has elapsed, no offer of employment has been made by the Authority or such offer has been made by the Authority but not accepted within a reasonable time, the Supplier or Sub-contractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person from the Transfer Date.

Part C ☐ Staff transfer from a current provider under TUPE (only applicable to the Contract if this box is checked)

- 1.1 The Parties agree that the commencement of the provision of Services under this Contract shall give rise to a relevant transfer as defined in TUPE. Accordingly the contracts of employment of the Third Party Employees will transfer on the Transfer Date to the Supplier or a Sub-contractor pursuant to TUPE, the Cabinet Office Statement and (where relevant) Fair Deal for Staff Pensions.
- 1.2 The Supplier agrees, or shall ensure by written agreement that any Sub-contractor shall agree, to accept the Third Party Employees into its employment on the Transfer Date upon their then current terms and conditions of employment (and including (where relevant) the right to secure access or continued access to the NHS Pension Scheme or access or continued access to a Broadly Comparable pension scheme in accordance with Fair Deal for Staff Pensions (which shall be dealt with in accordance with Part D of this Schedule 7) and with full continuity of employment.
- 1.3 The Supplier's agreement in Clause 1.2 of Part C of this Schedule 7 (and any subsequent agreement by any Sub-contractor), is subject to the right of any Third Party Employee to object to being transferred to the Supplier or any Sub-contractor.
- 1.4 The Supplier will, or shall ensure by written agreement that any Sub-contractor will:
 - 1.4.1 not later than twenty eight (28) days after issue of a written notice in writing to it from the Authority, provide the Third Party with the information required under regulation 13(4) of TUPE. The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority and any Third Party indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings that arise or result from any breach of this obligation;
 - 1.4.2 provide such assistance and information to the Third Party as it may reasonably request to facilitate a smooth and efficient handover of the Third Party Employees to the Supplier or any Sub-contractor (including attendance at any meetings with Third Party Employees, trade unions and employee representatives);
 - 1.4.3 comply with its obligations to inform and, if necessary, consult with the appropriate representatives of any employees who are affected by the relevant transfer in accordance with regulation 13 of TUPE; and
 - 1.4.4 immediately following the Transfer Date comply with its obligation to consult with the appropriate representatives of the Third Party Employees about any Measures in accordance with regulation 13(6) of TUPE.
- 1.5 The Supplier shall be responsible for, or shall procure that any relevant Sub-contractor shall be responsible from the Transfer Date, for all remuneration, benefits, entitlements and outgoings in respect of the Third Party Employees and other Staff.
- 1.6 The Supplier shall indemnify and will keep indemnified the Authority and any Third Party in relation to any Employment Liabilities arising out of or in connection with:
 - 1.6.1 any act or omission of the Supplier or a Sub-contractor on or after the Transfer Date (or any other event or occurrence after the Transfer Date) in respect of any Third Party Employee or Staff (including but not limited to any liability which arises because a Third Party Employee's employment with the Supplier or a Sub-contractor is deemed to include their previous continuous employment with the Third Party);

- 1.6.2 any act or omission of the Supplier or a Sub-contractor in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Third Party's failure to comply with regulation 13 of TUPE;
 - 1.6.3 any claim or allegation by a Third Party Employee or any other employee of the Authority or Third Party that in consequence of the transfer of Services to the Supplier or a Sub-contractor there has or will be a substantial change in their working conditions to their detriment within regulation 4(9) of TUPE; and
 - 1.6.4 any claim or allegation that the termination of employment of any of the Third Party Employees or any other employee of the Third Party whether on or before the Transfer Date or not which arise as a result of any act or omission by the Supplier or a Sub-contractor save for where such act or omission results from complying with the instructions of the Authority.
- 1.7 The Authority shall use reasonable endeavours to transfer to the Supplier or any Sub-contractor the benefit of any indemnity it has from the Third Party.

Part D ☐ Provisions regarding pensions (only applicable to the Contract if this box is checked or Clause 1.2.4 of Part A of this Schedule 7 applies)

This Part D is designed to protect any Transferred Staff who before the transfer were either (a) employed by an NHS Body or other employer which participates automatically in the NHS Pension Scheme or (b) who transferred from the public sector under the old Fair Deal policy and who remain employed in connection with outsourced public services for more than 50% of their employed time with their new employer. These staff may have been through several changes of employer but they have been and remain continuously employed for more than 50% of their employed time in connection with the Services. These protected staff (who are often referred to as having 'Fair Deal' rights) are referred to in Part D as "Eligible Employees".

If the staff being transferred is thought not include any "Eligible Employees", Part D may not be relevant but should be included in case any such persons actually transfer. Note that staff recruited to work on the Services but who did not originate from an NHS Body or other employer which participates automatically in the NHS Pension Scheme, may be offered "access" to the NHS Pension Scheme by way of separate negotiation between the Authority, the Supplier and NHS Pensions. However, those staff do not enjoy the protection conferred by Fair Deal for Staff Pensions which Part D of this Schedule is intended to implement.

Further explanation of the provisions of Part D can be found in the Department of Health's Guidance on New Fair Deal, which can be accessed [here](#).

Broadly comparable pension benefits ☐ (Clause 1.4 of this Part D of this Schedule 7 only applies to the Contract if this box is checked or 1.2.4 of Part A of this Schedule 7 applies. For the avoidance of doubt, where this box is not checked, but the Part D box above is checked all of the provisions of this Part D of this Schedule 7 shall apply to this Contract except Clause 1.4 of this Part D of this Schedule 7)

Guidance: Clause 1.4 (Broadly Comparable Pension Benefits) will not be relevant to most contracts. In the vast majority of cases the Supplier and/or any relevant Sub-contractor(s) will either participate in the NHS Pension Scheme in respect of all Eligible Employees by securing a Direction Letter or be eligible to participate automatically in the scheme where they are an NHS Body by the time the Contract is entered into. Clause 1.4 will apply in the exceptional circumstances where the Authority permits the Supplier to enable relevant staff to have access or continued access to a Broadly Comparable pension scheme.

1 Pension protection for Eligible Employees

1.1 General

- 1.1.1 The Supplier shall procure that, if relevant, each of its Sub-contractors shall comply with the provisions in this Schedule 7 as if references to the Supplier were to the Sub-contractor.

1.2 Membership of the NHS Pension Scheme

- 1.2.1 In accordance with Fair Deal for Staff Pensions, the Supplier to which the employment of any Eligible Employee compulsorily transfers as a result of the award of this Contract, if not an NHS Body or other employer which participates automatically in the NHS Pension Scheme, shall on or before the Employee Transfer Date, each secure a Direction Letter to enable the Eligible Employees to retain either continuous active membership of or eligibility for, the NHS Pension Scheme, or as appropriate rejoin or secure eligibility for the NHS Pension Scheme for so long as they remain employed in connection with the delivery of the Services under this Contract.
- 1.2.2 The Supplier must supply to the Authority a complete copy of the Direction Letter as soon as reasonably practicable after the Employee Transfer Date.

- 1.2.3 The Supplier shall comply with the terms of the Direction Letter (including any terms which change as a result of changes in Law) for so long as it remains bound by the terms of the Direction Letter.
 - 1.2.4 Where any Staff (including any Transferred Staff) omitted from the Direction Letter supplied in accordance with Part D of this Schedule 7 is subsequently found to be an Eligible Employee, the Supplier (or its Sub-contractor if relevant) will ensure that that person is treated as an Eligible Employee from the Employee Transfer Date so that their Pension Benefits and Premature Retirement Rights are not adversely affected.
 - 1.2.5 The Supplier shall ensure that all data relating to the Eligible Employees and the NHS Pension Scheme is up to date and is provided to the Authority as requested from time to time.
- 1.3 Contributions payable
- 1.3.1 The Supplier shall pay to the NHS Pension Scheme all such amounts as are due under the Direction Letter and shall deduct and pay to the NHS Pension Scheme such employee contributions as are required by the NHS Pension Scheme.
 - 1.3.2 Where during the Term the standard employer contribution rate which the Supplier is required to pay into the NHS Pension Scheme pursuant to the terms of its Direction Letter is increased to a rate which is over and above the rate which was applicable to the Supplier as at the date of this Contract and such rate increase results in an increased cost to the Supplier overall in relation to the provision of the Services ("Cost Increase"), the Supplier shall (subject to Clause 1.3.3 of Part D of this Schedule 7 and the provision of supporting information) be entitled to recharge a sum equal to the Cost Increase to the Authority. The Supplier shall only be entitled to recharge any Cost Increase to the Authority pursuant to this Clause 1.3.2 of Part D of this Schedule 7 in circumstances where the Cost Increase arises solely as a direct result of a general increase in the employer contribution rate applicable to all employers participating in the NHS Pension Scheme and not in circumstances where the employer contribution rate applicable to the Supplier is increased for any other reason, including as a result of any acts or omissions of the Supplier which give rise to any costs or additional charges (including interest) being charged to the Supplier which are over and above the minimum employer contributions payable by an employer in the NHS Pension Scheme (including as a result of a failure by the Supplier to comply with the terms of its Direction Letter or to meet its obligations to the NHS Pension Scheme).
 - 1.3.3 The Supplier must supply all such information as the Authority may reasonably request from time to time in order to support any claim made by the Supplier pursuant to Clause 1.3.2 of Part D of this Schedule 7 in relation to a Cost Increase.
 - 1.3.4 Where during the Term the standard employer contribution rate which the Supplier is required to pay in relation to the NHS Pension Scheme pursuant to the terms of its Direction Letter is decreased as part of a general reduction in the standard employer contribution rate applicable to all employers participating in the NHS Pension Scheme to a rate which is lower than that

which was applicable as at the date of this Contract and such decrease results in a cost saving for the Supplier (a “Cost Saving”), the Authority shall be entitled to reduce the amounts payable to the Supplier under this Contract by an amount equal to the Cost Saving. The Authority shall be entitled to deduct any Cost Saving from sums otherwise payable by the Authority to the Supplier under this Contract.

1.4 Broadly Comparable Pension Benefits

1.4.1 If the Authority in its sole discretion agrees that the Supplier or Sub-contractor need not provide the Eligible Employees with access to the NHS Pension Scheme, the Supplier must ensure that, with effect from the Employee Transfer Date until the day before the Subsequent Transfer Date, the Eligible Employees are offered access to a scheme under which the Pension Benefits are Broadly Comparable to those provided under the NHS Pension Scheme.

1.4.2 The Supplier must supply to the Authority details of its Broadly Comparable scheme and provide a full copy of the valid certificate of Broad Comparability covering all Eligible Employees, as soon as it is able to do so and in any event no later than twenty eight (28) days before the Employee Transfer Date.

1.5 Transfer Option where Broadly Comparable Pension Benefits are provided

1.5.1 As soon as reasonably practicable and in any event no later than twenty (20) Business Days after the Employee Transfer Date, the Supplier must provide the Eligible Employees with the Transfer Option, where a Third Party offered, or the Supplier offers, a Broadly Comparable scheme.

1.6 Calculation of Transfer Amount

1.6.1 The Authority shall use reasonable endeavours to procure that twenty (20) Business Days after the Transfer Option Deadline, the Transfer Amount is calculated by the Third Party's Actuary or the Authority's Actuary (as appropriate) on the following basis and notified to the Supplier along with any appropriate underlying methodology.

1.6.2 If the Third Party offers a Broadly Comparable scheme to Eligible Employees:

- (i) the part of the Transfer Amount which relates to benefits accrued in that Broadly Comparable scheme other than those in Clause (ii) of Part D of this Schedule 7 below must be aligned to the funding requirements of that scheme; and
- (ii) the part of the Transfer Amount which relates to benefits accrued in the NHS Pension Scheme (having been previously bulk transferred into the Third Party's Broadly Comparable scheme), must be aligned to whichever of:
 - (A) the funding requirements of the Third Party's Broadly Comparable scheme; or
 - (B) the principles under which the Third Party's Broadly Comparable scheme received a bulk transfer payment from the NHS Pension Scheme (together with any shortfall payment),

gives the higher figure, provided that where the principles require the assumptions to be determined as at a particular date, that date shall be the Employee Transfer Date.

1.6.3 In the case of Transferring Employees or any Third Party Employees who have access to the NHS Pension Scheme (and who are classed as Eligible Employees), the Transfer Amount shall be calculated by the NHS Pension Scheme's Actuary on the basis applicable for bulk transfer terms from the NHS Pension Scheme set by the Department of Health from time to time.

1.6.4 Each Party shall promptly provide to the Actuary calculating or verifying the Transfer Amount any documentation and information which that Actuary may reasonably require.

1.7 Payment of Transfer Amount

Subject to:

1.7.1 the period for acceptance of the Transfer Option having expired; and

1.7.2 the Supplier having provided the trustees or managers of the Third Party's pension scheme (or NHS Pensions, as appropriate) with completed and signed forms of consent in a form acceptable to the Third Party's pension scheme (or NHS Pensions) from each Eligible Employee in respect of the Transfer Option; and

1.7.3 the calculation of the Transfer Amount in accordance with Clause 1.6 of Part D of this Schedule 7; and

1.7.4 the trustees or managers of the Supplier's (or any Sub-contractor's) Broadly Comparable scheme (or NHS Pensions, as appropriate) having confirmed in writing to the trustees or managers of the Third Party's pension scheme (or NHS Pensions, as appropriate) that they are ready, willing and able to receive the Transfer Amount and the bank details of where the Transfer Amount should be sent, and not having revoked that confirmation,

the Authority will use reasonable endeavours to procure that the Third Party's pension scheme (or the NHS Pension Scheme, as appropriate) shall, on or before the Payment Date, transfer to the Supplier's Broadly Comparable scheme (or NHS Pension Scheme) the Transfer Amount in cash, together with any cash or other assets which are referable to additional voluntary contributions (if any) paid by the Eligible Employees which do not give rise to salary-related benefits.

1.8 Credit for Transfer Amount

1.8.1 Subject to prior receipt of the Transfer Amount, by the trustees or managers of the Supplier's Broadly Comparable scheme (or NHS Pensions, as appropriate), the Supplier must procure that year-for-year day-for-day service credits are granted in the Supplier's (Broadly Comparable scheme (or NHS Pension Scheme), or an actuarial equivalent agreed by the Authority's Actuary (and NHS Pension Scheme Actuary) in accordance with Fair Deal for Staff Pensions as a suitable reflection of the differences in benefit structure between the NHS Pension Scheme and the Supplier's pension scheme.

1.8.2 To the extent that the Transfer Amount is or shall be insufficient to provide benefits in the receiving scheme on the basis set out in Clause 1.8.1 above,

the Supplier shall be liable to make a top-up payment into the receiving scheme such that benefits shall be provided by the receiving scheme on the basis set out in Clause 1.8.1 above.

1.9 Premature Retirement Rights

- 1.9.1 From the Employee Transfer Date until the day before the Subsequent Transfer Date, the Supplier must provide Premature Retirement Rights in respect of the Eligible Employees that are identical to the benefits they would have received had they remained employees of an NHS Body or other employer which participates automatically in the NHS Pension Scheme.

1.10 Breach and Cancellation of any Direction Letter(s) and Right of Set-Off

- 1.10.1 The Supplier agrees that it shall notify the Authority if it breaches the terms of the Direction Letter. The Supplier also agrees that the Authority is entitled to make arrangements with NHS Pensions for the Authority to be notified if the Supplier breaches the terms of this Direction Letter.
- 1.10.2 If the Authority is entitled to terminate this Contract pursuant to Clause 15.5.5 of Schedule 2, the Authority may in its sole discretion instead of exercising its right under Clause 15.5.5 of Schedule 2 permit the Supplier to offer Broadly Comparable Pension Benefits, on such terms as decided by the Authority.
- 1.10.3 If the Authority is notified by NHS Pensions of any NHS Pension Scheme Arrears, the Authority shall be entitled to deduct all or part of those arrears from any amount due to be paid by the Authority to the Supplier having given the Supplier five (5) Business Days' notice of its intention to do so, and to pay any sum deducted to NHS Pensions in full or partial settlement of the NHS Pension Scheme Arrears. This set-off right is in addition to and not instead of the Authority's right to terminate the Contract under Clause 15.5.5 of Schedule 2.

1.11 Compensation

- 1.11.1 If the Supplier is unable to provide the Eligible Employees with either:
- (i) membership of the NHS Pension Scheme (having used its best endeavours to secure a Direction Letter); or
 - (ii) a Broadly Comparable scheme,
- the Authority may in its sole discretion permit the Supplier to compensate the Eligible Employees in a manner that is Broadly Comparable or equivalent in cash terms, the Supplier having consulted with a view to reaching agreement any recognised trade union or, in the absence of such body, the Eligible Employees. The Supplier must meet the costs of the Authority in determining whether the level of compensation offered is reasonable in the circumstances.
- 1.11.2 This flexibility for the Authority to allow compensation in place of Pension Benefits is in addition to and not instead of the Authority's right to terminate the Contract under Clause 15.5.5 of Schedule 2.

1.12 Supplier Indemnities Regarding Pension Benefits and Premature Retirement Rights

- 1.12.1 The Supplier must indemnify and keep indemnified the Authority and any Successor against all Losses arising out of any claim by any Eligible Employee that the provision of (or failure to provide) Pension Benefits and Premature Retirement Rights from the Employee Transfer Date, or the level of such benefit provided, constitutes a breach of his or her employment rights.
- 1.12.2 The Supplier must indemnify and keep indemnified the Authority, NHS Pensions and any Successor against all Losses arising out of the Supplier (or its Sub-contractor) allowing anyone who is not an Eligible Employee to join or claim membership of the NHS Pension Scheme at any time during the Term.
- 1.12.3 The Supplier must indemnify the Authority, NHS Pensions and any Successor against all Losses arising out of its breach of this Part D of this Schedule 7 or the terms of the Direction Letter.

1.13 Sub-contractors

- 1.13.1 If the Supplier enters or has at the Commencement Date entered into a Sub-contract for delivery of all or part of the Services it shall impose obligations on its Sub-contractor in the same terms as those imposed on the Supplier in relation to Pension Benefits and Premature Retirement Benefits by this Part D of this Schedule 7, including requiring that:
 - (i) if the Supplier has secured a Direction Letter, the Sub-contractor also secures a Direction Letter in respect of the Eligible Employees for their future service with the Sub-contractor as a condition of being awarded the Sub-contract; or
 - (ii) if the Supplier has offered the Eligible Employees access to a pension scheme under which the benefits are Broadly Comparable to those provided under the NHS Pension Scheme, the Sub-contractor either secures a Direction Letter in respect of the Eligible Employees or provides Eligible Employees with access to a scheme with Pension Benefits which are Broadly Comparable to those provided under the NHS Pension Scheme and in either case the option for Eligible Employees to transfer their accrued rights in the Supplier's pension scheme into the Sub-contractor's Broadly Comparable scheme (or where a Direction Letter is secured by the Sub-contractor, the NHS Pension Scheme) on the basis set out in Clause 1.8 of Part D of this Schedule 7, except that the Supplier or the Sub-contractor as agreed between them, must make up any shortfall in the transfer amount received from the Supplier's pension scheme.

1.14 Direct Enforceability by the Eligible Employees

- 1.14.1 Notwithstanding Clause 30.8 of Schedule 2, the provisions of this Part D of this Schedule 7 may be directly enforced by an Eligible Employee against the Supplier and the Parties agree that the Contracts (Rights of Third Parties) Act 1999 shall apply to the extent necessary to ensure that any Eligible Employee shall have the right to enforce any obligation owed to him or her by the Supplier under this Part D of this Schedule 7 in his or her own right under section 1(1) of the Contracts (Rights of Third Parties) Act 1999.

- 1.14.2 Further, the Supplier must ensure that the Contracts (Rights of Third Parties) Act 1999 shall apply to any Sub-contract to the extent necessary to ensure that any Eligible Employee shall have the right to enforce any obligation owed to them by the Sub-contractor in his or her own right under section 1(1) of the Contracts (Rights of Third Parties) Act 1999.

1.15 Pensions on Transfer of Employment on Exit

- 1.15.1 In the event of any termination or expiry or partial termination or expiry of this Contract which results in a transfer of the Eligible Employees, the Supplier must (and if offering a Broadly Comparable scheme, must use all reasonable efforts to procure that the trustees or managers of that pension scheme must):
- (i) not adversely affect pension rights accrued by the Eligible Employees in the period ending on the Subsequent Transfer Date;
 - (ii) within thirty (30) Business Days of being requested to do so by the Authority or Successor, (or if the Successor is offering Eligible Employees access to the NHS Pension Scheme, by NHS Pensions), provide a transfer amount calculated in accordance with Clause 1.6 of this Part D of this Schedule 7; and
 - (iii) do all acts and things, and provide all information and access to the Eligible Employees, as may in the reasonable opinion of the Authority be necessary or desirable and to enable the Authority and/or the Successor to achieve the objectives of Fair Deal for Staff Pensions.

Schedule 8

Expert Determination

1 Dispute Process

- 1.1 During any Dispute, including a Dispute as to the validity of the Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 1.2 In the case of a Dispute the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and shall follow the procedure set out in this Schedule 8.
- 1.3 In the event of a Dispute either Party may serve a Dispute Notice on the other Party to commence formal resolution of the Dispute. The Dispute Notice shall set out:
 - 1.3.1 the material particulars of the Dispute; and
 - 1.3.2 the reasons why the Party serving the Dispute Notice believes the Dispute has arisen.
- 1.4 Following the service of a Dispute Notice the Parties shall first seek to resolve the Dispute by convening a meeting between the Authority's Contract Manager and the Supplier's Contract Manager (together the "**Contract Managers**").
 - 1.4.1 The meeting of the Contract Managers must take place within five (5) Business Days of the date of the Dispute Notice (the "**Dispute Meeting**").
 - 1.4.2 The Contract Managers shall be given ten (10) Business Days following the date of the Dispute Meeting to resolve the Dispute.
 - 1.4.3 The Contract Managers can agree to further meetings at levels 2 and/or 3, as referred to at Clause 5.1 of the Key Provisions in Schedule 1, in addition to the Dispute Meeting, but such meetings must be held within the ten (10) Business Day timetable set out in Clause 1.4.2 of this Schedule 8.
 - 1.4.4 If at any point it becomes clear that the timetable set out cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the timetable. Any agreed extension to the timetable shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.
- 1.5 If the procedure set out in Clause 1.4 of this Schedule 8 has been exhausted and fails to resolve the Dispute either Party may request the Dispute be resolved by way of a binding expert determination (pursuant to Clause 1.6 of this Schedule 8). For the avoidance of doubt, the Expert shall determine all matters (including, without limitation, matters of contractual construction and interpretation) in connection with any Dispute referred to binding expert determination pursuant to Clause 1.6 of this Schedule 8.
- 1.6 Where the Dispute is referred to binding expert determination the following process will apply:
 - 1.6.1 The Party wishing to refer the Dispute to expert determination shall give notice in writing to the other Party informing it of its wish to refer the Dispute to expert determination and giving brief details of its position in the Dispute.
 - 1.6.2 The Parties shall attempt to agree upon a single expert (who must have no connection with the Dispute unless both Parties have consented in writing) (an "**Expert**"). For the avoidance of doubt, where the Dispute relates to contractual interpretation and construction, the Expert may be Queen's Counsel. In the event that the Parties fail to agree upon an Expert within five

- (5) Business Days following the date of the notice referred to in Clause 1.6.1 of this Schedule 8 (or if the person agreed upon is unable or unwilling to act), the Parties agree that the Expert will be nominated and confirmed to be appointed by the Centre for Effective Dispute Resolution.
- 1.6.3 The Expert must be willing and able to complete the expert determination process within thirty (30) Business Days of the Date of Final Representations (as defined in Clause 1.6.5 of this Schedule 8).
- 1.6.4 The Expert shall act as an expert not as an arbitrator or legal advisor. There will be no formal hearing and the Expert shall regulate the procedure as he sees fit.
- 1.6.5 The Parties shall each have the right to make written representations to the Expert and will, with reasonable promptness, provide the Expert with such assistance and documents as the Expert reasonably requires for the purpose of reaching a decision. Such representations must be made within twenty eight (28) Business Days of the Expert being appointed, or fourteen (14) Business Days after the last documents requested by the Expert have been provided to the Expert, whichever is the later (“**Date of Final Representations**”). Any documents provided to the Expert and any correspondence to or from the Expert, including email exchanges, shall be copied to the other Party simultaneously.
- 1.6.6 The Expert shall have the power to open up, review and revise any certificate, opinion, requisition or notice and to determine all matters in Dispute (including his jurisdiction to determine matters that have been referred to him).
- 1.6.7 The Expert may take such advice and assistance from professional advisers or other third parties as he reasonably considers appropriate to enable him to reach a determination of the Dispute and may issue orders that one or both of the Parties are to pay such third party costs, stating the proportion. For the avoidance of doubt, where the Expert is not Queen’s Counsel, and the Expert requires advice or assistance on matters of contractual interpretation and construction, the expert may take such advice and assistance from a third party Queen’s Counsel of their choosing under this Clause 1.6.7 of this Schedule 8. The Parties will pay any such third party costs incurred pursuant to this Clause 1.6.7 of this Schedule 8 in such proportions as the Expert shall order. In the absence of such order such third party costs will be paid equally.
- 1.6.8 The Expert shall provide the Parties with a written determination of the Dispute (the “**Expert’s Decision**”) within thirty (30) Business Days of the Date of Final Representations, which shall, in the absence of fraud or manifest error, be final and binding on the Parties.
- 1.6.9 The Expert’s Decision shall include reasons.
- 1.6.10 The Parties agree to implement the Expert’s Decision within five (5) Business Days of the Expert’s Decision being provided to them or as otherwise specified as part of the Expert’s Decision.
- 1.6.11 The Parties agree that the Expert shall be entitled to proceed to give his binding determination should one or both Parties fail to act in accordance with the procedural timetable set out above.

- 1.6.12 The Parties will pay the Expert's costs in such proportions as the Expert shall determine. In the absence of such determination such costs will be shared equally.
- 1.6.13 The Parties agree to keep confidential all information arising out of or in connection with the expert determination, including details of the underlying Dispute, except where disclosure is required by Law.
- 1.7 Nothing in this Contract shall prevent:
 - 1.7.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
 - 1.7.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party (including Intellectual Property Rights) or which relates to the safety of patients and other service users or the security of Confidential Information, pending the resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 1.8 Subject to Clause 1.7 of this Schedule 8 neither Party may commence legal proceedings in relation to a Dispute until the dispute resolution procedures set out in this Schedule 8 have been exhausted. For the avoidance of doubt, either Party may commence legal proceedings to enforce the Expert's Decision.
- 1.9 This Schedule 8 shall survive the expiry of or earlier termination of this Contract for any reason.

Schedule 9

Change Control Process

Definitions

1.1. Capitalised words or terms used in this Schedule 9 have the meaning given below, or as defined elsewhere in this Contract.

Change	Any change to this Contract including to any of the Services.
Change Control Note	The written record of a Change agreed or to be agreed by the parties pursuant to the Change Control Procedure.
Change Control Procedure	The procedure for changing this Contract, as set out in this Schedule 9.
Change Request	a written request (in the case of the Authority) or a recommendation (in the case of the Supplier) for a Change which is submitted by one party to the other pursuant to the Change Control Procedure.

2. Principles

2.1. Where the Authority or the Supplier sees a need to change this Contract, the Authority may at any time request, and the Supplier may at any time recommend, such Change only in accordance with the Change Control Procedure set out in this Schedule 9.

2.2. Until such time as a Change is made in accordance with the Change Control Procedure, the Authority and the Supplier shall, unless otherwise agreed in writing, continue to perform this Contract in compliance with its terms prior to such Change.

2.3. Any discussions which may take place between the Authority and the Supplier in connection with a request or recommendation before the authorisation of a resultant Change shall be without prejudice to the rights of either party.

2.4. Any work undertaken by the Supplier or a Sub-contractor which has not been authorised in advance by a Change, and which has not been otherwise agreed in accordance with the provisions of this Schedule 9, shall be undertaken entirely at the expense and liability of the Supplier.

3. Procedures

3.1. Discussion between the Authority and the Supplier concerning a Change shall result in any one of the following:

3.1.1. no further action being taken; or

3.1.2. a request to change this Contract by the Authority; or

3.1.3. a recommendation to change this Contract by the Supplier.

3.2. Where a written request for an amendment is received from the Authority, the Supplier shall, unless otherwise agreed, submit a Change Control Note signed by the Supplier to the Authority within three weeks of the date of the request.

3.3. A recommendation to amend this Contract by the Supplier shall be submitted directly to the Authority in the form of a Change Control Note signed by the Supplier at the time of such recommendation. The Authority shall give its response to the Change Control Note within three weeks.

3.4. Each Change Control Note shall contain:

3.4.1. the title of the Change;

3.4.2. the originator and date of the request or recommendation for the Change;

3.4.3. the reason for the Change;

3.4.4. full details of the Change, including any specifications;

3.4.5. the price, if any, of the Change;

3.4.6. a timetable for implementation, together with any proposals for acceptance of the Change;

3.4.7. a schedule of payments if appropriate;

3.4.8. details of the likely impact, if any, of the Change on other aspects of this Contract including:

3.4.8.1. the timetable for the provision of the Change;

3.4.8.2. the personnel to be provided

3.4.8.3. the documentation to be provided;

3.4.8.4. working arrangements; and

3.4.8.5. other contractual issues;

3.4.9. the date of expiry of validity of the Change Control Note; and

3.4.10. provision for signature by the Authority and the Supplier.

3.5. For each Change Control Note submitted by the Supplier the Authority shall, within the period of the validity of the Change Control Note:

3.5.1. allocate a sequential number to the Change Control Note; and

3.5.2. evaluate the Change Control Note and, as appropriate:

3.5.2.1. request further information; or

3.5.2.2. arrange for the Change Control Note to be signed by or on behalf of the Authority and return to the Supplier; or

3.5.2.3. notify the Supplier of the rejection of the Change Control Note.